

Cloud Training, Upskilling, FinOps and Technical Capability Enablement

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to establish long-term technical self-sufficiency through secure, scalable cloud-native engineering training aligned with NCSC Cloud Security Principles. We provide expert-led enablement across AWS, Azure, and GCP to ensure your teams can build, manage, and optimise cloud services independently.

1.2 Scope of the Service

The service covers the following:

- **Public Cloud Training:** Comprehensive modules for AWS, Microsoft Azure, and Google Cloud Platform.
 - **Modern Engineering:** Training in Infrastructure as Code (IaC), microservices, and containerisation (Kubernetes/Docker).
 - **FinOps & Cost Management:** Upskilling teams to monitor, manage, and reduce cloud spend.
 - **DevSecOps Enablement:** Integrating security automation and compliance into the delivery lifecycle.
 - **Super-user Training:** Intensive enablement for platform administrators and internal advocates.
 - **Methodology Coaching:** Agile and DevOps cultural and process transformation.
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1.3 Delivery Approach

GlobalLogic follows a structured learning lifecycle:

1. **Skills Gap Analysis:** Evaluating current team maturity and identifying capability targets.
 2. **Curriculum Tailoring:** Mapping training modules to the Buyer's specific cloud architecture and project goals.
 3. **Blended Learning:** A mix of hands-on labs, technical workshops, and theory-based sessions.
 4. **Sustained Enablement:** Providing "drop-in" clinics and peer-review sessions to apply learning to live projects.
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1.4 Tools, Methods & Standards

- **Standards:** GDS Service Standard, NCSC Cloud Security Principles, WCAG 2.2 Accessibility.
- **Methods:** Pair programming, Agile Scrum/Kanban, Infrastructure as Code (Terraform/Ansible).
- **Environment:** Hands-on labs delivered in secure, isolated sandbox environments.

1.5 Deliverables

- Role-based training pathways and curriculum documentation.
- Technical laboratory guides and reference architectures.
- Post-training capability assessment and super-user certification.
- Ongoing learning roadmap and resource library.

1.6 Dependencies & Constraints

- **Environment Access:** Buyer must provide or approve sandbox environments for practical exercises.
- **Participant Release:** Buyer ensures staff are available and protected from BAU tasks for the duration of training.
- **Prerequisites:** Participants should meet minimum technical baseline requirements defined during the analysis phase.

1.7 Customer Responsibilities

- Appointment of a Training Sponsor to coordinate internal logistics.
- Definition of priority use cases or project goals to ground the training in reality.
- Provision of any specific internal security or governance documentation to be included in the training.

1.8 Quality Assurance & Governance

GlobalLogic employs a "Lead Trainer" model where every engagement is overseen by a Principal Consultant. We use real-time feedback loops and post-module assessments to ensure knowledge transfer is effective and aligned with the Buyer's digital strategy.

1.9 Security, Data Protection & Compliance

- **Staff Security:** All trainers are cleared up to SC level.
 - **Information Assurance:** We follow ISO 27001 standards for all training materials and delivery.
 - **Data Privacy:** Hands-on labs use synthetic data; no live Citizen data is used in training environments.
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2. Onboarding & Offboarding

2.1 Onboarding

- Onboarding is completed within 10 working days. This includes a kick-off workshop, stakeholder interviews for skills mapping, and technical validation of the training environment.

2.2 Offboarding

At the conclusion of the service, all training assets are transferred to the Buyer. We provide a final "Capability Maturity Report" detailing the progress made and recommendations for further independent growth.

3. Pricing & Commercials

This service is priced via the GlobalLogic G-Cloud 15 Rate Card. Services are typically engaged on a Time & Materials basis, though fixed-price training "boot camps" can be defined via a Statement of Work.

4. About GlobalLogic & Why We're the Right Partner

4.1 About GlobalLogic

GlobalLogic, a Hitachi Group Company, is a leader in digital product engineering. We helped create some of the most innovative and widely used digital products and experiences. We integrate experience design, complex engineering and AI & data expertise to help public sector organisations and commercial enterprises accelerate their transition into digital-first businesses.

Unlike traditional systems integrators that focus on maintaining legacy IT, we focus on **building the new**. We combine a "chip-to-cloud" software engineering mindset with user-centric design to create digital products that citizens and employees want to use.

- **Global Scale, Local Delivery:** We employ over 32,000 professionals across 23 countries. In the UK & Ireland, we operate major engineering and design hubs in London, Manchester, Edinburgh, and Newry.
- **The Hitachi Advantage:** Acquired by Hitachi in 2021, we bring the agility of a Silicon Valley digital native backed by the financial stability, R&D depth and 110-year heritage of a global industrial giant.
- **Core Capabilities:** Our services span the full digital lifecycle, including Digital Advisory, Experience Design (via our Method design arm), Software Engineering, Data & AI, and Cloud Platform development.

4.2 Why GlobalLogic

We bridge the gap between strategic intent and technical execution. For public sector buyers, we offer a distinct alternative to incumbent providers by focusing on **delivery velocity** and **engineering rigour**.

- **We Build, We Don't Just Advise:** Our roots are in product engineering. We apply the same rigorous standards used to build life-critical medical devices and global banking platforms to

public sector challenges. We deliver working software, not just slide decks delivering >2000 product releases per annum.

- **Velocity AI – Accelerating Impact:** We do not just build AI; we engineer ecosystems where intelligence is orchestrated across the business. Using our Velocity AI strategy, we typically **achieve a 30% increase in productivity and a 25% reduction in time-to-market** for new digital services.
- **User-Centric, Security-First:** We align with GDS (Government Digital Service) standards by default, ensuring services are accessible and intuitive. Crucially, we embed security into the engineering lifecycle (Secure-by-Design), aligning with NCSC principles to manage data and risk effectively.
- **Proven in Regulated Environments:** We have two decades of experience delivering in highly regulated sectors, including Life Sciences, Healthcare, and Financial Services. We understand how to navigate complex compliance landscapes without sacrificing the pace of innovation and hold (amongst others) **ISO 13485 certification** and follow **IEC 62304 compliant** software development lifecycles.

4.3 Social Value & Ethical Impact

We believe that social innovation is as critical as technical innovation. GlobalLogic, as part of the Hitachi Group, operates with a deep commitment to creating positive impact for people and the planet. Our approach is grounded in measurable outcomes and global ethical standards.

- **World-Class Ethical Leadership:** In 2025, Hitachi was named one of the **World's Most Ethical Companies** by Ethisphere. This recognition reflects our commitment to integrity, compliance and high standards of governance in every public sector engagement.
- **Commitment to Diversity and Inclusion:** We are a signatory of the **CEO Action for Diversity and Inclusion**. We achieved the Hitachi Group 2030 goal of having **30% women in our workforce** in 2023, seven years ahead of schedule.
- **Sustainable Operations:** GlobalLogic holds an **EcoVadis Silver Rating**, placing us in the **top 15%** of companies assessed for sustainability in our sector. We report our own Scope I, II and III emissions and are fully aligned with Hitachi's target to achieve carbon neutrality at all business sites by 2030.
- **Proven Supply Chain Integrity:** Our **NQC Supplier Assurance** score exceeds the industry average by **25%**. This ensures that our delivery models are as responsible as they are resilient.

- **Talent Development and Wellbeing:** GlobalLogic is recognized as a global leader in talent development, receiving the **ATD Best Award in 2025**. This ensures our public sector teams are continuously upskilled in the latest technologies, including responsible AI and secure engineering practices.
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5. Contact Details

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