

Cloud Security Posture Assessment & Remediation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

The **Cloud Security Posture Assessment & Remediation** service addresses the "significant security and compliance gaps" that leave public sector organisations exposed to "high breach risk" and "unknown business risks".

Many cloud platforms suffer from "blind operations" and "slow incident response," leading to a Mean Time to Detect (MTTD) of over 2 hours. GlobalLogic's assessment is designed to radically shift this posture. We move organisations from reactive, manual security to proactive, automated resilience.

Through a rapid "Sprint 0" deep-dive, we identify vulnerabilities and design automated guardrails to target a **Mean Time to Detect (MTTD) of < 5 minutes** and **> 80% automated incident resolution (self-healing)**.

1.2 Scope of the Service

The service covers a comprehensive review of your security landscape, including:

- **Security Posture Review:** Benchmarking against NCSC Cloud Security Principles and Zero Trust architectures.
- **Vulnerability Assessment:** Analysis of the "critical findings backlog" and patch management processes.
- **Incident Response Analysis:** Evaluation of current MTTD and recovery capabilities to address "major incident risk".
- **Observability & Governance:** Review of logging, alerting, and "blind operations" to ensure visibility.
- **Compliance Guardrails:** Assessment of automated policy enforcement (e.g., Azure Policy, AWS Config).
- **Identity & Access:** Review of IAM privileges to reduce "key-person dependency" and insider threat risks.

1.3 Delivery Approach

We utilise a "Sprint 0" methodology to deliver quantified risk insights in a single week:

- **Day 1 (Deep Dive):** Collaborative workshops to analyse the security environment, identifying "patterns & pain points" and compliance gaps.
 - **Day 2-5 (Build Insights):** GlobalLogic security architects model threat scenarios, quantify risks, and design remediation solutions.
 - **Day 6 (Playback):** Presentation of the findings, risk quantification, and the proposed **Remediation Backlog**.
 - **Day 7+ (Execution - Optional):** Execution of the backlog to implement "Enhanced Governance, Observability & Security Guardrails".
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1.4 Tools, Methods & Standards

- **Methodologies:** DevSecOps, Zero Trust, NCSC Cloud Security Principles.
 - **Standards:** Targets include MTTR < 5 mins and >80% Self-Healing.
 - **Tools:** Cloud-native security hubs (AWS Security Hub, Microsoft Defender for Cloud), SIEM/SOAR platforms, and Infrastructure-as-Code scanners.
 - **Security:** Staff screening to BS7858:2019 and SC clearance where required.
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1.5 Deliverables

- **Security Health Check Report:** A detailed analysis of "significant security and compliance gaps".
 - **Remediation Backlog:** A prioritised list of tasks to fix vulnerabilities and improve the "critical findings backlog".
 - **Risk Quantification Model:** Data-driven assessment of "unknown business risks" and "high breach risk".
 - **Automated Guardrail Design:** Blueprint for "Enhanced Governance" and self-healing infrastructure.
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1.6 Dependencies & Constraints

- **Access:** Requires read-only access to cloud security consoles, audit logs, and IAM configurations.
 - **Documentation:** Access to existing High-Level Designs (HLD) and network diagrams.
 - **Stakeholders:** Availability of InfoSec and SecOps leads for the Day 1 workshop.
 - **Delivery Model:** Services are delivered via a hybrid/blended model (UK Onshore, Nearshore, Offshore).
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1.7 Customer Responsibilities

- Provisioning of necessary access permissions prior to Day 1.
 - Providing context on specific compliance requirements (e.g., NHS DSPT, JSP 604).
 - Reviewing and approving the Remediation Backlog during the Playback session.
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1.8 Quality Assurance & Governance

- **Metrics-Driven:** Security improvements are measured against hard metrics (e.g., MTTR reduction, automated resolution rate).
 - **ISO 27001:** All security assessments are conducted under our certified Information Security Management System.
 - **Peer Review:** All architectural recommendations are peer-reviewed by Principal Security Architects.
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1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 27001, Cyber Essentials Plus.
 - **Data Handling:** All assessment data is processed in accordance with UK GDPR.
 - **Staff Vetting:** Staff security screening to BS7858:2019. SC Clearance available.
 - **Confidentiality:** Strict non-disclosure of identified vulnerabilities.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Confirmation of scope, security boundaries, and "Day 1" workshop scheduling.
- **Access Setup:** Secure exchange of credentials and establishment of least-privilege access.
- **Baseline Review:** Review of current "Mean Time to Detect" and incident response logs.

2.2 Offboarding

- **Handover:** Secure transfer of the Security Health Check Report and Remediation Backlog.
 - **Knowledge Transfer:** Final playback to ensure the internal team understands the "quantified risks" and solution designs.
 - **Data Deletion:** Secure removal of any client log data or configurations from GlobalLogic systems.
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3. Pricing & Commercials

Pricing Model: Time & Materials (T&M) based on the GCloud Rate Card or Fixed price, subject to the rate card.

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.

5. Contact Details

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