

AI Advisory: GenAI Strategy and MLOps Maturity Assessment

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's AI Advisory service provides a unified strategic and technical framework for public sector organisations looking to harness Generative AI and Machine Learning. By combining GenAI Value Assessments with MLOps Maturity evaluations, we bridge the gap between high-level policy objectives and production-scale technical execution. Our approach ensures AI initiatives are secure, ethical, and aligned with the GDS Service Standard.

1.2 Scope of the Service

- **GenAI Discovery:** Ideation workshops and Value Stream Assessment (VSA).
 - **MLOps Assessment:** Audit of existing ML pipelines (CI/CD/CT) and infrastructure.
 - **Architecture Design:** Blueprints for RAG (Retrieval-Augmented Generation) and model serving.
 - **Governance Frameworks:** Responsible AI, bias detection, and data privacy.
 - **Strategic Roadmap:** Prioritisation of use cases and technical milestones.
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1.3 Delivery Approach

We follow a structured 8–12 week lifecycle:

- **Discover:** Stakeholder interviews and current-state documentation review.
 - **Assess:** Evaluating maturity against our MLOps and Responsible AI frameworks.
 - **Ideate:** Identifying and scoring GenAI use cases for complexity vs. value.
 - **Define:** Creating target-state architectures and governance models.
 - **Roadmap:** Final playback of the execution plan and business case.
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1.4 Tools, Methods & Standards

- **Frameworks:** GlobalLogic Velocity AI, MLOps Maturity Framework.
 - **Platforms:** AWS SageMaker, Azure AI/ML, GCP Vertex AI.
 - **Standards:** NCSC Cloud Security Principles, GDS Service Standard, ISO 27001.
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1.5 Deliverables

- AI Maturity Scorecard.
 - Prioritised Use Case Log (Value vs. Effort).
 - Target State AI/ML Architecture Document.
 - Responsible AI Governance Guidelines.
 - Execution Roadmap (Quick Wins to Long-term Strategy).
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1.6 Dependencies & Constraints

- Availability of key business and technical stakeholders.
 - Access to high-level architecture documentation.
 - Access to data governance and security policies.
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1.7 Customer Responsibilities

- Providing a dedicated Project Sponsor.
 - Facilitating access to internal subject matter experts (SMEs).
 - Ensuring timely review and approval of deliverables.
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1.8 Quality Assurance & Governance

All advisory outcomes are peer-reviewed by our Global AI Practice Leads. We apply a "Quality by Design" approach to architecture, ensuring scalability and security are built into the roadmap from day one.

1.9 Security, Data Protection & Compliance

We operate in accordance with GDPR and the Data Protection Act 2018. Our consultants are typically SC-cleared, and all recommendations align with the NCSC's guidance on securing AI and LLMs.

2. Onboarding & Offboarding

2.1 Onboarding

Kick-off within 10 working days of order. Includes stakeholder mapping, security briefing, and setup of secure collaborative workspaces.

2.2 Offboarding

Final playback session, handover of all documentation in editable formats, and a formal project closure report. Data is purged from GlobalLogic systems in line with our data retention policy.

3. Pricing & Commercials

- This service is provided on a Time & Materials (T&M) basis
 - Please refer to the GlobalLogic G-Cloud 15 Rate Card for specific grade rates
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4. Case Studies

Case Study – Major UK Bank

Reduced model deployment time from 6 months to < 2 weeks by implementing an MLOps strategy that enabled 500+ data scientists with standardised tooling.

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

5.1 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.

5.2 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.

5.3 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.

6. Contact Details

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