



G-Cloud 15 Service Definition Document

AI-Ready Data & Semantic Foundation Service

v1.0

Lot 3: Cloud Support

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1 AI-Ready Data & Semantic Foundation Service

1.1 Service Overview

This service designs and implements a governed semantic data layer that makes enterprise data understandable and safe for AI and analytics use. It helps public sector organisations gain trusted insights, improve reporting accuracy, and enable AI tools and agents to work reliably using existing systems, without the cost and risk of large-scale data consolidation.

1.2 Service Summary

The supplier builds a business-led semantic foundation that defines trusted business entities, metrics, and relationships across systems, allowing buyers to use AI and analytics tools safely, consistently, and with confidence.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Faster delivery of trusted AI and analytics insights using existing data.
- Reduced risk of AI tools producing incorrect or misleading answers.
- A unified view of key business concepts across multiple systems.
- Improved confidence in reported figures and performance metrics.
- Lower cost and complexity than traditional data consolidation programmes.
- A scalable foundation for future AI and analytics use cases.
- Stronger data governance and business definition control.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Chief Data Officer	Establish trusted, governed data foundation	Standardise business metrics for AI use
Head of Analytics	Improve reporting accuracy and insight speed	Enable cross-system performance dashboards
CIO / IT Director	Enable AI safely without major platform rebuild	Support AI agents using existing systems
Transformation Lead	Deliver quick value from data investments	Pilot AI-enabled decision support
Data Governance Lead	Improve consistency of definitions and metrics	Implement business glossary and controls

1.5 Key Service Capabilities

Service capabilities:

- Use case discovery and prioritisation – Identify highest-value AI and analytics opportunities.
- Semantic model design – Define clear business entities and relationships.
- Governed metric definition – Create trusted and consistent business calculations.
- Enterprise semantic layer build – Implement unified semantic access across systems.
- Identity resolution – Match core entities like customers across sources.

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- AI/LLM and BI tool integration – Connect semantic layer to analytics platforms.
- Semantic guardrails configuration – Control approved joins and data usage rules.
- Business glossary creation – Document definitions, metrics, and data meaning.
- Documentation and knowledge transfer – Enable teams to manage the solution.
- Pilot AI agent setup – Demonstrate AI using the semantic foundation.

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
Canonical semantic models	Consistent business understanding across systems
Governed metric definitions	Trusted and repeatable reporting
Identity resolution	Single view of customers and suppliers
Semantic guardrails	Reduced AI errors and misuse
AI/LLM and /BI tool integration	Faster deployment of analytics and AI
Business glossary	Improved data literacy and governance
Pilot AI agent	Proof of value before wider rollout

1.7 What's In & Out

In Scope	Out of Scope
Semantic data model design	Large-scale data migration
Metric and KPI definition	Full Master Data Management (MDM) programmes
Enterprise semantic layer build	Enterprise data platform re-engineering
Integration with AI/LLM and BI tools	Source system remediation
Business glossary creation	Ongoing governance beyond handover
Pilot AI agent setup	Custom AI model training
Knowledge transfer and documentation	Long-term managed services unless agreed

1.8 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle Cloud implementation programmes.

Phases	Scope	Outputs
Discovery	Use case prioritisation and data review	Use case roadmap and architecture outline
Design	Semantic model and metric design	Approved semantic and metric definitions
Build	Implement semantic layer and integrations	Working semantic foundation
Pilot	Configure pilot AI/analytics use case	Demonstrated business outcome

Phases	Scope	Outputs
Handover	Training and documentation	Knowledge transfer pack
Knowledge Transfer	Documentation and handover	Support-ready assets

1.9 Pricing Model

Pricing follows a time and materials model aligned to SFIA roles and effort required. Buyers select scope and delivery scale; detailed rates are provided in the G-Cloud pricing document.

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Number of systems integrated	More systems increase effort
Complexity of business rules	Complex logic increases design time
Number of priority use cases	More use cases extend scope
Data quality challenges	Poor quality increases remediation effort
AI/BI integration breadth	More tools require additional configuration

1.11 Roles and Responsibilities

Supplier Responsibilities

- Deliver semantic models and configurations
- Provide documentation and training
- Integrate agreed tools and platforms
- Follow security and governance practices

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide system access and data
- Supply business SMEs and decisions
- Maintain platform licences
- Own ongoing governance post-handover

1.12 Delivery Constraints and Pricing Assumptions

- Timely access to systems and SMEs is provided.
- Buyers provide required tool and platform licences.
- Priority use cases are agreed before build phase.
- Source data is accessible and reasonably structured.
- Data quality issues may affect outcomes.
- Scope changes may affect pricing and timelines.

1.13 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018

- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.14 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.15 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.16 Service Management and Performance Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Test cycle completion against plan
- Defect turnaround tracking
- Reporting cadence agreed with buyer
- Quality metrics and traceability