G-Cloud 15 Service Definition Document

eAppSys AI Strategy & Adoption Framework for Oracle EBS

v1.0

Lot 3: Cloud Support

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1 eAppSys AI Strategy & Adoption Framework for Oracle EBS

1.1 Service Overview

The eAppSys AI Strategy & Adoption Framework for Oracle EBS is a structured and repeatable advisory and support service that helps organisations plan, govern, and scale Artificial Intelligence capabilities around their Oracle E-Business Suite estate.

The service focuses on aligning AI initiatives to business outcomes, preparing EBS data for AI use, defining secure and compliant AI architectures, and enabling controlled adoption across finance, HR, supply chain, and operational functions.

This service does not deliver AI tools or build production AI solutions; instead, it provides a clear, governed foundation that enables organisations to adopt AI safely, consistently, and at enterprise scale.

1.2 Who is Service For

This service is designed for organisations that:

- Run Oracle E-Business Suite as a core business system.
- Want to explore or scale AI use cases using EBS data.
- Need governance, security, and compliance controls before AI adoption.
- Want to avoid fragmented or experimental AI initiatives.

It is suitable for public sector bodies, arm's-length organisations, and regulated environments where assurance and auditability are essential.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Provides a clear AI strategy aligned to business priorities.
- Reduces risk through controlled and governed AI adoption.
- Improves the value extracted from existing Oracle EBS data.
- Enables faster and safer scaling of AI initiatives.
- Strengthens compliance, auditability, and security controls.
- Improves user confidence and adoption of AI capabilities.
- Delivers measurable ROI through defined success metrics.
- Avoids duplication and fragmented AI experimentation.
- Ensures a consistent AI approach across business functions.
- Builds sustainable, long-term AI capability.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
CIO / IT Director	Ensure AI adoption is secure, governed, and aligned to IT strategy	Define an enterprise AI roadmap that integrates cleanly with Oracle EBS

Buyer role	Primary objectives	Typical use case
Finance Director	Improve forecasting, controls, and insight without increasing risk	Explore AI-driven insights from GL, AP, AR, and reporting data
Head of Digital Transformation	Enable innovation while maintaining control and compliance	Create a repeatable framework for AI pilots and scale-up
Oracle Applications Manager	Protect EBS stability and security	Assess how AI can integrate with EBS without impacting core operations
Data / Analytics Lead	Improve data quality and AI readiness	Identify data gaps and remediation actions before AI implementation

1.5 Key Service Capabilities

Our service capabilities describe what we are able to do for buyers and how we apply our experience for early adoption of AI Strategy Framework for Oracle EBS:

- AI vision and use-case prioritisation: We define a clear AI vision and prioritise use cases based on measurable business value.
- EBS data readiness and remediation assessment: We assess data quality, completeness, and structure across Oracle EBS modules.
- AI architecture aligned to EBS processes: We design an AI architecture that integrates cleanly with existing EBS workflows.
- Enterprise AI governance and controls: We establish governance frameworks covering risk, ethics, audit, and compliance.
- Secure, role-based AI access: We align AI access to existing EBS security roles and segregation of duties.
- AI operating model definition: We define ownership, accountability, and decision-making for AI initiatives.
- User adoption and change management: We plan training, communications, and adoption activities to support users.
- KPI and benefits tracking: We define KPIs to measure success and track realised benefits.
- Phased rollout approach: We provide a structured roadmap from pilot to scaled adoption.
- Continuous optimisation guidance: We define how AI performance should be reviewed and improved over time.

1.6 What's In & Out

What's You Get	What's You Don't Get
Define an enterprise AI strategy aligned to business objectives and Oracle E-Business Suite capabilities.	Design, build, configuration, or deployment of AI tools, platforms, or solutions.
Identify and prioritise AI use cases using EBS data based on value, risk, and organisational readiness.	Development, training, testing, or optimisation of AI or machine learning models.

What's You Get	What's You Don't Get
Assess Oracle EBS data quality, structure, and governance for AI suitability.	Provisioning or management of cloud infrastructure, including OCI or third-party platforms.
Define a high-level AI architecture that integrates securely with existing EBS processes.	Ongoing operational support, monitoring, or run-time management of AI services.
Establish AI governance, risk management, compliance, and audit control frameworks.	Supply of software licences, subscriptions, cloud consumption, or third-party services.
Define the AI operating model, security alignment, adoption approach, and success measures.	Regulatory sign-off, legal interpretation, or changes to core Oracle E-Business Suite configurations.

1.7 Engagement Model

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

Phases	Scope	Outputs
Discovery & Alignment	Stakeholder interviews and business objective alignment	AI vision statement and success criteria
Use-Case & Data Assessment	Identify use cases and assess EBS data readiness	Prioritised use-case backlog and data assessment report
Architecture & Governance Design	Define AI architecture, security, and governance	Architecture diagrams and governance framework
Operating Model & Adoption Planning	Define roles, ownership, and change approach	AI operating model and adoption plan
Roadmap & Benefits Definition	Define phased rollout and success measures	Pilot-to-scale roadmap and KPI framework
Discovery & Alignment	Stakeholder interviews and business objective alignment	AI vision statement and success criteria

Typical Engagement Timelines

Engagement Size	Indicative Duration
Small / Single-Function Scope	4–6 weeks
Medium / Multi-Function Scope	6–10 weeks
Large / Enterprise-Wide Scope	10–14 weeks

Actual timelines depend on data availability, stakeholder access, and approval cycles.

1.8 Roles and Responsibilities

Supplier Responsibilities

- Provide skilled Oracle EBS and AI strategy resources.
- Plan and run agreed assessments and workshops.
- Deliver clear and usable documentation.
- Track progress, risks, and dependencies.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Appoint a single accountable sponsor.
- Provide access to EBS systems and data.
- Confirm priorities and success measures.
- Review and approve deliverables on time.

1.9 Pricing Model

Pricing is based on:

- Time and Materials (day-rate based), or
- Fixed price for clearly defined scope and deliverables.

The table below shows indicative complexity bands used to estimate effort and cost (guidance only and not commitments until confirmed Statement of Work). Final pricing is confirmed once scope is agreed.

Pricing Driver	Low	Medium	High
Number of Oracle EBS Modules	1–2 modules	3–5 modules	6+ modules
Stakeholders & Workshops	Up to 3 workshops with single function	4–6 workshops across multiple functions	7+ workshops with enterprise-wide stakeholders
Governance & Architecture Depth	High-level principles and target state	Detailed governance and reference architecture	Comprehensive governance, security, and control frameworks
Documentation & Assurance Level	Summary documentation and roadmap	Detailed documents with traceability	Full assurance pack suitable for audit and regulatory review
Indicative Effort Range	10–20 days	20–40 days	40–60 days

1.10 Commercial Flexibility

- Short-term engagements for assessments or proofs of concept
- Fixed-scope delivery for defined modernisation work
- Call-off support for ongoing improvement or optimisation
- Suitable for both small initiatives and multi-phase programmes

1.11 Delivery Constraints and Pricing Assumptions

- Delivery depends on timely access to source and target systems, data, and key stakeholders.
- Accurate data inventories and system information must be provided at the start of the engagement.
- Data quality issues, legacy limitations, or undocumented integrations may affect timelines.

- Third-party suppliers and regulatory or security approvals may introduce delays outside agreed control.
- Pricing is based on an agreed scope, data volumes, systems, and delivery assumptions.
- Scope changes, additional systems, or increased data volumes may require re-planning and price adjustment.
- Buyer availability is required for decisions, validation, and formal sign-off.
- Activities outside the agreed scope, including organisation-wide change management or long-term support, are excluded unless agreed.

1.12 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

1.13 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

1.14 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

1.15 Service Management and Governance

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

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback