

AI Opportunity Evaluation

G-Cloud 15 Service Definition

Version 1.0

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1 Introduction

This document provides the service definition for the AI Opportunity Evaluation offered by Leading Resolutions under the G-Cloud 15 framework. It reflects the latest requirements of the Procurement Act 2023, G-Cloud 15 guidance, and incorporates current trends in AI-enabled operations, cloud technology, security, sustainability, and public sector digital transformation.

The document covers service features, benefits, deliverables, onboarding and commercial arrangements, and associated services, ensuring alignment with the latest Cabinet Office and GDS policies.

1.1. Overview of services

Leading Resolutions' Public Sector Cloud and Digital Transformation Practice provides outcome-focused consulting services delivered by experienced consultants, leveraging over 20 years of experience. Our methodology accelerates time to value through a flexible, best-practice, and systemised approach. We guide clients through their transformation journey, supporting:

- Transformation through data, AI and core systems replacement
- Data governance design and implementation
- Data strategy
- Cloud readiness and strategic assessment
- Cloud, digital and data strategy development
- Digital service modernisation and service re-design
- Target operating model and organisational design
- Sourcing and procurement
- Sustainable cloud adoption aligned with Greening Government ICT targets
- Migration planning and execution
- Ongoing assurance, ROI tracking, and horizon scanning for new technology adoption
- Cyber maturity assessment and improvement
- AI readiness assessment
- AI opportunity evaluation and proof of concept (PoC) mobilisation
- Portfolio, programme and project delivery

1.2. Point of contact

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2 Service Description

2.1. Service overview

The AI Opportunity Evaluation Service provides a structured, evidence-based method for identifying, assessing and prioritising AI initiatives across an organisation.

The AI Opportunity Evaluation Service offers a fast, evidence-based way to identify, assess and prioritise AI opportunities. It distils organisational ideas, evaluates feasibility and strategic value, and accelerates the mobilisation of high-impact proof-of-concepts, ensuring AI investments are aligned, responsible and capable of delivering measurable early value.

The service provides:

- A structured process to capture and refine AI use cases across the organisation
- Assessment of value, feasibility and readiness using defined scoring criteria and a value-versus-readiness model
- Prioritisation of high-impact opportunities and selection of the strongest PoC
- Clear success criteria, KPIs and a high-level mobilisation plan for PoC delivery

The service is suitable for organisations beginning their AI journey. Most organisations are eager to adopt AI but often struggle to choose the right initiatives, avoid wasted investment, align with strategy, meet regulatory expectations, and demonstrate early value. This service addresses those challenges by ensuring AI initiatives are strategic, feasible, responsible, and focused on delivering meaningful impact

2.2. Features

- Organisation-wide collection of AI ideas, supported by templates capturing business challenges, SMART goals, expected value, data needs, required skills and resources, improvement metrics, and potential vendors
- Workshops or interviews used to clarify and refine submissions
- Structured scoring of each opportunity against strategic alignment, financial impact, cost optimisation, customer or citizen experience, operational efficiency, risk and compliance improvements, and employee experience
- Prioritisation using Value vs Readiness scoring
- Creation of longlist and shortlist, with readiness checks across data, technology, integration, skills, cyber and organisational support
- Identification of 1–2 viable PoC candidates
- High-level PoC plan covering success criteria, KPIs, required datasets, resource model, timelines, dependencies, risks and governance
- Governance, ethics and compliance measures aligned to G15 standards and UK policy, including transparency, accountability, fairness, bias mitigation, and regulatory and data-protection obligations

- Executive-ready reporting and stakeholder presentations outlining decision options, business value rationale, and recommendations for sequencing and investment
- UK-based consultants holding SC clearance where required

2.3. Benefits

Potential benefits include:

- Competitive advantage (dynamic pricing, product innovation)
- Operational efficiency (automation, process optimisation)
- Improved decision-making (predictive analytics, insight generation)
- Better customer/citizen experience (personalisation, faster service)
- Optimised supply chain (forecasting, smart routing)
- Risk mitigation (fraud detection, anomaly detection)
- Employee engagement & capability uplift
- Reduced waste by selecting initiatives that can succeed
- More successful PoCs through strategic alignment and readiness checks

This ensures organisations invest in AI safely and with a high probability of real return on investment.

2.4. Deliverables

A tailored, structured AI Opportunity report with a clear set of prioritised AI opportunities and a mobilisation path for delivery, including:

- A consolidated longlist of all submitted AI ideas, categorised, clarified and validated
- A Value vs Readiness scoring matrix with quantified scores for value impact, readiness, strategic alignment, data availability, and operational feasibility
- A shortlist of 6–7 high-value initiatives with evidence-based justification
- A recommended PoC based on value, readiness and feasibility, including use-case definition, success criteria, KPIs, dependencies and risks
- A PoC mobilisation plan outlining the project structure, required roles and responsibilities, data needs, technical considerations and vendor/tooling options

Plus a stakeholder presentation summarising findings, recommendations and next steps.

2.5. Our Approach

Our flexible engagement model supports clients from initial scoping to delivery and results measurement. We partner as independent, trusted advisors, delivering meaningful change and ensuring investments deliver optimal value.

We offer both long-term, multi-person projects and short-term, single-person assignments, delivered on-site or from our offices. Engagements typically follow four stages: pre-engagement, start-up, delivery and closure.

Pre-engagement: requirements discovery and proposal development (no charge)

Our engagement begins with a collaborative pre-sales phase, where we work closely with clients to understand their business context, objectives, and desired outcomes through discussions and workshops, providing early insights and developing a detailed, iterative Statement of Work at no charge, in line with the G-Cloud clarification process.

Start-up: SoW agreement, resource mobilisation, and stakeholder alignment

Once the Statement of Work and commercial terms are agreed, we quickly mobilise the project team, led by an experienced consultant. We initiate the engagement with a kick-off meeting involving the client sponsor and key stakeholders to confirm the scope, activities, milestones, and roles. Throughout the project, we implement robust governance, clear communication protocols, and transparent reporting to ensure accountability. This early alignment helps clarify expectations and address any differences, setting the foundation for a successful partnership.

Delivery: Close client collaboration, workshops, governance, and reporting

During delivery, we work collaboratively with client teams, either on-site or remotely, integrating smoothly with existing structures. Our approach combines stakeholder interviews, workshops, “art of the possible” sessions, and feedback forums to foster consensus, innovation, and actionable results. We engage the organisation to capture use cases, run stakeholder workshops, and assess initial value and challenges. We assess and prioritise opportunities through structured scoring sessions, ranking each idea by value and readiness to produce a clear shortlist and recommend the strongest PoC. Once agreed, we mobilise the PoC by defining success measures, KPIs and governance, preparing implementation options, and documenting risks and scale-up potential, all underpinned by robust governance, reporting and the flexibility to adapt as requirements evolve.

Closure: Deliverable acceptance, skills transfer, data deletion, and recommendations for future work

At closure, we ensure all deliverables are presented, reviewed, and formally accepted by the client. We prioritise knowledge and skills transfer, enabling client teams to maintain improvements and operate independently after the engagement. All client data is securely deleted in line with data protection policies, and we provide recommendations for future work and ongoing improvement to support continued digital and cloud transformation.

3 Service Information

3.1. Information Assurance

All engagements support services of any classification, with security-cleared personnel operating under the Government Security Classification (GSC) scheme. We ensure that all information is handled in accordance with relevant government and client-specific security policies. Enhanced assurance includes support for sovereign cloud, zero trust, and compliance automation helping clients meet stringent regulatory and data protection requirements.

3.2. On-boarding and Off-boarding

We operate a standard mobilisation approach, ensuring a smooth transition into and out of engagements. On-boarding includes resource mobilisation, stakeholder alignment, and project initiation, while off-boarding ensures all deliverables are accepted, skills are transferred to client teams, and all client data is securely deleted in line with policy and contractual obligations.

3.3. Quality Assurance, Project Control and Reporting

Our services are delivered to ISO9001-aligned standards, using industry-recognised methodologies such as Agile, ITIL, PRINCE2, MSP, TOGAF, and DSDM. We maintain robust governance through regular client engagement, feedback sessions, and transparent reporting. Quality assurance processes include checks for AI/ML integration, sustainability objectives, and compliance with G-Cloud 15 standards, ensuring that all deliverables meet or exceed client expectations.

3.4. Service Levels and Constraints

We operate during standard working hours: Monday to Friday, 09:00–17:30 (excluding public holidays). However, we can flex these hours to accommodate specific client needs or project demands. Strong governance is applied to all projects, with regular assurance reviews and active customer involvement to ensure successful delivery and early identification of any risks or issues.

3.5. Data Backup and Recovery

Our consultants adhere to client policies for infrastructure and information management. Where Leading Resolutions' systems are used, regular backups are performed and robust business continuity plans are in place to ensure service resilience. We are equipped to handle information up to OFFICIAL classification and have facilities for higher classifications if required, ensuring data integrity and availability throughout the engagement.

3.6. Training

Training is provided as appropriate to the engagement, with a focus on upskilling client teams and building internal capability. During cloud migration and transformation projects, we offer tailored training sessions across cloud platforms and software services, ensuring knowledge transfer and supporting long-term client autonomy.

3.7. Trial Service

While we do not offer a formal trial version of the AI Opportunity Evaluation Service, our comprehensive pre-sales engagement ensures that client requirements are fully understood and addressed before any commitment is made. This approach minimises risk and ensures that the proposed solution is the right fit for the client's needs.

4 Commercial Arrangements

4.1. Pricing

Services are available via resource-based or fixed-price models. Pricing is transparent and aligned with G-Cloud 15 requirements, including social value and sustainability reporting. Discounts may apply for volume or work combination. Full payment terms and milestones are defined in the SoW.

4.2. Ordering process

Services are provided on a project or ad-hoc basis. The process includes pre-sales engagement, SoW agreement, and registration via the Central Digital Platform. Clients must link their CDP and Digital Marketplace accounts as per G-Cloud 15 guidance.

4.3. Change management

Scope is defined by this document and the SoW. Change requests are assessed for impact, cost, and schedule, with written agreement required before work commences.

4.4. Customer responsibilities

Clients must provide timely access to stakeholders, architects, decision makers and up-to-date resources and artefacts that cover the current business and IT context, strategies and plans, the service portfolio, current architectures and operating models.

A dedicated workspace and strong sponsorship are required for engagement success.

5 Associated Services

- Cloud Readiness Assessment
- Cloud Strategy & Roadmap Development.
- Cloud Design Service
- Cloud Migration Service
- Microsoft 365 Readiness Assessment
- Cyber Maturity Assessment
- AI Readiness Assessment

6 About Leading Resolutions

Leading Resolutions helps public sector organisations deliver better services at reduced cost through digital and cloud-first transformation. As trusted advisors, we focus on benefit realisation, cost efficiency, and unbiased advice. Our expertise includes:

- Cloud and digital transformation strategy
- Service re-design and operating models
- Sourcing and procurement
- Migration planning and implementation
- Ongoing assurance and horizon scanning
- Cyber maturity assessment

We are a preferred supplier to the Public Sector, with services available via Digital Marketplace frameworks including G-Cloud and Digital Outcomes and Specialists.