

AI Machine Learning Implementation Service

Service overview

The AI & Machine Learning Implementation Service supports public sector organisations to design, build and deploy secure, reliable AI and machine learning solutions that are suitable for use in live services. The service focuses on practical implementation, ensuring solutions are robust, explainable, and aligned to organisational objectives, data governance requirements and UK regulatory obligations.

The service is suitable for organisations seeking to use AI to improve decision-making, automate processes, or enhance digital services, while maintaining transparency, accountability and control.

Scope of the service

drie works with customers to implement AI and machine learning solutions that are appropriate to their operating context and maturity. The service covers the delivery of production-ready solutions rather than research or experimentation.

The service may include:

- Identification and validation of AI use cases aligned to service outcomes
- Assessment of data readiness, quality and suitability
- Data preparation and feature engineering
- Selection, development and training of machine learning models
- Deployment of models into secure cloud environments
- Integration with existing systems, platforms or services
- Implementation of monitoring, logging and operational controls

All activities are scoped and agreed in advance to ensure clarity of outcomes and responsibilities.

Delivery approach

The service is delivered using an iterative, outcome-focused approach aligned to GDS delivery principles. Work is structured to deliver value early, reduce risk and support informed decision-making. Delivery is typically time-boxed and may be provided on a fixed-price or time-and-materials basis. The service is primarily delivered remotely, with on-site engagement available by agreement where required. Regular checkpoints are used to review progress, manage risk and ensure alignment with user needs and organisational priorities.

Security, governance & responsible AI

Security and governance are embedded throughout service delivery. This includes secure data handling, role-based access controls, encryption, environment segregation and audit logging. The service supports responsible and transparent use of AI, including consideration of explainability, bias, and appropriate human oversight. Solutions are designed to align with organisational policies and UK regulatory requirements, including UK GDPR and data protection legislation. The service does not provide formal regulatory certification or legal assurance.

Customer responsibilities

The customer is responsible for:

- Providing timely access to relevant data sources, systems and stakeholders
- Confirming business objectives, constraints and decision-making authority
- Retaining ownership of data and business outcomes
- Operating and maintaining AI solutions once delivered, unless additional managed services are agreed

Clear customer engagement is required to ensure effective delivery.

Service outputs

Outputs are agreed as part of the service scope and may include deployed AI or machine learning models, supporting data pipelines, configuration artefacts, documentation and operational guidance. Outputs are designed to support ongoing use and future development.

Exit and handover

At the end of the engagement, drie provides documentation and knowledge transfer to support continuity and sustainability. Any ongoing monitoring, retraining or support is subject to a separate agreement.

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