



Service Definition - Assure AI



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1 Overview

Build confidence in AI systems before they affect critical citizen services. 2i's Assure AI service provides independent assurance that artificial intelligence systems meet the governance, quality, and performance standards required in regulated public sector environments. We enable organisations to deploy AI responsibly by validating that systems are accurate, explainable, robust, and performing as intended protecting citizens while getting AI governance right first time, every time.

Our value-for-money four-pillar assessment framework evaluates AI systems against the dimensions that matter most: Accuracy (does it produce correct outputs?), Explainability (can decisions be understood and justified?), Performance (does it scale and respond appropriately?), and Robustness (how does it handle edge cases and adversarial inputs?). Each assessment results in a clear quality score (Not Production Ready, Bronze, Silver, or Gold), giving stakeholders auditable evidence of AI readiness.

As a named contributor to the GDS (Government Digital Service) AI QA standards and one of the few UK organisations certified to ISO 42001 (AI Management Systems), 2i brings demonstrated expertise in AI governance. We don't just follow AI standards—we help write them. This positions us uniquely to help UK public sector organisations navigate the gap between "AI that works" and "AI that can be trusted at scale."

2i's Assure AI service ensures AI systems are safe to deploy when it matters most—where decisions affect citizens' lives and wellbeing, where regulators and the public are watching, and where getting it wrong carries reputational, operational, and financial consequences for your organisation.

2 Benefits

- Deploy AI with evidence-based confidence in regulated environments
- Meet board, regulator, and stakeholder expectations for AI governance
- Prevent AI-related incidents through early risk identification and mitigation
- Accelerate AI initiatives from pilot to production with clear assurance pathways
- Demonstrate compliance readiness for EU AI Act and sector-specific regulations
- Protect organisational reputation by avoiding AI bias, fairness, or explainability failures
- Reduce AI project stall rates with governance that enables rather than blocks deployment
- Gain independent validation of AI vendor claims before procurement decisions

3 Features

- Four-pillar AI assessment framework: Accuracy, Explainability, Performance, Robustness
- Independent quality scoring with Not Production Ready (<59%), Bronze (60-69%), Silver (70-79%) or Gold (80%+) certification
- AI-specific analysis of bias, drift, fairness, and adversarial vulnerabilities
- Regulatory compliance mapping against EU AI Act, sector-specific, and GDS standards
- AI governance assessment against clear accountability frameworks
- Production monitoring evaluation for model drift, performance degradation, and anomalies
- Human oversight assessment ensuring appropriate AI decision governance
- AI vendor product validation, providing an independent assessment of third-party claims

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- AI Readiness Assessment Report
- Four-Pillar Quality Score Certificate (Not Production Ready/Bronze/Silver/Gold)
- Bias and Fairness Analysis Results

- Robustness and Adversarial Analysis Evidence
- Explainability Assessment Documentation
- Performance Validation Report
- AI Risk Register with Prioritised Mitigation Recommendations
- Governance Assessment and Accountability Findings
- Regulatory Compliance Mapping Document
- Evaluation of Production Monitoring and Recommendations
- Improvement Roadmap with Prioritised Recommendations

5 How it Works

To deliver consistent, high-quality AI assurance, we tailor Assure AI to each client's specific AI solution through a structured, rigorous process built on in-depth interviews and deep technical analysis. This ensures all relevant information—technical, operational, regulatory, and organisational—is captured, independently analysed, and rolled into our scoring outputs that provide certainty, confidence, and measurable value.

5.1 Engage – Establishing trust and shared intent

Effective AI assurance starts with strong relationships. Before conducting interviews or beginning technical analysis, we invest time in understanding the people behind the AI initiative: data science teams, delivery stakeholders, risk and compliance owners, and decision-makers.

We proactively engage with stakeholders, supporting teams to be open about constraints, uncertainties, and operational pressures. Through early conversations, we build trust and establish a clear understanding of the AI landscape we will be assessing.

This early engagement ensures AI assurance is aligned to real delivery challenges, citizen service protection, and shared organisational objectives, forming the foundation for effective collaboration throughout the engagement.

5.2 Discover – Understanding the AI system and its risks

Discovery is driven by structured interviews and deep technical analysis. We conduct a series of interviews with key stakeholders—data science teams, product owners, risk, and compliance leads—to understand the AI system's purpose, the decisions it will influence, and the organisational context in which it operates.

In parallel, we perform deep technical analysis of the AI products themselves: examining training data characteristics, model architecture, decision boundaries, operational deployment context, and regulatory requirements. This independent technical investigation uncovers both technical and organisational factors that influence AI risk, including bias potential, explainability requirements, robustness expectations, performance thresholds, and the realities of production monitoring.

By combining interview insights with hands-on technical analysis, we identify AI-specific risks early, giving us what we need to tailor Assure AI to the specific AI solution being implemented.

5.3 Solution – Rolling discovery into our scoring matrix

The outputs from Discovery are rolled into our scoring matrix. This matrix takes interview findings and technical analysis and organises them into structured topics for further, deeper analysis across all four pillars.

This gives us:

- A clear set of topics mapped to the AI solution's specific risk profile
- Measurable scoring criteria across Accuracy, Explainability, Performance, and Robustness
- Prioritised areas for deeper technical investigation based on what Discovery has surfaced
- A structured path from raw findings to auditable Not Production Ready, Bronze, Silver, or Gold quality scores

The scoring matrix ensures nothing falls through the gaps—every finding from Discovery feeds directly into the analysis that drives the final quality score.

5.4 Mobilise – Refining findings with key stakeholders

Before final delivery, we present our draft findings and scoring outputs to key stakeholders. This gives data science teams, risk owners, and decision-makers the opportunity to validate that our analysis accurately reflects the AI solution, flag any additional context, and ensure the report addresses the questions that matter most to the organisation.

This step refines the narrative around our findings—not the scores themselves, which are driven by evidence—so that the final report lands with clarity, accuracy, and no surprises. Stakeholders move into final delivery with full confidence in what's coming and how to act on it.

5.5 Deliver – Evidence, assurance, and lasting confidence

The final report and scoring outputs are formally presented. The analysis is complete, stakeholders have validated the findings, and the results are packaged into clear, auditable deliverables that support decision-making, regulatory submissions, and ongoing AI improvement.

Final deliverables typically include:

- Four-Pillar Quality Score Certificate with Not Production Ready, Bronze, Silver or Gold rating and full supporting evidence
- Detailed findings across Accuracy, Explainability, Performance, and Robustness
- AI risk register with prioritised mitigation recommendations
- Governance assessment and accountability findings
- Regulatory compliance mapping and compliance-ready documentation
- Evaluation of production monitoring and recommendations
- Improvement roadmap with prioritised recommendations

Beyond the report itself, we leave behind increased clarity and confidence. The true measure of success is not just the quality score, but the certainty organisations gain in deploying and operating AI systems responsibly at scale.

6 Pricing

Services are priced based on client requirements and delivery model. Engagements can be delivered on a **Time & Materials** or **Fixed Price** basis, depending on scope, risk profile, and complexity.

Pricing is designed to demonstrate value for money through risk reduction, delivery efficiency, and improved service outcomes. Please contact us for any further information.

7 Why 2i

2i is a multi-award-winning, independent QA and testing consultancy headquartered in Edinburgh, with UK-wide teams and capacity in Coimbatore, India. Since 2005, we've delivered confidence through assurance, reducing risk, accelerating delivery, and embedding quality with strategic test consultancy, AI-enabled test automation, and lean delivery alongside client and multi-supplier teams.

In late 2024, we strengthened our position by acquiring nFocus, combining two leading consultancies into one of the UK's largest testing teams: 400+ professionals, including 240+ focused on test automation. This scale enables rapid mobilisation across major UK locations and flexible resourcing as needs change.

We operate across highly regulated sectors and major public sector programmes, leading on quality engineering and AI assurance where required. Clients gain a trusted partner that integrates quickly, upskills in-house teams, and delivers predictable outcomes, strengthening quality and operational confidence.

We're people-first and Great Place to Work® accredited for three consecutive years. As a Scottish based company, we also commit to community benefits, Fair Work First practices, above-living-wage pay, 4% revenue reinvested in learning, and a carbon reduction plan supporting net-zero goals.

8 Client Value

We currently deliver testing services to several clients in the Scottish Government and UK Central Government, including on critical national infrastructure projects where we have de-risked some of the largest and most complex delivery programmes in Europe.

During our partnership with the Scottish Government, we won an award at the European Software Testing Awards in 2021.

9 Contact

Call +44 (0) 131 220 6888 or email info@2itesting.com to discuss your technology challenge and learn how 2i can help you.