



SERVICE DEFINITION DOCUMENT

*AI Governance, Assurance
& Responsible AI Services*

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's AI Governance, Assurance & Responsible AI Services and defines how these services are delivered to UK public sector organisations.

This Service Definition is required as part of Cranmore's listing on the G-Cloud 15 framework and conforms to the requirements specified in the Crown Commercial Service's guidance on service definition documents.

These services are designed for central government departments, local authorities, NHS organisations, and other public bodies seeking expert guidance on AI governance frameworks, responsible AI implementation, AI Centre of Excellence (CoE) establishment, ethical AI policy development, and EU AI Act compliance ensuring trustworthy, transparent, and accountable artificial intelligence deployment.

2. Service Description

2.1 Overview

Cranmore delivers comprehensive AI governance and responsible AI services establishing frameworks, policies, and practices ensuring artificial intelligence systems deployed ethically, transparently, and accountably. Our services encompass AI governance strategy, AI Centre of Excellence establishment, responsible AI frameworks, ethical AI policy development, AI risk assessment, algorithmic fairness evaluation, and EU AI Act compliance. We help organisations realise AI benefits whilst managing risks, maintaining public trust, and meeting regulatory obligations.

AI governance services address strategic, operational, and technical dimensions of responsible AI deployment. We establish governance structures defining roles, responsibilities, and decision-making processes for AI initiatives. AI Centre of Excellence services create centralised capability providing AI strategy, standards, best practices, and support across organisations. Responsible AI frameworks embed principles of fairness, transparency, accountability, privacy, and security throughout AI lifecycle from conception through deployment and monitoring.

EU AI Act compliance services prepare organisations for regulatory requirements categorising AI systems by risk level and establishing conformity assessment processes. Ethical AI policy development addresses bias mitigation, explainability requirements, human oversight, and algorithmic accountability. AI assurance services provide independent evaluation of AI systems against governance frameworks, ethical principles, and regulatory standards. ISO 27001 and Cyber Essentials Plus certifications ensure security embedded throughout AI governance.

2.2 Service Components

AI Governance, Assurance & Responsible AI Services include:

- **Strategy: Governance Vision** – AI governance strategy defining vision, principles, and frameworks for responsible AI deployment
- **Strategy: AI CoE Setup** – AI Centre of Excellence establishment creating centralised capability for AI strategy and support
- **Strategy: Responsible AI** – Responsible AI framework development embedding fairness, transparency, accountability throughout AI lifecycle
- **Policy: Ethics Framework** – Ethical AI policy creation addressing bias mitigation, explainability, human oversight, and accountability

- **Policy: Regulatory Compliance** – EU AI Act compliance assessment categorising systems and establishing conformity processes
- **Governance: Organisational Structure** – AI governance structure design defining roles, responsibilities, and decision-making processes
- **Governance: Risk Management** – AI risk assessment framework evaluating technical, ethical, and regulatory risks systematically
- **Governance: Standards** – AI standards development establishing technical standards, best practices, and quality criteria
- **Assurance: Fairness Testing** – Algorithmic fairness evaluation identifying and mitigating bias in AI models and decisions
- **Assurance: Transparency Review** – Explainability assessment evaluating AI transparency and interpretability for stakeholders
- **Assurance: Independent Audit** – AI system auditing providing independent evaluation against governance and ethical standards
- **Governance: Data Management** – Data governance for AI establishing data quality, lineage, and privacy protection practices
- **Operations: Continuous Monitoring** – AI monitoring frameworks establishing ongoing oversight, performance tracking, and drift detection
- **Enablement: Capability Building** – Training and enablement building organisational capability in responsible AI practices

2.3 Service Benefits

Organisations engaging Cranmore for AI governance services realise substantial advantages:

- **Ethical AI** – Responsible AI deployment ensuring systems deployed ethically, transparently, and accountably
- **Compliance Assured** – Regulatory compliance meeting EU AI Act requirements and avoiding non-compliance penalties
- **Trust Building** – Public trust maintenance through transparent, accountable AI governance building stakeholder confidence
- **Risk Reduction** – Risk management identifying and mitigating AI risks before deployment preventing harm
- **Accelerated Adoption** – AI Centre of Excellence providing centralised capability accelerating safe AI adoption
- **Fairness Embedded** – Bias mitigation ensuring algorithmic fairness across demographic groups and use cases
- **Explainable AI** – Transparency and explainability enabling stakeholder understanding of AI decisions
- **Sustainable Governance** – Governance frameworks establishing sustainable practices for ongoing AI oversight
- **Quality Assurance** – Standards and best practices preventing fragmentation and ensuring quality AI deployment
- **Human-Centric** – Human oversight maintaining appropriate human control over automated decision-making
- **Sector Knowledge** – Public sector experience understanding government AI principles and regulatory context
- **Third-Party Validation** – Independent assurance providing objective evaluation building stakeholder confidence

3. Delivery Approach

3.1 AI Governance Service Duration

AI governance engagement durations respond to scope and complexity. They involve structured engagements that encompass assessment, strategy, policy development, assurance, and enablement:

3.2 Assessment & Strategy

Assessment and strategy activities include addressing:

- Current AI inventory cataloguing existing and planned AI systems across organisation
- Governance maturity assessment evaluating current AI governance practices against frameworks
- Stakeholder consultation understanding AI ambitions, concerns, and governance requirements
- Risk landscape analysis identifying key AI risks across ethical, technical, and regulatory dimensions
- Regulatory review assessing legal implications and compliance requirements
- AI governance strategy defining vision, principles, and framework for responsible AI

3.3 Framework & Policy Development

This work considers:

- Responsible AI framework defining principles, processes, and controls throughout AI lifecycle
- Ethical AI policy establishing guidelines for bias mitigation, explainability, and accountability
- AI risk assessment framework providing systematic approach to identifying and managing risks
- Governance structure design defining roles, responsibilities, and decision-making authorities
- AI standards development establishing technical quality criteria and best practices
- Data governance policies defining data quality, lineage, and privacy requirements for AI
- Monitoring frameworks establishing ongoing oversight and performance tracking mechanisms

3.5 Assurance & Enablement

Assurance provides validation and capability building, involving:

- AI system audits providing independent assessment against governance frameworks
- Algorithmic fairness evaluations for bias across demographic groups
- Explainability assessment evaluating transparency and interpretability of AI systems
- Legal compliance validation assessing conformity with regulatory requirements
- Training delivery building internal capability in responsible AI practices
- Documentation handover providing comprehensive governance documentation
- Ongoing advisory providing continued support for AI governance implementation

4. Service Constraints

To support successful AI governance outcomes:

- **Stakeholder access:** Access to relevant AI stakeholders, data science teams, and existing system documentation supports effective governance assessment and design.
- **Coordination:** Cranmore works collaboratively with the Buyer to coordinate workshops, reviews, and assessments of AI-enabled systems and processes.

- **Documentation:** Governance effectiveness enhanced by buyers provision of AI system documentation and risk registers
- **SME availability:** Availability of legal, compliance, information governance, and technical subject matter experts supports robust governance outcomes.
- **Engagement:** Regular buyer participation in workshops, audits, and validation supports delivery
- **Sustained commitment:** Governance implementation requires buyer commitment to ongoing oversight and monitoring

5. Ongoing Support

5.1 Support Services

Cranmore provides comprehensive AI governance support:

- **Expert Leadership** – AI Governance Specialist providing strategic leadership and regulatory expertise
- **Progress Reporting** – Regular progress updates through workshops, reviews, and collaborative sessions
- **Collaboration** – Access to shared Discovery artefacts using agreed collaboration tools.
- **Email Support** – Email support for queries (info@cranmoreconsulting.com)
- **Phone Support** – Telephone support during business hours (028 9042 1238)

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cyber security controls
- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance enabling work with OFFICIAL and OFFICIAL-SENSITIVE data

6.2 AI Governance and Security

All AI governance activities address security considerations including AI system security requirements, adversarial robustness, data protection throughout AI lifecycle, secure model deployment, privacy-preserving AI techniques, and UK GDPR compliance. Security embedded as core principle in responsible AI frameworks.

7. Pricing

AI governance services priced based on scope and complexity:

- **Governance Services:** Fixed price determined following initial scoping discussions
- **Ongoing Advisory:** Time and Materials available for ongoing advisory support
- **Payment Terms:** Invoiced upon completion or at agreed milestones; 30-day terms

All pricing excludes VAT.

8. Contact Information

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