

## UST AI Advisory – Service Definition



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## Executive Summary

UST's AI Consulting and Advisory service provides comprehensive support for UK public sector organisations embarking on artificial intelligence transformation journeys. Our services encompass AI strategy development, responsible AI governance implementation, technical architecture design, and AI service development—ensuring organisations adopt AI capabilities responsibly, effectively, and in alignment with regulatory requirements.

### Core Value Propositions:

- **Strategic Guidance:** Expert advisory on AI strategy, business case development, and implementation roadmaps
- **Responsible AI:** Establish governance frameworks managing AI risks, ethics, and regulatory compliance
- **Technical Excellence:** Architecture design and implementation support from experienced AI practitioners
- **Risk Mitigation:** Comprehensive AI risk management ensuring controlled, accountable AI deployments
- **Capability Building:** Transfer knowledge and skills building internal organisational AI literacy

**Target Clients:** Government departments, NHS organisations, local authorities, and educational institutions requiring strategic guidance, governance frameworks, or technical expertise for AI adoption.

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## Service Overview

### What We Offer

Our consulting and advisory services support organisations at every stage of AI maturity—from initial strategy development through to ongoing governance and optimisation of deployed AI systems.

#### AI Strategy Development & Implementation

Comprehensive advisory supporting organisations in defining AI vision, identifying high-value use cases, developing business cases, creating implementation roadmaps, and establishing success metrics aligned with organisational objectives and public sector constraints.

#### Responsible AI & AI Governance

Design and implementation of AI governance frameworks including risk assessment methodologies, ethical review processes, bias detection and mitigation, transparency

requirements, audit mechanisms, and compliance with emerging AI regulations. Establishment of AI Governance Offices and operating models.

### **Data, Analytics & AI Architecture**

Technical architecture design for data platforms, analytics infrastructure, and AI/ML systems. Includes cloud architecture, data engineering pipelines, MLOps frameworks, integration patterns, and security architecture ensuring solutions meet government standards.

### **AI Service Design and Development**

Business-led design of AI solutions addressing specific organisational challenges. Includes requirements gathering, solution design, proof-of-concept development, pilot implementation, and transition to production operations with full documentation and knowledge transfer.

### **Data Analytics & AI Business Solutions**

Collaborative solution design workshops translating business challenges into analytics and AI solutions. Emphasis on user-centered design, change management, and ensuring solutions deliver measurable business value.

## **Our Approach**

**Assessment & Discovery:** Understanding current state, AI maturity, organisational readiness, data landscape, and strategic objectives through stakeholder workshops and technical assessments.

**Strategy & Planning:** Developing tailored AI strategies, governance frameworks, and implementation roadmaps aligned with organisational priorities, budget constraints, and regulatory requirements.

**Design & Architecture:** Creating detailed technical and governance architectures, process designs, and operating models ready for implementation with clear roles, responsibilities, and decision rights.

**Implementation Support:** Hands-on assistance implementing strategies, establishing governance functions, deploying technical solutions, and embedding AI capabilities within organisations.

**Knowledge Transfer:** Building internal capability through training, documentation, mentoring, and collaborative working ensuring organisations sustain AI capabilities independently.

## **Service Benefits**

**Risk-Managed AI Services:** Systematic identification and mitigation of AI risks including bias, transparency, security, and regulatory compliance preventing costly failures and reputational damage.

**Business Benefits Realisation:** Focus on measurable value delivery ensuring AI investments generate tangible returns through improved efficiency, better decisions, enhanced services, or cost reduction.

**Reduced Costs and Security Risks:** Expert guidance preventing common pitfalls, architectural mistakes, and security vulnerabilities reducing total cost of ownership and risk exposure.

**Increasingly AI-Literate Organisation:** Knowledge transfer and capability building creating internal expertise enabling organisations to sustain and evolve AI capabilities independently reducing long-term consultancy dependency.

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## Service Delivery

### Delivery Models

**Strategic Advisory:** Board-level advisory, executive workshops, strategy development, and governance design typically delivered through workshops, interviews, and collaborative sessions over 8-16 weeks.

**Technical Consulting:** Architecture design, technology selection, implementation planning delivered through technical workshops, design sessions, and documentation over 4-12 weeks depending on scope.

**Implementation Support:** Hands-on assistance establishing governance functions, deploying technical solutions, pilot implementations delivered through embedded consultants working collaboratively with client teams over 12-26 weeks.

**Ongoing Advisory:** Retained advisory services providing continuous guidance, governance support, quarterly reviews, and optimisation recommendations typically structured as monthly retainers.

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## Team Expertise and Security

### Our consultants

UST's AI consulting team comprises experienced practitioners with deep expertise across AI strategy, responsible AI, data architecture, machine learning engineering, and public

sector transformation. Team members hold relevant certifications and security clearances.

**Industry Expertise:** Consultants with proven track record delivering AI transformations in healthcare, local government, central government, education, and emergency services understanding public sector constraints and requirements.

**Technical Credentials:** Certified cloud architects, data engineers, ML engineers, and AI specialists with hands-on experience implementing AI systems at scale.

## Why Choose UST

**Public Sector Experience:** Proven track record delivering AI transformations for UK public sector organisations understanding regulatory constraints, procurement processes, and accountability requirements.

**Responsible AI Leadership:** Deep expertise in AI governance, ethics, and risk management ensuring organisations adopt AI responsibly meeting emerging regulatory requirements.

**Technical Excellence:** World-class AI practitioners combining strategic thinking with hands-on technical implementation capabilities.

**Knowledge Transfer Focus:** Commitment to building internal capability reducing long-term dependency and creating sustainable AI competencies.



Together,  
we build for  
boundless  
impact