



Colibri  
Digital

G-CLOUD 15 SERVICE DEFINITION  
AI DELIVERY AND AGENT OPERATING MODEL  
ENABLEMENT

Contents

- 1. Service Overview 3
  - Technical Product Description 3
  - Core Public Sector Use Cases 3
- 2. Features & Benefits 4
- 3. Technical Requirements & Implementation 4
- 4. Security & Quality Assurance 5
- 6. Constraints 6
- 7. Onboarding & Offboarding 6
  - Onboarding 6
  - Offboarding & Exit 6
  - Data Portability 6
  - Knowledge Handover 6
  - Termination 6

## 1. Service Overview

|                         |                               |
|-------------------------|-------------------------------|
| <b>Supplier Name</b>    | GCI NETWORK SOLUTIONS LIMITED |
| <b>Service Branding</b> | Colibri Digital               |
| <b>Framework</b>        | G-Cloud 15 (RM1557.15)        |
| <b>Service Type</b>     | Lot 3: Cloud Support          |

Our **AI Delivery and Agent Operating Model Enablement** service helps public sector organisations adopt effective ways of working for delivering, operating and governing AI and agent-based solutions. The service focuses on enabling teams to work confidently and safely with AI as part of live delivery, rather than treating AI as a standalone technical initiative.

The service supports organisations moving from experimentation into repeatable delivery by defining clear roles, responsibilities, workflows and controls for AI and agent-based systems. This includes consideration of governance, assurance, risk management and integration with existing delivery and operational models.

By the end of the engagement, teams have a clear, practical operating model for AI delivery and agent-based solutions, supported by agreed ways of working and guidance that can be applied across future initiatives.

## Technical Product Description

| Component                                   | Description                                                                                                          |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Delivery Model Assessment</b>            | Review of existing delivery practices and identification of gaps when applying them to AI and agent-based systems.   |
| <b>Agent Operating Model Design</b>         | Definition of roles, responsibilities and controls for designing, deploying and operating AI agents.                 |
| <b>Ways of Working Enablement</b>           | Development of practical guidance for teams covering planning, iteration, validation and release of AI capabilities. |
| <b>Governance &amp; Assurance Alignment</b> | Alignment of delivery practices with organisational governance, assurance and risk expectations.                     |
| <b>Practical Enablement</b>                 | Hands-on sessions and artefacts to support adoption within live delivery teams.                                      |

## Core Public Sector Use Cases

Core Public Sector use cases would include:

| Use Case                          | Description                                                                                             |
|-----------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>AI Delivery at Scale</b>       | Enables organisations to move beyond one-off pilots to repeatable AI delivery.                          |
| <b>Agent-Based Service Design</b> | Supports teams adopting AI agents within operational or service delivery contexts.                      |
| <b>Cross-Functional Alignment</b> | Aligns product, data, engineering, assurance and operations teams around a shared AI delivery approach. |
| <b>Risk-Aware Enablement</b>      | Teams understand and manage the risks associated with AI and autonomous behaviour.                      |
| <b>Capability Building</b>        | Builds internal confidence and capability to deliver and operate AI solutions sustainably.              |

## 2. Features & Benefits

The following table outlines the core technical features of the assessment and the specific value outcomes they provide to public sector organisations.

| Technical Features                         | Benefits                                                                                      |
|--------------------------------------------|-----------------------------------------------------------------------------------------------|
| <b>Delivery-Focused Enablement</b>         | AI is delivered through established, controlled practices rather than ad-hoc experimentation. |
| <b>Agent-Specific Operating Model</b>      | Clarifies accountability and control for agent-based systems.                                 |
| <b>Hands-On Support</b>                    | Accelerates adoption through practical, applied enablement.                                   |
| <b>Governance-Aligned Practices</b>        | Reduces assurance friction and delivery risk.                                                 |
| <b>Reusable Frameworks &amp; Artefacts</b> | Supports consistency across future AI initiatives.                                            |

## 3. Technical Requirements & Implementation

The service is delivered in line with the **GDS Service Standard** and **Technology Code of Practice**, with a focus on practical adoption rather than theoretical training.

Typical phases include:

### Initiation

- Agreement of objectives and scope  
Identification of target teams and delivery contexts

### Assessment

- Review of existing delivery and operational practices
- Identification of gaps and risks when applying them to AI and agents

### Design

- Definition of an AI and agent operating model
- Agreement of roles, responsibilities and controls

### Enablement

- Hands-on sessions with delivery teams
- Application of the model within live or planned initiatives

### Consolidation

- Documentation of agreed ways of working
- Recommendations for wider rollout or refinement

The service does not include solution build or managed operations.

## 4. Security & Quality Assurance

As an AWS Premier Partner with the Government Consulting Competency, Colibri Digital so assessments meet the highest security standards.

### Personnel

Delivery is undertaken by UK-based consultants, with security clearance provided where required.

### Information Security

No production system access is required unless explicitly agreed. All information is handled in accordance with GDPR and the Data Protection Act 2018.

### Quality Assurance

Colibri Digital makes sure outputs are subject to internal quality review.

## 5. Support & Service Levels

This is a professional services consultancy offering.

Ongoing support and service levels are **not available**, unless explicitly agreed as part of a subsequent engagement.

## 6. Constraints

| Constraint Area                  | Description                                                                                                      |
|----------------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>Enablement Scope</b>          | This service focuses on enablement and operating model definition, not solution build.                           |
| <b>Organisational Dependency</b> | Effective outcomes depend on engagement from relevant delivery and assurance teams.                              |
| <b>Indicative Guidance</b>       | Operating models are tailored to current organisational context and may require iteration as maturity increases. |
| <b>No Managed Operations</b>     | Day-to-day operation of AI systems is excluded.                                                                  |

## 7. Onboarding & Offboarding

### Onboarding

Buyers are onboarded via a formal kick-off meeting.

### Offboarding & Exit

As a time-boxed consultancy engagement, formal offboarding is not required.

### Data Portability

All outputs are provided in open formats to support reuse and onward decision-making.

### Knowledge Handover

Findings and recommendations are reviewed with stakeholders so shared understanding.

### Termination

Not applicable.