



AI MANAGED SERVICES

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART AI Managed Services provides ongoing operational management, monitoring, and optimisation of SMART software services in live environments. **Built on the ICS.AI SMART: Platform**, the service ensures that deployed SMART capabilities continue to operate reliably, securely, and in line with agreed governance, performance, and assurance requirements.

AI Managed Services focuses on the **run and operate phase** of SMART products, including platform health, configuration management, usage monitoring, and controlled optimisation. It does not include consultancy-led transformation or staff substitution, and operates within clearly defined service boundaries.

SERVICE SCOPE

SMART AI Managed Services supports:

- Ongoing operation of SMART Platform Core
- Monitoring and management of deployed SMART products
- Configuration management and controlled updates
- Governance, policy, and access control oversight
- Performance, usage, and cost monitoring
- Incident, issue, and change management

The service is designed to support production environments following pilot or rollout.

MANAGED SERVICE ACTIVITIES

Platform Operations

Platform availability and health monitoring
Management of platform configuration and settings
Coordination of platform updates and releases

Governance & Control

Ongoing management of policies and access controls
Review of audit logs and usage patterns
Oversight of human-in-the-loop configurations

Performance & Optimisation

Monitoring of usage, performance, and cost
Controlled tuning within agreed boundaries
Identification of optimisation opportunities

Support & Incident Management

Issue triage and resolution
Incident response and escalation
Root cause analysis for platform-related issues

KEY FEATURES

- Managed operation of SMART cloud software
- Use of standardised operating procedures
- Built-in monitoring, logging, and telemetry
- Controlled change and release management
- Clear separation between management and decision-making
- Alignment with customer governance frameworks

KEY BENEFITS

- Ensures reliable, secure operation of SMART services
- Reduces operational burden on internal teams
- Maintains governance and assurance over time
- Improves performance and cost predictability
- Supports sustainable scaling of AI capability
- Provides operational confidence for live AI services

TECHNICAL ARCHITECTURE

Delivered using the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with UK data residency
- Centralised monitoring and telemetry
- Secure configuration and policy management
- Integration with SMART product services
- Identity integration via Microsoft Entra ID with RBAC

The service operates against customer-owned SMART tenants and environments.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for managed service activities
- Adherence to agreed governance and policy configurations
- Full audit logging of managed actions
- Secure handling of data and credentials
- Change management with approval controls
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Transition to service** – confirm scope and responsibilities
- **Baseline configuration** – validate platform and governance state
- **Operate** – ongoing monitoring and management
- **Optimise** – controlled tuning within agreed limits
- **Review** – regular service and assurance reviews

SUCCESS MEASURES

- Platform availability and reliability
- Incident resolution times
- Governance and audit outcomes
- Performance and cost stability
- Customer confidence in ongoing operation

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- Deployed SMART products
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the AI Managed Services. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

[book a meeting](#)