



AI COMPLIANCE & GOVERNANCE

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 3: Cloud Support

SERVICE OVERVIEW

SMART AI Compliance & Governance provides structured, time-bound support to help organisations design, configure, and operate appropriate governance, risk, and compliance controls for AI services delivered using the SMART platform. **Built on the ICS.AI SMART: Platform**, the service supports organisations to apply governance-by-design across SMART products, ensuring AI services are safe, auditable, and compliant.

The service focuses on **practical implementation of AI governance**, not abstract policy development or legal consultancy. It supports the configuration and operation of governance controls aligned to SMART services, including Front Door, Staff Copilot, SMART Data, and SMART: Agentic capabilities.

SERVICE SCOPE

SMART AI Compliance & Governance supports:

- Design and configuration of AI governance controls for SMART services
- Support for policy, assurance, and risk management frameworks
- Configuration of human-in-the-loop and escalation controls
- Support for audit readiness and evidencing of AI use
- Alignment with organisational, regulatory, and ethical requirements

The service is **bounded, product-aligned, and time-limited**, and does not replace legal, regulatory, or internal audit functions.

GOVERNANCE & COMPLIANCE FOCUS AREAS

AI Policy & Control Design

- Support for defining AI usage policies aligned to SMART services
- Translation of organisational policies into platform controls
- Definition of permitted and restricted AI behaviours

Operational Governance

- Configuration of role-based access and approval controls
- Support for human-in-the-loop and escalation design
- Reinforcement of accountability and decision ownership

Audit & Assurance Readiness

- Support for logging, audit trails, and evidencing
- Preparation for internal or external assurance activities
- Demonstration of how AI decisions and actions are governed

KEY FEATURES

- Structured governance support aligned to SMART capabilities
- Practical configuration of governance controls
- Alignment with Agentic Dome and governance-by-design principles
- Clear linkage between policy intent and platform behaviour
- Designed to complement Managed Services and operational use

KEY BENEFITS

- Reduces risk associated with AI deployment and use
- Ensures governance is embedded into AI operation
- Improves confidence in AI assurance and audit readiness
- Supports compliance with organisational and regulatory expectations
- Enables safe scaling of AI services

DELIVERABLES

Typical outputs include:

AI governance and compliance configuration summary

Defined control and escalation models for SMART services

Audit and assurance readiness artefacts

Recommendations for ongoing governance operation

Deliverables are **standardised, proportionate, and reusable**.

GOVERNANCE, SECURITY & COMPLIANCE

- Secure handling of governance artefacts
- Role-based access to configuration and outputs
- Alignment with SMART platform security controls
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Initiate** – confirm governance scope and requirements
- **Design** – define governance and compliance controls
- **Configure** – apply controls within SMART services
- **Validate** – test governance operation and escalation
- **Handover** – support transition to live operation

SUCCESS MEASURES

- Clarity and effectiveness of AI governance controls
- Audit and assurance readiness
- Reduction in governance-related risk
- Stakeholder confidence in AI compliance

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- Deployed or planned SMART services
- Engagement from governance, risk, and compliance stakeholders

CONTACT



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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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