



AGENTIC AI FACTORY SERVICES

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 3: Cloud Support

SERVICE OVERVIEW

SMART: Agentic – AI Factory Services provides a structured, repeatable delivery model for designing, configuring, deploying, and assuring agentic AI solutions at scale. **Built on the ICS.AI SMART: Platform**, the service enables organisations to move from individual agent pilots to a governed, production-ready agent estate using standardised patterns, tooling, and controls.

The AI Factory Services combine platform configuration, agent design, integration, and governance setup into a managed delivery approach. This ensures that agentic solutions are implemented consistently, safely, and in line with organisational policies, without creating bespoke or unmanaged automation.

SERVICE SCOPE

Agentic AI Factory Services supports:

- Design and configuration of agentic solutions using SMART: Agentic components
- Deployment of no-code, low-code, and pro-code agents
- Configuration of Agentic Dome governance and HITL controls
- Orchestration of multi-agent workflows
- Integration with organisational systems and data sources
- Testing, assurance, and controlled release into production

The service is delivered using repeatable factory patterns rather than open-ended consultancy.

AI FACTORY DELIVERY MODEL

The AI Factory operates as a **standardised delivery pipeline**, including:

1. Discover & Design

Identify candidate agentic use cases

Define agent roles, boundaries, and success criteria

Assess risk and governance requirements

2. Configure & Build

Configure agents using SMART: Agentic – Agent Creation Tools

Apply evergreen agent patterns where applicable

Build required system and integration agents

3. Govern & Assure

Configure Agentic Dome policies and HITL checkpoints

Perform sandbox testing and evaluation

Validate behaviour, failure modes, and auditability

4. Deploy & Operate

Controlled release into production environments

Monitoring, logging, and performance tracking

Ongoing optimisation and governance review

AGENTIC DOME GOVERNANCE

All solutions delivered through the AI Factory are governed by the **SMART: Agentic Dome**.

This includes:

- Policy controls defining permitted agent behaviours
- Tool and system access restrictions
- Mandatory human-in-the-loop approvals for sensitive actions
- Full audit trails for agent decisions and executions

This ensures that factory-delivered solutions remain safe, compliant, and accountable throughout their lifecycle.

KEY FEATURES

- Factory-style delivery of agentic AI solutions
- Reusable patterns and templates for agent design
- Support for no-code, low-code, and pro-code agents
- Integration with enterprise systems via APIs, MCP, and RPA
- Governed multi-agent orchestration
- Agentic Dome enforcement and HITL controls
- Comprehensive audit logging and assurance artefacts

KEY BENEFITS

- Accelerates delivery of agentic automation at scale
- Reduces risk through standardised, governed patterns
- Avoids bespoke, one-off agent implementations
- Improves consistency across agentic solutions
- Enables repeatable rollout across services and teams
- Supports transition from pilot to production safely
- Maintains organisational control and accountability

TECHNICAL ARCHITECTURE

Built on the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with tenant isolation
- Multi-LLM orchestration with policy-based routing
- Agent runtime and orchestration engine
- Agent registry and lifecycle management
- MCP and tool framework for system integration
- Retrieval-augmented generation (RAG) where required
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for usage, cost, quality, and risk

GOVERNANCE, SECURITY & COMPLIANCE

- **Agentic Dome** governance enforced by design
- Role-based access control for configuration and execution
- Human-in-the-loop controls for high-risk actions
- Full audit logging for agent planning and execution
- Secure handling of sensitive data with redaction and minimisation
- Separation of duties between design, approval, and operation
- WCAG 2.2 AA compliant management interfaces
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

AI Factory Services are delivered using a structured engagement model:

Initiate – confirm scope, objectives, and success measures

Design – define agent architecture and governance

Build – configure agents, integrations, and workflows

Assure – test, evaluate, and approve for production

Deploy – controlled release with monitoring

Operate – ongoing optimisation and governance review

SUCCESS MEASURES

- Time-to-deploy new agentic solutions
- Reuse of standard agent patterns
- Reduction in manual process effort
- Automation success and exception rates
- Governance and assurance outcomes
- Cost per automated process

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- SMART: Agentic – Agent Creation Tools
- SMART: Agentic – System & Integration Agents (where applicable)
- 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 includes project-based support during delivery. Post-deployment support can be provided through AI Managed Services or separate support arrangements.

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



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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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