



SMART: DATA – EMERGENCY SERVICES

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART Data for Emergency Services provides a governed data enablement layer that prepares emergency service data for AI, analytics, and automation use at scale. **Built on the ICS.AI SMART: Platform**, the service enables police, fire, ambulance, and related services to ingest, structure, govern, and expose data safely for use across SMART: Front Door, SMART: Staff Copilot, and SMART: Agentic services.

The service focuses on making operational and corporate data **AI-ready**, without replacing existing command, control, or operational systems. It supports strict assurance, evidential integrity, and availability requirements while enabling approved data to be used for non-operational AI, insight, and automation use cases.

SERVICE TIERS

Tier	Description
Foundation	• Ingestion of priority non-operational data sources • Basic data normalisation and preparation • Core metadata capture and classification • Role-based access controls • Data prepared for AI consumption (RAG-ready) • Audit logging for data access and usage Foundation provides a controlled entry point for emergency services beginning AI and data maturity initiatives.
Premium	Includes all Foundation capabilities, plus: • Expanded coverage across operational support and corporate data • Data quality rules and validation checks • Enrichment and semantic tagging • Improved metadata management and discoverability • Monitoring and reporting on data usage Premium supports broader adoption of AI and analytics across support and leadership functions.

Tier	Description
Specialist	Includes all Premium capabilities, plus: • Domain-specific data models (e.g. incidents, workforce, assets) • Cross-system data products spanning multiple functions • Data structures optimised for agentic and automation use cases • Advanced governance workflows and approval controls • Enhanced lineage and dependency tracking Specialist enables more complex AI and automation scenarios while maintaining evidential and assurance standards.
Ultra	Includes all Specialist capabilities, plus: • Organisation-wide data fabric across services and functions • Advanced lineage, assurance, and audit capabilities • Support for multi-domain AI and agentic orchestration • Scaled performance and resilience for high-availability environments • Priority optimisation and support Ultra provides a mature, enterprise-grade data foundation for AI-enabled emergency service organisations.

SERVICE SCOPE

SMART Data supports the full lifecycle of emergency service data readiness, including:

- Ingestion of structured and unstructured data from service systems
- Data transformation, normalisation, and enrichment
- Metadata management, classification, and tagging
- Data quality controls and validation
- Secure access and role-based exposure of data
- Lineage, auditability, and usage tracking

Prepared data can be safely consumed by AI models, copilots, analytics tools, and agentic workflows within approved governance boundaries.

KEY FEATURES

- Governed data pipelines for emergency service environments
- Central metadata and classification management
- Data lineage and audit trail supporting evidential integrity
- Integration with existing service systems
- Secure exposure of data to AI and analytics services
- Monitoring of data usage, quality, and access
- No requirement to replace existing command-and-control systems

KEY BENEFITS

- Improves quality and consistency of data used by AI
- Reduces risk associated with uncontrolled data access
- Enables faster deployment of AI and automation use cases
- Supports assurance, audit, and evidential requirements
- Maximises value from existing service data assets
- Provides a scalable foundation for AI maturity

TECHNICAL ARCHITECTURE

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

- Microsoft Azure deployment with UK data residency
- Secure data ingestion and processing pipelines
- Metadata and governance services
- Integration with retrieval, copilot, and agent runtimes
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for data usage, quality, and risk

EMERGENCY SERVICES DATA SOURCES

SMART Data supports integration with common emergency service data sources, including:

- Incident and case management systems
- Operational support and intelligence systems
- Workforce, duty, and asset management platforms
- Corporate finance and HR systems
- Document and records management systems
- Data warehouses and reporting platforms

Integrations are configured in line with organisational security, assurance, and information management policies.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for data and metadata
- Policy controls for data exposure and use
- Data lineage and audit logging
- Sensitive data handling with redaction and minimisation
- Clear boundaries excluding live operational decision-making
- Human oversight of data onboarding and changes
- WCAG 2.2 AA compliant management interfaces
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & scope** – priority data sources and assurance requirements
- **Configure governance** – access rules, policies, classifications
- **Ingest & structure** – connect systems and prepare data
- **Validate & assure** – data quality and evidential checks
- **Enable consumption** – expose data to AI and analytics
- **Operate & optimise** – ongoing monitoring and improvement

SUCCESS MEASURES

- Number of AI-ready data sources onboarded
- Data quality and completeness metrics
- Reduction in manual data preparation effort
- Time to enable new AI and automation use cases
- Assurance, audit, and evidential outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Access to approved emergency service data sources

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 SMART: Data. 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](#)