



# SMART: STAFF COPILOT – EMERGENCY SERVICES

SERVICE DEFINITION DOCUMENT

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

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# SERVICE OVERVIEW

SMART: Staff Copilot for Emergency Services provides a governed AI workspace for staff to draft, summarise, analyse, and search organisational knowledge safely. **Built on the ICS.AI SMART: Platform**, the service uses ICS.AI’s OLM (Organisational Language Model) to deliver responses grounded in approved organisational knowledge with citations, embedded guardrails, and comprehensive audit trails.

The service supports **non-operational and non-dispatch productivity** across police, fire, ambulance, and other emergency service organisations. It is designed for use by control room support teams, operational support units, professional services, and leadership, improving efficiency while maintaining evidential integrity, resilience, and strict governance standards.

# SERVICE TIERS

| Tier       | Description                                                                                                                                                                                                                                                   |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Foundation | OLM-powered document drafting, summarisation, and knowledge search from approved emergency service sources. Templates for common outputs, prompt guidance for safer use, personal workspaces with conversation memory, and third-panel agent access.          |
| Premium    | Foundation plus SMART: Notes for meeting capture (web and mobile). Automated minutes, decisions, and action tracking with reminders. Shared workspaces for teams and functions.                                                                               |
| Specialist | Premium plus Specialist Copilots for key emergency service domains including Operational Support, Professional Standards, Intelligence Support, HR & Workforce, and Corporate Services. Extended workflows, domain templates, and governed approval controls. |
| Ultra      | Complete bundle: all channels (SMART: Staff UX, Notes, MS Teams, Phone), all Specialist Copilots, central admin console, adoption toolkit, advanced analytics, and priority support for organisation-wide rollout.                                            |

## SPECIALIST COPILOTS (SPECIALIST & ULTRA TIERS)

| Tier                   | Description                                             |
|------------------------|---------------------------------------------------------|
| Operational Support    | Briefings, debriefs, and operational documentation      |
| Professional Standards | Policy support, audit preparation, case summaries       |
| Intelligence Support   | Non-operational intelligence documentation and analysis |
| HR & Workforce         | Workforce guidance, policy lookup, documentation        |
| Corporate Services     | Finance, procurement, estates, and communications       |

*SMART: Staff Copilot does not support real-time dispatch, command-and-control, or emergency decision-making.*

## KEY FEATURES

- Copilot chat for drafting, summarisation, and analysis tasks
- Answers grounded in approved emergency service knowledge with citations
- Templates for reports, briefings, policies, and correspondence
- SMART: Notes for meeting capture (Premium+)
- Automated extraction of actions, decisions, and follow-ups
- Specialist Copilots aligned to emergency service support functions
- Personal and team workspaces with conversation memory
- Role-based access to knowledge sources and capabilities
- Audit logs for prompts, outputs, and governance compliance

## KEY BENEFITS

- Reduces time spent on administrative and reporting tasks
- Improves consistency across force and service documentation
- Reduces search time for procedures, guidance, and policies
- Supports evidential integrity and audit readiness
- Reduces meeting administration overhead
- Enables safer AI adoption in high-assurance environments
- Maintains accountability with full audit trails
- Scales AI access beyond isolated pilots

## TECHNICAL ARCHITECTURE

- Microsoft Azure deployment with tenant isolation and UK data residency
- Multi-LLM orchestration for policy, cost, and performance control
- Retrieval-augmented generation (RAG) over approved knowledge sources
- Identity integration via Microsoft Entra ID with RBAC
- Connector framework for Microsoft 365 and service systems
- Agent runtime with tool permissions and approval gates
- Central logging and telemetry for usage, cost, quality, and risk

## EMERGENCY SERVICES SYSTEM INTEGRATIONS

The connector framework supports integration with common emergency service platforms, including:

- Microsoft 365 (SharePoint, Teams, Outlook, OneDrive)
- Records and document management systems
- HR and workforce management platforms
- Intranets and operational policy repositories
- Case and incident management systems (non-operational use)
- Integrations are configured in line with organisational security and information assurance policies.

## GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for users, knowledge, and admin actions
- Policy controls for prompts, outputs, and agent actions
- Approved knowledge sources with review and version control
- Full audit logging for prompts, outputs, and routing decisions
- Sensitive data handling with redaction and minimisation
- Human-in-the-loop controls for high-risk workflows
- Clear boundaries excluding live operational decision support
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency
- Agentic Dome governance embedded by design

## IMPLEMENTATION APPROACH

- **Discover & scope** – roles, support functions, success metrics
- **Configure governance** – assurance rules, access controls
- **Build & ground** – connect knowledge and create templates
- **Integrate** – identity, Microsoft 365, core systems
- **Test & assure** – security, assurance, accessibility checks
- **Pilot & iterate** – controlled rollout by function
- **Scale & operate** – organisation-wide optimisation

## SUCCESS MEASURES

- Active users by role and function
- Time saved on drafting and summarisation
- Quality, assurance, and audit indicators
- Meeting administration reduction
- Knowledge coverage and answer acceptance
- Cost per user and model consumption

## CHANNEL AD-ONS

Additional access channels are available via SMART: Staff Copilot – Channel Add-ons.

## DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- 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 SMART: Staff Copilot. 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

[info@ics.ai](mailto:info@ics.ai)



## BOOK A MEETING

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

[book a meeting](#)