



SMART: STAFF COPILOT – CENTRAL GOVERNMENT

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART: Staff Copilot for Central Government provides a governed AI workspace for civil servants and arm's-length body 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 departmental knowledge with citations, embedded guardrails, and comprehensive audit trails.

The service supports productivity across policy, operational delivery, corporate services, and programme teams. SMART: Staff Copilot enables departments to scale AI safely and consistently, improving efficiency and quality while maintaining accountability, security classification controls, and public sector governance standards.

SERVICE TIERS

Tier	Description
Foundation	OLM-powered document drafting, summarisation, and knowledge search from approved departmental 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 policy, programme, and delivery teams.
Specialist	Premium plus Specialist Copilots for key central government domains including Policy Development, Operational Delivery, Programme & Portfolio Management, Parliamentary & Ministerial Support, 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 departmental rollout.

SPECIALIST COPILOTS (SPECIALIST & ULTRA TIERS)

Tier	Description
Policy Development	Policy drafting, consultation analysis, briefings
Operational Delivery	Service guidance, process documentation
Programme & Portfolio	Business cases, reporting, assurance
Parliamentary & Ministerial	PQs, submissions, correspondence
Corporate Services	HR, finance, commercial, governance

KEY FEATURES

- Copilot chat for drafting, summarisation, and analysis tasks
- Answers grounded in approved departmental knowledge with citations
- Templates for policy papers, briefings, submissions, and reports
- SMART: Notes for meeting capture (Premium+)
- Automated extraction of actions, decisions, and follow-ups
- Specialist Copilots aligned to central government workflows
- 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 drafting policy and operational documentation
- Improves consistency and quality across departmental outputs
- Reduces search time for guidance, instructions, and precedents
- Supports assurance, audit, and scrutiny requirements
- Reduces meeting administration overhead
- Enables safer AI adoption in high-assurance environments
- Maintains accountability with comprehensive audit trails
- Scales AI access beyond small pilots

TECHNICAL ARCHITECTURE

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

- 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 departmental systems
- Agent runtime with tool permissions and approval gates
- Central logging and telemetry for usage, cost, quality, and risk

CENTRAL GOVERNMENT SYSTEM INTEGRATIONS

The connector framework supports integration with common central government platforms, including:

- Microsoft 365 (SharePoint, Teams, Outlook, OneDrive)
- Document and records management systems
- Programme and portfolio management tools
- Intranets and policy repositories
- Casework and correspondence systems
- Integrations are configured in line with departmental 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
- Support for security classification and access boundaries
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency
- Agentic Dome governance embedded by design

IMPLEMENTATION APPROACH

- **Discover & scope** – roles, departmental priorities, success metrics
- **Configure governance** – security, assurance, and access rules
- **Build & ground** – connect knowledge and create templates
- **Integrate** – identity, Microsoft 365, departmental systems
- **Test & assure** – security, accessibility, and assurance checks
- **Pilot & iterate** – phased rollout by team or function
- **Scale & operate** – department-wide optimisation and reporting

SUCCESS MEASURES

- Active users by role and business area
- Time saved on drafting and analysis tasks
- Quality, assurance, and review 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

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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](#)