



AI TRANSFORMATION ASSESSMENT

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 3: Cloud Support

SERVICE OVERVIEW

SMART: AI Transformation Assessment provides a structured, time-bound assessment to help organisations understand their readiness for adopting and scaling AI using the SMART: platform and products. **Built on the ICS.AI SMART: Platform**, the service assesses current capabilities, constraints, and opportunities to inform safe, effective deployment of SMART: AI services.

This is a **supporting service** designed to enable informed adoption of SMART: products. It is not open-ended consultancy and does not deliver bespoke strategy. Instead, it uses standardised assessment frameworks aligned to the SMART: platform and the product groupings defined in the G-Cloud catalogue.

SERVICE SCOPE

SMART AI Transformation Assessment supports:

- Assessment of organisational readiness for SMART AI adoption
- Review of current digital, data, and automation capability
- Identification of priority use cases aligned to SMART products
- Assessment of governance, risk, and assurance maturity
- High-level review of data availability and suitability
- Alignment of findings to SMART service groupings and tiers

The assessment is **time-limited, structured**, and focused on enabling next steps within the SMART catalogue.

ASSESSMENT FRAMEWORK

The assessment uses a repeatable framework grounded in the SMART service architecture, covering:

Technology & Data Readiness

Existing systems, platforms, and integration capability
Data availability, quality, and accessibility
Readiness for SMART Data and Agentic services

Service & Use Case Readiness

Identification of candidate use cases for SMART: Front Door, Staff Copilot, Agentic, and Physical AI
Suitability of use cases for pilot or scaled deployment

People & Adoption Readiness

Organisational readiness for AI-enabled ways of working
Skills, roles, and change considerations

Governance & Risk Readiness

Existing controls, policies, and assurance processes
Readiness for AI governance, compliance, and audit

KEY FEATURES

- Structured, repeatable assessment approach
- Alignment to SMART product families and tiers
- Evidence-based scoring and findings
- Clear, prioritised outputs and recommendations
- Designed to feed directly into SMART Planning & Design services

KEY BENEFITS

- Provides clarity on AI readiness and constraints
- Reduces risk before piloting or deploying AI services
- Aligns adoption decisions to proven SMART products
- Creates a shared understanding across stakeholders
- Accelerates progression from assessment to delivery

DELIVERABLES

Typical outputs include:

AI readiness and maturity summary
Identified priority SMART use cases
High-level risk and governance considerations
Recommended next steps within the SMART catalogue
Deliverables are standardised and proportionate to the scope of the assessment.

GOVERNANCE, SECURITY & COMPLIANCE

- Secure handling of assessment inputs and outputs
- Role-based access to findings
- Audit trail of assessment activities
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Initiate** – confirm scope, objectives, and participants
- **Assess** – structured information gathering and review
- **Analyse** – readiness scoring and gap identification
- **Report** – findings aligned to SMART services
- **Recommend** – defined next steps for adoption

SUCCESS MEASURES

- Clarity of readiness and priorities
- Alignment of outcomes to SMART services
- Stakeholder confidence in next steps
- Reduction in delivery and adoption risk

DEPENDENCIES & PREREQUISITES

- Engagement from relevant business, digital, and governance stakeholders
- Access to high-level organisational information

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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