



SMART: STAFF COPILOT FOR LOCAL GOVERNMENT

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART: Staff Copilot for Local Government provides a governed AI workspace for council 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 council sources with citations, embedded guardrails, and comprehensive audit trails.

The service supports everyday productivity across local authority roles including customer services, social care, housing, finance, legal, HR, and policy teams. SMART: Staff Copilot enables councils to scale AI safely to all staff, improving efficiency and consistency while maintaining accountability and public sector governance standards.

SERVICE TIERS

Tier	Description
Foundation	OLM-powered document drafting, summarisation, and knowledge search from approved council 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 services.
Specialist	Premium plus Specialist Copilots for key council domains including Adult Social Care, Children's Services, Housing, Revenues & Benefits, Planning, 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
Adult Social Care	Case summarisation, assessments, care planning support
Children's Services	Safeguarding documentation, plans, and reviews
Housing	Allocations, homelessness, and policy support
Revenues & Benefits	Case guidance, correspondence, and policy lookup
Planning	Application support, policy interpretation
Corporate Services	HR, finance, legal, and policy drafting

KEY FEATURES

- Copilot chat for drafting, summarisation, and analysis tasks
- Answers grounded in approved council knowledge with citations
- Templates for letters, reports, briefings, and case notes
- SMART: Notes for meeting capture (Premium+)
- Automated minutes, decisions, and action extraction
- Specialist Copilots for service-specific workflows (Specialist+)
- 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 correspondence and reports
- Improves consistency across council communications
- Reduces search time for policies, procedures, and case history
- Supports faster onboarding of new staff
- Reduces meeting administration overhead
- Enables safer AI use with guided prompts and guardrails
- Maintains accountability with full audit trails
- Scales AI access to all staff, not just pilots

TECHNICAL ARCHITECTURE

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

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

LOCAL GOVERNMENT SYSTEM INTEGRATIONS

- The connector framework supports integration with common council platforms, including:
- Microsoft 365 (SharePoint, Teams, Outlook, OneDrive)
- CRM and case management systems
- Social care and housing systems
- Document and records management systems
- Intranets and policy repositories
- Integrations are configured in line with local authority governance and data 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
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency
- Agentic Dome governance layer embedded by design

IMPLEMENTATION APPROACH

- **Discover & scope** – user roles, priority use-cases, success metrics
- **Configure governance** – policies, roles, approved sources
- **Build & ground** – connect knowledge and create templates
- **Integrate** – identity, Microsoft 365, line-of-business systems
- **Test & assure** – evaluation, red-teaming, accessibility
- **Pilot & iterate** – controlled rollout, measure value
- **Scale & operate** – lifecycle management and optimisation

SUCCESS MEASURES

- Active users by role and service
- Time saved per task (drafting, summarising, searching)
- Quality measures and review pass-rates
- Meeting admin 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

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