



AI CHANGE & ADOPTION

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 3: Cloud Support

SERVICE OVERVIEW

SMART AI Change & Adoption provides structured support to help organisations embed SMART AI products into day-to-day operations. **Built on the ICS.AI SMART: Platform**, the service focuses on enabling users, teams, and leaders to adopt SMART services effectively and safely, ensuring that deployed AI capabilities deliver sustained value.

The service supports the **adoption and operationalisation** of SMART products following planning, pilot, or rollout. It is not open-ended organisational change consultancy, but a defined set of activities aligned to SMART service usage, roles, and governance.

SERVICE SCOPE

SMART AI Change & Adoption supports:

- User adoption of deployed SMART services
- Role-based enablement for staff interacting with AI
- Support for new AI-enabled ways of working
- Embedding governance and assurance into daily use
- Communication and engagement aligned to SMART deployments

The service is **time-limited and product-specific**, and is tailored to the SMART services in use.

CHANGE & ADOPTION FOCUS AREAS

User Enablement

Introduction to SMART services and capabilities
Role-based guidance on safe and effective use
Support for frontline, operational, and leadership users

Operational Adoption

Integration of SMART services into existing workflows
Clarification of human-in-the-loop responsibilities
Support for escalation and exception handling

Governance & Behaviour

Reinforcement of AI governance and acceptable use
Support for auditability and accountability in practice
Embedding assurance controls into daily operation

KEY FEATURES

- Structured, repeatable adoption approach
- Alignment to deployed SMART products and tiers
- Role-based enablement and guidance
- Clear linkage to governance and compliance requirements
- Designed to complement pilots and managed services

KEY BENEFITS

- Improves uptake and effective use of SMART services
- Reduces operational risk during AI adoption
- Builds user confidence and trust in AI tools
- Ensures governance is followed in practice
- Helps realise value from deployed AI capabilities

DELIVERABLES

Typical outputs include:

- Role-based adoption and enablement materials
- Guidance for integrating SMART services into workflows
- Adoption and engagement plan aligned to deployment
- Feedback and insight to inform optimisation

Deliverables are **practical, reusable, and proportionate**.

GOVERNANCE, SECURITY & COMPLIANCE

- Secure handling of adoption materials
- Alignment with SMART governance and policies
- Clear audit trail of enablement activities
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Initiate** – confirm scope, services, and audiences
- **Prepare** – tailor adoption approach to SMART services
- **Enable** – deliver role-based adoption support
- **Embed** – support integration into daily operations
- **Review** – capture feedback and adoption insights

SUCCESS MEASURES

- User adoption and engagement levels
- Confidence in using SMART services
- Reduction in misuse or escalation issues
- Evidence of sustained operational use

DEPENDENCIES & PREREQUISITES

- Deployed SMART services (pilot or live)
- Engagement from service owners and users

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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