



AI TRANSFORMATION PLANNING & DESIGN

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 3: Cloud Support

SERVICE OVERVIEW

SMART AI Transformation Planning & Design provides a structured, time-bound service to design how SMART AI products will be configured and deployed within an organisation. **Built on the ICS.AI SMART: Platform**, the service translates assessment findings into a clear, practical plan for adopting SMART services in a controlled and governed way.

The service focuses on **planning and design for SMART implementation**, not open-ended transformation consultancy. It defines target operating patterns, deployment sequencing, and governance configuration aligned to the SMART platform and the service groupings in the G-Cloud catalogue.

SERVICE SCOPE

SMART AI Transformation Planning & Design supports:

- Design of SMART-aligned AI target state
- Selection and sequencing of SMART products and tiers
- High-level solution and service design
- Definition of deployment phases and rollout approach
- Design of governance, assurance, and control models
- Planning for pilots, scale, and transition to live operation

The service is **bounded, product-led, and time-limited**, and is typically informed by the outputs of the AI Transformation Assessment.

PLANNING & DESIGN AREAS

SMART Product Architecture

Selection of relevant SMART services (e.g. Front Door, Staff Copilot, Data, Agentic, Physical AI)
Definition of service boundaries and interactions
Alignment to SMART Platform Core capabilities

Target Operating Design

How SMART services fit into existing operations
Roles, responsibilities, and decision boundaries
Human-in-the-loop and escalation design

Governance & Assurance Design

Policy, access, and control design
Audit, monitoring, and assurance considerations
Alignment with AI compliance and governance requirements

Delivery & Rollout Planning

Phased deployment and prioritisation
Pilot-to-scale transition planning
Dependencies, risks, and constraints

KEY FEATURES

- Structured, repeatable planning approach
- Explicit alignment to SMART products and tiers
- Clear separation of design and delivery
- Practical, implementation-ready outputs
- Designed to feed directly into pilots or rollout

KEY BENEFITS

Converts assessment insight into actionable plans
Reduces risk during AI deployment
Ensures governance is designed in from the start
Aligns technology, people, and process considerations
Accelerates safe adoption of SMART services

DELIVERABLES

Typical outputs include:

- SMART-aligned target state description
- Product and service selection summary
- High-level solution and deployment design
- Governance and assurance design overview
- Phased rollout and transition plan

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

GOVERNANCE, SECURITY & COMPLIANCE

- Secure handling of planning materials
- Role-based access to outputs
- Clear audit trail of design decisions
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Initiate** – confirm scope and objectives
- **Design** – SMART-aligned target state and architecture
- **Plan** – phased deployment and governance design
- **Validate** – review feasibility and risks
- **Handover** – planning outputs for pilot or delivery

SUCCESS MEASURES

- Clarity and completeness of the target design
- Alignment to SMART catalogue services
- Readiness for pilot or rollout
- Stakeholder confidence in the plan

DEPENDENCIES & PREREQUISITES

- Outputs from **AI Transformation Assessment** (recommended)
- Engagement from digital, operational, and governance leads

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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