



DATA & INSIGHT SERVICES

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 3: Cloud Support

SERVICE OVERVIEW

SMART Data & Insight Services provides structured, time-bound support to help organisations prepare, understand, and use their data effectively within SMART AI services. **Built on the ICS.AI SMART: Platform**, the service supports data onboarding, quality improvement, and insight generation to enable safe and effective use of SMART Data, SMART: Staff Copilot, SMART: Front Door, and SMART: Agentic services.

The service is designed to **support and enhance SMART Data usage**, not to replace existing data teams, analytics platforms, or reporting tools. It provides focused assistance to ensure data is suitable, governed, and usable for AI-enabled services.

SERVICE SCOPE

SMART Data & Insight Services supports:

- Preparation and onboarding of data for SMART Data services
- Support for data structuring, enrichment, and classification
- Assistance with data quality and suitability for AI use
- Insight generation to inform SMART service configuration
- Support for data-related governance and assurance activities

The service is **bounded, product-aligned, and time-limited**, and does not deliver open-ended analytics or bespoke data engineering programmes.

KEY SUPPORT AREAS

Data Preparation & Readiness

Support for onboarding structured and unstructured data
Guidance on data formats and AI readiness
Assistance with metadata, tagging, and classification

Data Quality & Insight

Identification of data quality issues affecting AI use
Insight into data coverage, gaps, and limitations
Evidence to inform SMART service configuration

Governance & Assurance Support

Alignment of data use with governance and policy requirements
Support for auditability and lineage within SMART Data
Reinforcement of role-based access and controls

KEY FEATURES

- Structured support aligned to SMART Data capabilities
- Use of standard SMART data models and patterns
- Clear linkage to SMART product use cases
- Evidence-based insights and recommendations
- Designed to complement SMART Data tiers and services

KEY BENEFITS

- Improves quality and usability of data for AI services
- Reduces risk associated with poor or unsuitable data
- Accelerates time to value from SMART Data
- Supports governance, assurance, and audit requirements
- Enhances effectiveness of downstream AI services

DELIVERABLES

Typical outputs include:

- Data readiness and quality summary
- Insight to inform SMART Data configuration
- Recommendations for data improvement within SMART
- Supporting documentation for governance and assurance

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

GOVERNANCE, SECURITY & COMPLIANCE

- Secure handling of data and outputs
- Role-based access to insights and materials
- Alignment with SMART data governance controls
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Initiate** – confirm data scope and objectives
- **Prepare** – review data sources and readiness
- **Support** – assist with onboarding and structuring
- **Analyse** – generate insight to inform AI use
- **Report** – provide findings and recommendations

SUCCESS MEASURES

- Improved data readiness for SMART services
- Reduction in data-related AI issues
- Faster onboarding of data into SMART Data
- Improved effectiveness of AI-enabled services

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- SMART Data services (Foundation or above)
- Access to relevant organisational data

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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