



Service Definition

Cloud-AI Strategy & Enablement

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited AI Services support organisations to assess, design and plan the adoption of artificial intelligence and machine learning capabilities using cloud platforms. Our service focuses on capability analysis, enterprise architecture, options analysis to enable informed, secure and scalable adoption of AI for business and cloud strategies.

2. Scope of the service

The service covers advisory, assessment and planning activities for cloud-based AI solutions. It supports organisations at early stages of AI adoption by assessing readiness, defining architectural approaches and identifying suitable AI use cases. The service does not include development, training or operation of AI models unless explicitly agreed at call-off.

3. Features

- ✚ Capability analysis for AI readiness and maturity
- ✚ Assessment of data, skills and technology readiness
- ✚ Enterprise architecture alignment for AI adoption
- ✚ Cloud-based AI reference architectures
- ✚ Architecture options analysis for AI platforms and services
- ✚ Identification and prioritisation of AI use cases
- ✚ Assessment of data governance and ethical considerations
- ✚ Security and compliance considerations for AI services
- ✚ AI adoption roadmap and recommendations
- ✚ Strategy and planning documentation

4. Benefits

- ✚ Clear understanding of organisational readiness for AI
- ✚ Reduced risk when adopting AI technologies
- ✚ Informed decisions on cloud-based AI platforms
- ✚ Better alignment between AI initiatives and business goals
- ✚ Scalable and secure AI architectural foundations
- ✚ Improved governance of AI adoption
- ✚ Clear roadmap for future AI investment
- ✚ Avoidance of inappropriate or low-value AI use cases
- ✚ Improved stakeholder confidence in AI initiatives
- ✚ Sustainable and responsible AI adoption

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends on timely access to relevant data, architecture information and stakeholders provided by the buyer. The service provides advisory and planning activities only and does not include AI model development, training or operational management unless explicitly agreed. Availability of data and third-party AI services may impact outcomes.

6. Onboarding and implementation

Onboarding includes confirmation of scope, AI objectives, stakeholders and success criteria. Activities are delivered in structured phases with regular reviews to ensure alignment with organisational priorities and cloud migration plans.

7. Service management and support

Support is provided in line with agreed support levels. A named AI or cloud architecture specialist can be provided to coordinate activities, manage dependencies and act as a single point of contact.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides agreed assessment outputs, architectural artefacts and recommendations. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data accessed during AI assessment and planning activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, duration and required AI advisory support. All pricing is transparent and documented in the call-off contract.