



AI Strategy Development

Service Definition Document. Version 1.0

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AI Strategy Development Service Definition Document

1. Introduction

This Service Definition Document describes the AI Strategy Development service offered by Cambridge Cyber Advisers (CCA) under the G-Cloud 15 framework. The service provides organisations with a structured, evidence-based approach to defining their AI vision, strategic priorities, governance model, and roadmap for responsible adoption.

Organisations are increasingly exploring AI to improve efficiency, reduce cost, enhance decision-making, and unlock new capabilities. However, without a clear strategy, AI initiatives often fail to scale, introduce unmanaged risks, or misalign with business objectives.

CCA's AI Strategy Development service combines business analysis, technology assessment, risk evaluation, and governance design to deliver a comprehensive, actionable AI strategy aligned to organisational goals and industry best practices.

2. Service Overview

The AI Strategy Development service provides a holistic review of organisational readiness, business objectives, data maturity, and technology landscape to define a clear and achievable AI strategy.

Activities include:

- Assessment of business objectives and strategic drivers
- Review of current AI, analytics, and automation capabilities
- Data maturity and data governance assessment
- Identification of high-value AI use cases
- Risk, compliance, and ethical considerations
- AI operating model and governance design
- Technology and platform recommendations
- Strategic roadmap development
- Executive and technical debrief sessions

Service Features

- Comprehensive assessment of AI readiness and capability
- Use case identification and prioritisation
- AI governance and operating model design
- Technology and platform recommendations
- Risk, compliance, and ethical AI considerations
- Strategic roadmap with phased implementation plan
- Executive summary with risk-based prioritisation

- Optional advisory and implementation support

Service Benefits

- Provides a clear, actionable AI strategy aligned to business goals
- Reduces risk by embedding governance and ethical considerations
- Improves decision-making and investment planning
- Identifies high-value opportunities for AI adoption
- Supports compliance with emerging AI regulations
- Strengthens organisational readiness and capability

3. Service Scope

The service includes, but is not limited to, strategic assessment, use case development, governance design, and roadmap creation.

4. Delivery Methodology

All CCA engagements follow a phased approach using our standard methodology:

- Scoping and Planning
- Stakeholder Interviews and Capability Assessment
- Use Case Identification and Prioritisation
- Governance and Operating Model Design
- Strategy and Roadmap Development
- Executive and Technical Debrief

5. Deliverables

- AI Strategy Report
- Use Case Catalogue
- AI Governance Framework
- Technology Recommendations
- Strategic Roadmap
- Optional Advisory Support Outputs

6. Service Levels

The standard CCA delivery SLAs are:

- Engagement commences within 10 working days
- Draft strategy within 15 working days of assessment completion
- Final report within 20 working days

7. Governance and Assurance

Aligned to NCSC, ISO 42001 (AI Management), and responsible AI principles.

Backup and Restore

Not applicable — this service does not handle customer production data or operate within customer systems in a way that requires backup/restore functionality.

Reporting & Analytics

Outputs include:

- AI Strategy Report
- Use Case Catalogue
- AI Governance Framework
- Technology Recommendations
- Strategic Roadmap
- Optional Advisory Support Outputs

Incident Management

Not Applicable – this is a purely strategic engagement

Disaster Recovery

Not applicable — service is not hosted and does not rely on persistent operational infrastructure.

Availability

Service availability applies only to consultant scheduling. CCA delivery teams are available Monday–Friday, 09:00–17:30 UK time with out-of-hours engagements available on request.

8. Security and Data Protection

Customer data is handled confidentially and securely. Data is retained only for the duration necessary to deliver the service and securely destroyed within 30 days of engagement completion. GDPR principles are applied throughout.

- All customer data handled under strict confidentiality
- UK-based testing team available
- Data stored and processed in secure environments
- Data retained for 30 days post-engagement then securely destroyed
- Compliance with GDPR, NCSC guidance, and ISO 27001-aligned practices
- No customer data transferred outside approved jurisdictions

9. Customer Responsibilities

Provide access to stakeholders, documentation, and relevant data sources.

10. Service Constraints

Activities limited to agreed scope and timeframes.

11. Pricing

Pricing is engagement-based and determined by scope, duration, and complexity. Pricing is based on:

- Scope and number potential AI tools and use cases
- Complexity of environments
- Duration of engagement
- Required detail level

Typical engagements range from 2–8 weeks.

Day-rate pricing is available on the pricing document and compliant with G-Cloud pricing rules.

Ordering and Invoicing Process

Ordering from clients is generally done via the presentation of a Purchase Order following confirmation of the purchase of a service. CCA will invoice at the end of every calendar month, giving a precise breakdown of the services purchased, including VAT/other expenses. CCA can provide consolidated invoices if required. Invoices can be issued electronically or via post.

12. Exit and Offboarding

- Strategy delivered
- Knowledge transfer completed
- Data destroyed within 30 days

13. Termination

- Standard G-Cloud termination terms apply
- Customer may terminate with notice; work completed to date will be invoiced
- Provider may terminate only under defined exceptions (e.g., breach of Rules of Engagement or safety concerns)

14. Contact and Support

A delivery manager is assigned for each engagement. Support is available via email and phone during delivery hours.

Included as standard:

- Email and phone support during the engagement
- Delivery manager assigned
- Access to reporting team for clarifications

Enhanced support packages available for continuous testing programmes.