CAMBRIDGE
CYBER ADVISERS

AI Readiness & Implementation Service

Service Definition Document. Version 1.0

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AI Readiness & Implementation Service

1. Introduction

This Service Definition Document describes the AI Readiness & Implementation service offered by Cambridge Cyber Advisors (CCA) under the G-Cloud 15 framework. The service prepares organisations for AI adoption by assessing readiness, uplifting capability, and supporting implementation of foundational AI capabilities.

2. Service Overview

Organisations undertaking this service can expect the following areas to be covered as pat of the engagement:

- AI readiness assessment
- Data maturity and infrastructure review
- Skills and capability assessment
- AI governance and risk review
- Technology and platform enablement
- Implementation of foundational AI capabilities
- Change management and adoption support
- Executive and technical debrief sessions

Service Features

- Comprehensive readiness assessment
- Data, technology, and skills evaluation
- AI governance uplift
- Platform and tooling enablement
- Change management and adoption support
- Executive reporting and prioritised roadmap

Service Benefits

- Accelerates safe and effective AI adoption
- Improves organisational capability and maturity
- Reduces risk through structured readiness uplift
- Supports long-term AI transformation

3. Service Scope

This service includes the following components:

- Readiness assessment
- Capability uplift
- Platform enablement

- Implementation support

4. Delivery Methodology

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

- Scoping and Planning
- Readiness Assessment
- Capability and Governance Uplift
- Platform Enablement
- Implementation Support

5. Deliverables

- AI Readiness Assessment Report
- Capability Uplift Plan
- Technology Enablement Pack
- Implementation Support Outputs

6. Service Levels

- Engagement commences within 10 working days of contract award
- Draft report within 10 working days of assessment completion
- Final report within 15 working days
- Weekly progress updates for longer engagements

7. Governance and Assurance

All work performed under this engagement and subsequent output reports will be aligned to ISO 42001, NIST AI RMF, and responsible AI frameworks.

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

Staff Security Clearance

SC cleared staff available on request. Baseline Personnel Security Standard (BPSS) checks conducted for all consultants.

9. Customer Responsibilities

Customers are responsible for providing accurate scoping information, licensing, software provision, nominating escalation contacts, supporting internal approvals, and implementing remediation actions.

Technical Requirements

- Defined scoping information (target systems, domains, cloud environments)
- Contact details for incident response and emergency halts
- Customer-supplied threat intelligence (optional)
- Access for briefing key stakeholders (security, IT, SOC)

No agent installation is required unless explicitly scoped.

Supported Browsers/Devices

Not applicable — this is a consultancy service, not a hosted software product.

Access Restrictions

Customer must designate authorised individuals for:

- Scope approval
- Rules of Engagement
- Emergency halt
- Receipt of confidential outputs

10. Service Constraints

Dependent on data availability, key stakeholder availability and organisational readiness.

11. Pricing

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

- Scope and planned AI Use cases
- Complexity of environments
- Duration of engagement

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

Onboarding:

- Requirements workshop
- Definition of scope, assets, and Rules of Engagement
- Identification of use cases, AI tool(s) and deployment scenarios
- Validation of communication protocols and escalation points

Offboarding:

- Full walkthrough of all findings
- Delivery of report, evidence and artefacts
- Remediation workshop (optional)
- Secure data destruction within 30 days post-engagement (certificate provided)

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.