

Service Definition Document



AI Strategy, Governance & Adoption Support

(AI-Enabled Cloud Services)

Service Overview

Fluid's AI Strategy, Governance & Adoption Support service helps public sector organisations safely identify and adopt AI-enabled capabilities within modern cloud-based software and digital services.

This service is typically used where an organisation is exploring how AI features embedded in cloud platforms (such as SaaS applications, automation tools, analytics services or productivity solutions) can improve operational efficiency, service delivery and decision-making.

The service provides structured support for responsible adoption, including use-case prioritisation, governance, risk controls, pilot planning and user adoption. It is designed to help buyers move from early experimentation to practical, controlled implementation of AI-enabled services aligned to public sector responsibilities.

02

Service Scope (What's Included)

Fluid can provide structured support across:

- Identification and prioritisation of appropriate AI-enabled cloud use cases
- Assessment of organisational readiness for AI adoption within digital services
- Review of data, governance and operational prerequisites
- Development of practical AI adoption strategies aligned to service outcomes
- Governance and control framework design (ethical, operational and risk-based)
- Support for selection and adoption of AI-enabled tools within cloud/SaaS platforms
- Automation opportunities for service workflows and IT processes
- Pilot planning and controlled deployment support alongside delivery partners
- Change management, training and user adoption planning for AI-enabled services
- Development of a phased roadmap for sustainable and governed adoption

The service is delivered in a solution-agnostic manner and supports multiple AI-enabled cloud platforms.

Out of Scope

(What's Not Included)

This service does not include:

- Building or training bespoke AI foundation models
- Uncontrolled deployment of AI tools without governance arrangements
- Bespoke data science development programmes or research activity
- Procurement of AI licences or platforms on behalf of the buyer
- Acting as the operational owner of AI systems post-deployment
- Long-term managed AI service provision unless separately agreed

Fluid's role is to provide strategy-to-adoption support for AI-enabled cloud services, with governance and operational assurance.

Deliverables & Outputs

Typical deliverables include:

- **AI Opportunity and Use Case Assessment Summary**
- **Prioritised AI-Enabled Use Case Framework**
- **AI Readiness and Capability Gap Assessment**
- **Governance, Ethics and Risk Control Recommendations**
- **Pilot Planning and Controlled Deployment Approach**
- **Automation Opportunity Log** (service and operational workflows)
- **Adoption, Training and Change Recommendations**
- **Phased AI Adoption Roadmap** aligned to cloud service delivery

Deliverables are typically provided as presentation-style packs (PowerPoint), with streamlined Word report formats available where required.

Delivery Approach

Fluid delivers this service through a structured and controlled approach:



Fluid works collaboratively with buyer teams and delivery partners, maintaining an independent advisory and assurance role.

Roles & Responsibilities

Fluid Responsibilities

- Provide independent AI-enabled adoption and governance expertise
- Identify and prioritise practical use cases
- Develop risk-based governance and control frameworks
- Support controlled pilot planning and readiness activity
- Produce roadmap outputs aligned to buyer objectives

Buyer Responsibilities

- Provide service, operational and data context
- Confirm organisational priorities and ethical requirements
- Maintain ownership of tool/platform procurement decisions
- Participate in governance validation and adoption planning
- Review and approve strategy and roadmap recommendations

Assumptions & Dependencies

This service assumes:

- Availability of service and operational stakeholders
- Buyer engagement in governance and use-case prioritisation
- Access to relevant process and service information
- Coordination with delivery partners where pilots are required
- Timely feedback to progress from strategy into adoption

Outcomes & Benefits

By completing this service, buyers achieve:

- Clear understanding of where AI-enabled cloud services can deliver value
- Practical prioritisation of safe, appropriate AI use cases
- Improved governance and assurance supporting public sector obligations
- Reduced risk through controlled pilot and adoption planning
- Increased likelihood of successful AI-enabled service adoption
- A phased roadmap for sustainable improvement and automation



Commercial Model (High Level)

This service is typically delivered over **3–12 weeks**, depending on organisational scale and the number of use cases in scope.

Pricing is offered on a fixed-scope or time-and-materials basis, aligned to the expertise required for governance, adoption and assurance support.

Security & Compliance (Light Touch)

Fluid applies appropriate confidentiality and information governance controls throughout delivery.

Engagements are delivered in line with buyer security requirements and recognised good practice for responsible and ethical adoption of AI-enabled cloud services.

