

G-Cloud 15

AI & Data Solutions Support

Service Definition

Datasparq AI & Data Solutions Support Services

Datasparq's AI & Data Solutions Support service provides managed service support for data platforms, AI solutions and visualisation tools operating in live environments. The service is designed to ensure that critical data and AI services remain reliable, secure and cost effective, while continuing to meet user and business needs over time.

Many organisations successfully deliver data platforms, dashboards and AI solutions but struggle to sustain them once live. Common challenges include limited operational capacity, lack of specialist skills, unmanaged cloud costs, slow response to incidents, and difficulty making controlled changes without introducing risk. Datasparq addresses these challenges by providing structured, responsive and transparent support across both cloud infrastructure and application layers.

The service is delivered using ITIL-aligned service management practices, providing clear processes for incident, problem and change management without unnecessary overhead. Datasparq is ISO/IEC 27001 and Cyber Essentials certified, and is able to support sensitive public sector environments through the use of NSV SC-cleared managed services resources where required.

The service supports solutions built on Microsoft Azure, Google Cloud Platform, Databricks, Snowflake, AWS, Power BI, Tableau and bespoke applications deployed in cloud environments. It can be provided as a standalone managed service or alongside Datasparq's delivery services to provide continuity from build in to run.

What the service covers

Datasparq's AI & Data Solutions Support service covers day-to-day operational support as well as proactive management and continuous improvement. The service is tailored to client needs and may include:

- Service desk support for incidents, service requests and change requests
- Monitoring and alerting across cloud infrastructure, data pipelines, AI services and reporting tools
- Incident management, including prioritisation, investigation, resolution and communication
- Proactive maintenance activities such as patching, upgrades and dependency management
- Capacity management to ensure platforms and solutions scale in line with demand
- Cost monitoring and control, including identification of optimisation opportunities
- Support for AI models and data products, including retraining, configuration changes and performance checks
- Application support for dashboards, reports and bespoke data or AI applications
- Change request development, testing and controlled deployment
- Change and release management using ITIL-aligned approaches
- Backup, restore and disaster recovery support appropriate to solution criticality

- Vendor and third party service coordination where required
- Service reporting, review meetings and continuous improvement planning

Support can be provided for both infrastructure level services and application level configuration and code, ensuring issues can be resolved end-to-end.

How Datasparq works

Datasparq operates a structured managed service model designed specifically for data, analytics and AI solutions. We combine a central service desk with access to experienced data engineers, analytics specialists and AI practitioners who understand the solutions they support.

Our approach typically includes:

- A structured transition into support to ensure operational readiness and knowledge transfer
- A single service desk for logging, tracking and managing incidents and requests
- Clear prioritisation and response based on agreed service levels and business impact
- Use of automated monitoring and alerting to identify issues early
- Planned maintenance and release windows to minimise disruption
- Transparent service reporting covering incidents, trends and improvement actions
- Regular service reviews focused on stability, cost control and risk reduction

Where required, Datasparq provides support using NSV SC-cleared personnel, enabling safe operation within sensitive or restricted public sector environments. Security, data protection and responsible use of AI are embedded into day-to-day service operation, aligned with ISO/IEC 27001 controls and government guidance.

Responsible and trustworthy AI

Responsible use of AI is a core part of Datasparq's offering. We support public sector organisations to design AI strategies and solutions that are ethical, explainable and aligned to existing data protection, security and assurance frameworks. This includes consideration of:

- Data governance, quality and provenance
- Model transparency, accountability and monitoring
- Human oversight and decision support
- Organisational controls, assurance and risk management

Our work helps organisations move forward with confidence by ensuring that governance and responsibility are designed in from the outset, rather than treated as an afterthought.

Enabling adoption and long term value

Datasparq recognises that strategy and solutions alone do not deliver outcomes. Successful AI and data initiatives depend on adoption, skills and cultural change. As part of our engagements, we help organisations plan for:

- Workforce impact and skills development
- Change management and communications
- Measures and metrics to track value and benefits realisation
- Building sustainable in house capability rather than long term dependency

This ensures that AI and data investments translate into improved services, better decisions and lasting organisational capability.

Typical outcomes for buyers

Buyers using Datasparq's AI & Data Solutions Support service typically achieve:

- Reliable, well supported data platforms, AI solutions and visualisation tools
- Faster response to incidents and reduced service disruption
- Improved visibility of system health, performance and usage
- Better control of cloud and platform costs
- Reduced operational risk through proactive monitoring and maintenance
- Controlled and auditable change to live data and AI solutions
- Continued improvement of solutions after go live
- Access to specialist skills, including security cleared resources where required
- Greater confidence that sensitive data and AI services can be safely supported

Datasparq's AI & Data Solutions Support service enables organisations to protect and extend the value of their data and AI investments, while meeting the security, assurance and reliability expectations of central government environments.

Further Service Details

Pricing

This service will be based on the standard Datasparq rate card for consulting services.

Standards and assurance

Datasparq delivers its services in line with recognised UK Government standards and good practice for security, data and digital delivery. We are ISO/IEC 27001 and Cyber Essentials certified and operate in accordance with UK GDPR and the Data Protection Act 2018.

Our services align with relevant government guidance including the NCSC Cloud Security Principles, the Technology Code of Practice, and established approaches to data governance, ethics and responsible use of AI. We apply proportionate security, assurance and risk management controls based on the nature of the service and the data involved.

Datasparq applies a responsible and ethical approach to the use of AI. We work with clients to ensure that algorithms and data driven tools are used fairly, transparently and without bias or prejudice. Where potential ethical risks are identified, we will raise these with the client and support appropriate mitigations to ensure fair treatment of individuals and compliance with relevant standards and guidance.

Service Constraints

Specific service constraints will be agreed at initial engagement, however typically no maintenance or modification to developed solutions shall be undertaken without direct approval from the customer.

If operationally necessary, any scheduled modifications and enhancements to developed solutions will be undertaken outside of typically working hours or in scheduled system downtime.

Service Levels

Specific levels of service and expected performance criteria will form part of the engagement scoping and contractual agreement.

Backup/Restore and Disaster Recovery (DR)

Documents and solutions will be regularly backed up as part of our ISO27001 assured backup and business continuity processes agreed. Disaster recovery options will be considered on a case-by-case basis from the needs of the customer.

Factors to consider include:

- Mission critical severity of the solution
- Previously agreed uptime targets
- Size and geographical location of the user base

Solutions range from automated failover capabilities with redundant systems to take load capacity in the event of total failure, to secure off site data storage that can be utilised to recover manually.

Training

Following initial engagement, training documentation will be provided as per the contract specification. If additional training is identified for system end users this can be delivered through service support delivery offering.

Typical training approaches range from workshops and mentoring at service go-live to longer-term solutions such as an extended on-site presence and support. Training will be developed in conjunction with the customer to achieve a best fit for the required skill levels and audience.

Ordering and invoicing process

Initial ordering of services will be confirmed by contract signature and receipt of confirmed purchase order to Datasparq Limited.

Consumer responsibilities

No specific consumer responsibilities have been identified for this specialised service offering. Customer dependencies and requirements will be discussed on an individual engagement basis and be reflected in contractual agreements.