

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

AI AND ADVANCED ANALYTICS OPERATIONS ON CLOUD

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LIMITED

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01

SERVICE OVERVIEW

The AI and Advanced Analytics Operations on Cloud service supports organisations to operate, manage, and support AI, machine learning, and advanced analytics solutions running on cloud platforms. The service focuses on maintaining reliability, performance, security, and governance of AI and analytics services once they are live.

The service is typically used to support production AI and analytics workloads, following development and deployment, or to augment internal operational capability for data- and AI-driven services.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of operational and support activities, proportionate to the agreed scope and service criticality.

Included activities

The service may include the following activities:

- Operational support for AI and analytics platforms and services
- Monitoring of model performance, data pipelines, and analytics workloads
- Management of model deployments and versioning
- Support for data pipeline reliability and availability
- Incident and problem management for AI and analytics services
- Operational reporting and service reviews
- Alignment of AI operations with governance and assurance requirements

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Supported and monitored AI and analytics services
- Operational runbooks and procedures

- Model performance and operational reports
- Incident, problem, and service records
- Continuous improvement recommendations

Deliverables are designed to support stable and trustworthy AI and analytics operations.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Development or retraining of AI or machine learning models
- Data science experimentation or research activities
- Procurement or resale of AI platform licences
- Organisational change management or training delivery

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using structured operational processes aligned to public-sector service management and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following activities:

1. **Service onboarding**
 - Confirm AI and analytics services in scope
 - Establish monitoring, access, and support processes
2. **Operational support**

- Monitor services and respond to incidents
- Manage changes and deployments
- 3. **Operational assurance**
 - Review service performance and reliability
 - Support governance and assurance activities
- 4. **Service review and improvement**
 - Conduct service reviews and reporting
 - Identify and implement improvements

Support arrangements are tailored to service criticality and operational needs.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as an operational support service. Service hours, response times, escalation paths, and reporting arrangements are agreed at call-off.

Support can be provided during business hours or on a 24×7×365 basis, depending on service requirements.

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SECURITY, COMPLIANCE AND ASSURANCE

Security, compliance, and assurance are integral to AI and analytics operations and include:

- secure handling of data, models, and analytics outputs
- access controls and segregation of duties

- alignment with organisational security policies and regulatory requirements

Assurance is supported through operational reporting, documented controls, and regular service reviews.

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ONBOARDING AND EXIT

Onboarding

At the start of the service:

- AI and analytics services and responsibilities are confirmed
- access, monitoring, and support processes are established
- service levels and reporting are agreed

Exit and handover

At service exit:

- services are transitioned in line with agreed plans
- documentation and operational knowledge are handed over
- continuity of service is maintained during transition

This supports orderly and secure transition.

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COMMERCIAL MODEL

The service is typically delivered on a retained service or time-and-materials basis, agreed at call-off.

Scope, service levels, and pricing are confirmed prior to service commencement. Any changes are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- reliable operation of AI and analytics services
- improved confidence in AI-driven decision support
- reduced operational risk for advanced analytics
- alignment with governance and assurance expectations

The focus is on stable, responsible AI operations.

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NEXT STEPS

To engage this service:

1. Confirm AI and analytics services in scope
2. Agree operational model and service levels
3. Schedule service onboarding

The service will be tailored to reflect organisational context and operational priorities.