



ITNextGen Limited
Digital Technology Specialists

G-Cloud 15 Service Design Document

Responsible AI & Governance Service

ITNextGen Limited

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Service Overview

ITNextGen's Responsible AI & Governance service provides AI ethics specialists who establish frameworks ensuring public sector AI systems are trustworthy, fair, transparent, and accountable. We deliver governance structures, bias assessment, explainability implementation, and compliance validation aligned with UK AI regulation, GDPR, Equality Act, and government responsible AI guidance.

Service Description

Our consultants conduct algorithmic impact assessments, establish AI ethics committees, implement fairness testing, create transparency documentation, and develop responsible AI policies. We assess bias, ensure explainability, manage third-party AI risks, and establish monitoring frameworks. All work aligns with ICO AI guidance and government algorithmic transparency standards.

Service Benefits

- Mitigated discrimination risks through comprehensive bias and fairness testing
- Enhanced public trust via transparency and explainability documentation
- Better compliance with GDPR, Equality Act, and sector regulations
- Reduced legal risk through algorithmic impact assessments validation
- Improved accountability with governance oversight and audit trails
- Stronger decision-making using explainable AI and human oversight
- Increased stakeholder confidence through responsible AI commitments demonstration

Service Features

- UK-based responsible AI specialists with public sector experience
- Algorithmic impact assessment and bias testing framework implementation
- AI ethics committee establishment and governance structures
- Explainability implementation using SHAP, LIME, and model interpretability
- Fairness testing across protected characteristics and demographic groups
- Algorithmic transparency standard compliance and documentation creation
- SC/DV eligible consultants for sensitive government AI governance

Service Scope

The service covers responsible AI framework development, algorithmic impact assessment, bias testing, explainability implementation, governance establishment, and continuous monitoring. We specialise in fairness metrics, model cards, data ethics, human oversight, third-party AI assessment, and regulatory compliance. Consultants provide ongoing assurance and governance support.

Deliverables

Typical deliverables include responsible AI frameworks, algorithmic impact assessments, bias test results, fairness metrics, explainability documentation, model cards, ethics committee charters, governance policies, transparency registers, audit trails, and compliance reports. All documentation meets ICO and government transparency requirements.



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Onboarding and Offboarding

At service initiation, ITNextGen agrees scope, roles, SFIA levels, delivery approach, and reporting cadence with the buyer. Consultants are onboarded in line with buyer security and access processes. On completion, structured handover and knowledge transfer are provided, and access to buyer systems is removed in accordance with agreed offboarding procedures.

Security and Compliance

The service operates in alignment with ISO/IEC 27001 information security principles and UK government cloud security guidance. Consultants follow role-based access controls, least-privilege principles, secure change management, and incident reporting processes. Where required, consultants may be SC/DV eligible and comply with buyer-specific security requirements.

Service Constraints

Delivery is UK-based and remote-first; on-site engagement is available by agreement. Buyer access to relevant systems, environments, and data is required. Use of specific tools or platforms may require buyer-provided licences. Performance depends on timely buyer feedback, approvals, and access to subject matter experts.

Exit Management

At the end of the engagement, ITNextGen provides agreed deliverables, documentation, and knowledge transfer. All access to buyer systems is removed in line with buyer offboarding policies and contractual requirements.