



Service Definition

AI Advisory and Assurance Service

Fimatix UK Ltd

G-Cloud 15

Lot 3 Cloud Support

AI Advisory and Assurance Service

Supplier

Fimatix UK Ltd

Service overview

This service helps public-sector organisations understand, assess, and adopt artificial intelligence (AI) tools, solutions and artifacts safely and effectively. It provides independent advisory support to help buyers identify appropriate AI use cases, manage risk, and ensure AI initiatives align with organisational, ethical, and regulatory requirements.

The service is designed for organisations that want to explore or implement AI and automation while maintaining transparency, control, and accountability.

What the service includes

The service can include the following activities, tailored to buyer needs:

- AI opportunity identification and prioritisation
- AI readiness and maturity assessments
- Advisory support on AI governance, ethics, and risk
- Support for AI strategy and roadmap development
- Assurance of AI-enabled solutions and delivery approaches
- Guidance on data readiness and quality considerations
- Support for responsible and explainable AI adoption including team training and coaching
- Knowledge transfer to internal teams

This is a professional advisory service delivered by experienced consultants.

Typical use cases

Buyers typically use this service when:

- Exploring how AI could improve services or operations
 - Assessing the risks and suitability of AI use cases
 - Establishing AI governance or assurance frameworks
 - Supporting delivery teams using AI-enabled solutions
 - Needing independent advice on responsible AI adoption
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Service delivery approach

Delivery is collaborative and proportionate to buyer needs. The service focuses on clear recommendations, practical guidance, and evidence-based decision-making rather than technology-led solutions.

A named delivery lead works with the buyer to:

- Understand organisational objectives and constraints
- Identify and assess AI use cases and risks

- Define governance, assurance, and oversight arrangements
 - Support informed decision-making by senior stakeholders
 - Transfer knowledge and capability to internal teams
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Service outputs and outcomes

Typical outputs may include:

- AI opportunity and risk assessments
- Advisory reports and recommendations
- AI governance and assurance frameworks
- Roadmaps for responsible AI adoption
- Knowledge transfer materials

Expected outcomes include:

- Clear understanding of where AI can add value
 - Reduced risk in adopting AI-enabled solutions
 - Improved confidence in AI-related decisions
 - Stronger governance and accountability for AI use
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Data protection and information assurance

Fimatix follows information security and quality management processes aligned with ISO/IEC 27001 and ISO 9001, and holds Cyber Essentials Plus certification. Personal data is handled in accordance with UK GDPR and applicable data protection legislation.

Where personal or sensitive data is considered as part of advisory activity, this is assessed during discovery and handled in line with agreed data protection arrangements.

Onboarding and offboarding

At service start, scope, objectives, and working arrangements are agreed. A named delivery lead is assigned as the primary point of contact.

At service end, all agreed outputs and materials are transferred to the buyer. Knowledge handover is completed to support continuity.

Service levels

This is a professional advisory service and does not include technical uptime or availability SLAs. Service performance is managed through agreed objectives, regular checkpoints, and progress reviews.

Pricing and commercial model

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price delivery for defined advisory outcomes may be agreed where appropriate.

Invoicing is monthly in arrears, in line with agreed terms.

Service constraints

- This service provides advisory and assurance support, not AI software or hosting
 - Buyers remain responsible for statutory and operational decisions
 - Delivery depends on access to relevant stakeholders and information
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Customer responsibilities

Buyers are responsible for:

- Providing access to stakeholders and relevant information
 - Making decisions based on advisory recommendations
 - Ensuring organisational engagement with agreed activities
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Termination

The service can be terminated in line with agreed contractual terms. On termination, all buyer materials are returned and any agreed handover activities completed.

Experience

Fimatix has supported UK public-sector organisations with digital, data, and AI-related advisory services, including governance, assurance, and delivery support for emerging technologies.

References and case studies are available on request.