



Service Definition Document

AI Discovery, Adoption and
Enablement

About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help organisations adopt new technologies responsibly by focusing on practical use cases, people, processes and sustainable change.

Service Overview

Our AI Discovery, Adoption and Enablement service supports organisations to identify, assess and adopt artificial intelligence in a safe, ethical and value-driven way. We help clients understand where AI can deliver real efficiencies and improvements, and support teams to adopt AI-enabled tools responsibly within existing services and operating models.

What we deliver

Our specialists work with policy, operational, digital, data and delivery teams to support responsible AI adoption.

Core capabilities include:

- Identification and prioritisation of AI use cases aligned to organisational goals
 - Assessment of suitability, risk, ethics and governance considerations
 - AI readiness assessments across people, process and technology
 - Support for procurement and evaluation of AI-enabled tools and suppliers
 - Design of AI-enabled process and operating model changes
 - Training and coaching for leaders and delivery teams
 - Support for adoption of AI-enabled tools within live services
 - Measurement of efficiency, productivity and service improvements
 - Knowledge transfer and internal capability development
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Service Benefits

- Enables confident, evidence-based decisions about AI adoption
 - Focuses AI investment on practical, high-value use cases
 - Reduces risk through ethical, transparent and governed adoption
 - Supports productivity and efficiency improvements
 - Improves understanding and confidence among staff and leaders
 - Integrates AI into existing services and ways of working
 - Builds sustainable internal capability rather than dependency
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Working Approach

We take a pragmatic, user- and outcomes-focused approach to AI adoption. Our teams work collaboratively with client stakeholders to ensure AI use aligns with organisational context, policy constraints and service needs.

We support activity across Discovery, Alpha, Beta and Live, focusing on adoption and optimisation rather than technical build. Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- AI use case assessments and prioritisation
 - Readiness and risk assessments
 - Governance and ethical considerations documentation
 - Adoption and change plans
 - Training materials and coaching outputs
 - Efficiency and productivity impact measures
 - Recommendations for next steps or scale-up
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What sets us apart

- **Adoption-first approach** — we focus on people, processes and outcomes, not technology hype
 - **Public sector focus** — strong understanding of governance, ethics and accountability
 - **Integrated delivery** — AI adoption aligned with change, digital, data and service delivery
 - **Practical use cases** — grounded in real operational and service needs
 - **Capability uplift** — training and knowledge transfer embedded throughout
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Service Onboarding

We use a structured onboarding approach covering objectives, scope, stakeholders, governance, data considerations and success measures. Ways of working and delivery cadence are agreed from the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, knowledge sharing and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Alignment with Government Digital Service (GDS) principles
- Consideration of ethical and responsible AI practices
- Compliance with UK GDPR and data protection obligations
- Experience working within public sector governance frameworks
- Security and data handling aligned to Buyer requirements

Get in touch, we would love to hear from you!

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