

ITogether Service Definition Document – AI & Agentic Managed Services

Detailed Description
AI & Agentic Managed Services provides the ongoing management, governance, and optimisation of artificial intelligence (AI) and agent-based systems used within organisational IT and digital services. The service supports the safe, effective, and responsible use of AI by ensuring systems operate as intended, remain secure, and align with organisational and regulatory requirements. The service covers operational oversight of AI models, automated agents, and supporting platforms. This includes monitoring performance, managing changes, controlling access, and addressing risks such as data leakage, model drift, unintended behaviour, and misuse. Delivered by experienced specialists, the service helps organisations adopt AI capabilities without placing additional operational or governance burden on internal teams. It supports a range of use cases including process automation, decision support, service desk augmentation, and data analysis. AI & Agentic Managed Services is suitable for public sector organisations deploying AI tools, copilots, or autonomous agents as part of their digital transformation programmes. The service complements existing IT, data, and cyber security functions by providing structured oversight and continuous improvement.

Business Benefits
Reduced operational and governance risk ○ Ongoing oversight of AI and agent behaviour. ○ Early identification of drift, errors, or unintended outcomes. Safer adoption of AI ○ Controls to reduce data exposure and misuse. ○ Alignment with organisational policies and public sector expectations. Improved reliability and performance ○ Continuous monitoring and optimisation of AI outputs.



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- Faster identification and resolution of issues.

Access to specialist capability

- Expertise in AI operations without building in-house teams.
- Support across multiple platforms and deployment models.

Operational efficiency

- Reduces manual oversight and ad-hoc troubleshooting.
- Clear processes for changes, incidents, and escalation.

Improved visibility and assurance

- Transparent reporting on AI usage, performance, and risk.
- Supports audit, governance, and senior stakeholder assurance.

Standard Service Components

Service onboarding and discovery

- Review of existing AI tools, agents, and use cases.
- Assessment of data sources, access controls, and risks.
- Definition of service scope, responsibilities, and governance model.

AI and agent configuration management

- Support for configuration of AI platforms and agents.
- Management of prompts, workflows, and permissions.
- Change control for model updates and agent behaviour.

Monitoring and operational oversight

- Monitoring of AI usage, performance, and availability.
- Identification of abnormal behaviour or degraded outputs.
- Alerting and investigation of issues.

Risk, security, and data controls

- Oversight of data access and handling.
- Controls to reduce leakage, misuse, or unauthorised access.
- Coordination with cyber security and data protection teams.

Incident and issue management

- Investigation of AI-related incidents or failures.



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- Support for containment, remediation, and recovery.
- Lessons learned and improvement actions.

Reporting and service reviews

- Regular reporting on usage, trends, and risks.
- Insight into value, performance, and operational health.
- Scheduled service review meetings.

Service governance and support

- Defined service levels and operational processes.
- Clear escalation and communication routes.
- Alignment with public sector governance and assurance needs.

Optional Service Components

To be discussed during scoping exercise.

Service Exclusions

Anything not specifically included in either the above or when the project is formally scoped.

Standard Support Services

8x5 support, Monday to Friday 9am to 5pm

Assumptions

Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

Contact

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