

ARTIFICIAL INTELLIGENCE (AI) READINESS ASSESSMENT AND ADVISORY SERVICE



Service Overview

Our Artificial Intelligence (AI) Readiness Assessment and Advisory Service supports public sector and regulated organisations to understand, prepare for and responsibly adopt AI-enabled technologies.

The service is designed to cut through uncertainty and hype by providing a structured, proportionate assessment of organisational readiness across governance, data, technology, people and risk. It focuses on ensuring that any future use of AI is lawful, ethical, secure and aligned with organisational objectives and public sector expectations.

The service is advisory and vendor-neutral. It does not promote or deploy specific AI tools, but instead supports informed decision-making about whether, where and how AI should be adopted.

Service Objectives

The objectives of the AI Readiness Assessment and Advisory Service are to:

- Establish organisational readiness for AI adoption
- Identify legal, ethical, operational and technical risks
- Improve confidence in decision-making around AI technologies
- Support responsible, transparent and proportionate use of AI
- Align AI initiatives with organisational strategy and public sector obligations
- Provide a clear and prioritised roadmap for safe AI adoption

Intended Customers

This service is intended for public sector organisations and suppliers operating in regulated environments, including central government bodies, local authorities, arm's length bodies, education providers, emergency services and organisations delivering services on behalf of the public sector.

The service is suitable for organisations at any stage of maturity, from those with no current AI usage through to those considering or piloting AI-enabled systems.

Scope of Service

The AI Readiness Assessment and Advisory Service provides an end-to-end assessment and advisory capability. It may be delivered as a one-off engagement or as part of an ongoing governance and assurance programme.

The scope includes assessment of governance arrangements, data quality and availability, technical capability, workforce readiness, information governance, cyber security controls and ethical considerations. The service does not include the development, training or operational deployment of AI systems.

Detailed Service Activities

The service is delivered using a structured but pragmatic approach, tailored to organisational context, sector and risk profile.

Engagement begins with discovery and scoping to understand organisational objectives, existing digital maturity and any current or proposed use of AI technologies. Key stakeholders are identified, including executive sponsors, policy leads, information governance representatives, IT and digital teams and operational users.

An AI readiness assessment is then undertaken across defined domains, including governance and oversight, data management, technical infrastructure, cyber security, workforce capability and risk management. The assessment considers both current capability and future requirements.

Findings are analysed to identify gaps, risks and constraints, with particular focus on compliance with UK law, data protection principles, public sector governance expectations and ethical considerations such as transparency, bias, accountability and human oversight.

The service concludes with clear, prioritised recommendations and an advisory roadmap to support proportionate next steps and informed decision-making. Where appropriate, advice is aligned to wider digital, data and cyber strategies.

Key Features

The service provides a structured, vendor-neutral assessment of AI readiness, combining governance, technical and risk perspectives. It emphasises clarity of accountability, proportionate controls and alignment with public sector values and obligations.

Advice is practical and contextual, supporting organisations to understand not only what is required to adopt AI safely but also whether AI adoption is appropriate for specific use cases.

Benefits

The AI Readiness Assessment and Advisory Service reduces uncertainty and risk by providing a clear, evidence-based view of organisational preparedness. Organisations gain confidence that decisions around AI are informed, defensible and aligned with legal, ethical and public accountability requirements.

By identifying gaps early, the service helps avoid inappropriate or premature adoption of AI technologies, supports stronger governance and enhances assurance for senior leadership, regulators and stakeholders.

Support Levels

Support is available at different levels to reflect organisational size, complexity and risk appetite.

GP IT Services provides flexible support levels for its AI Readiness service. Standard Support is delivered remotely during UK business hours and includes the AI readiness assessment, findings report and roadmap. This is typically provided as a fixed price engagement based on organisational size and complexity. Enhanced Support offers extended advisory time, stakeholder workshops and accelerated delivery, priced according to scope and duration. All engagements include a named technical consultant acting as a technical account manager, providing continuity, expert guidance and oversight throughout the engagement.

Pricing Model

Pricing is based on organisational size, complexity, scope of assessment and level of advisory support required. Services are priced as a fixed project cost or fixed advisory fee, ensuring transparency and predictability. All pricing is agreed prior to service commencement.

Security and Compliance

The service aligns with UK GDPR, the Data Protection Act 2018, public sector governance principles, NCSC cyber security guidance and emerging UK AI regulatory expectations. Ethical considerations, including transparency, accountability, fairness and human oversight, are embedded throughout the assessment.

Onboarding and Offboarding

Onboarding includes formal service initiation, confirmation of scope and agreement of delivery timelines. Offboarding includes delivery of assessment findings, advisory reports and recommended next steps, with optional transition to ongoing advisory support.

Service Availability

The service is delivered remotely across the UK. Business hours support is provided as standard, with enhanced availability available by prior agreement.

Service Outcomes

Outcomes include a documented AI readiness assessment, a clear understanding of organisational risks and constraints and a prioritised roadmap to support safe, ethical and effective AI adoption.

Contact and Escalation

Clear contact details, named resources and escalation routes are provided at service commencement to ensure effective and timely support throughout the engagement.

Service Constraints and Dependencies

The service provides assessment and advisory support only and does not include implementation or operation of AI systems. Customers remain responsible for decisions taken and actions implemented following the assessment. Timely access to relevant documentation and stakeholders is required to deliver the service effectively.

About Us

IT Auxilium Ltd is a UK technology services provider delivering secure, dependable IT solutions where reliability is critical.

Healthcare is a core specialism. Through our dedicated divisions, GP IT Services and Health IT Services, we support General Practices, Primary Care Networks and independent healthcare providers with IT designed for clinical environments and aligned to NHS frameworks and UK security standards.

Beyond healthcare, IT Auxilium applies the same disciplined, security-led approach to all businesses we support. From managed IT and cybersecurity to cloud services and digital transformation, we provide proactive monitoring, clear accountability and responsive UK-based support, acting as a trusted extension of our customers' teams.

Health IT Services & GP IT Services are trading names of IT Auxilium Ltd.

Additional Support Services

Cyber Essentials (Plus) Consultancy & Audit

Our Cyber Essentials and Cyber Essentials Plus Consultancy and Audit service guides organisations through scoping, gap analysis, remediation and certification. We align with NCSC and NHS expectations, managing audits end to end to achieve certification efficiently and with minimal disruption.

NHS Data Security and Protection Toolkit (DSPT) Support

Our NHS Data Security and Protection Toolkit (DSPT) Support service provides structured guidance to achieve and maintain compliance. We assess readiness, address gaps, prepare evidence and support submissions, ensuring alignment with NHS requirements while reducing risk and administrative burden.

IT Managed Service Provider

Our Managed IT Service offering delivers proactive, fully supported IT management. We provide 24/7 monitoring, security, patching and responsive UK-based support, ensuring systems remain secure, reliable and optimised while you focus on your core operations.

Microsoft 365 Migration & Onboarding

Our Microsoft 365 Migration and Onboarding service ensures a smooth, secure transition with minimal disruption. We plan, migrate and configure your environment, apply security best practice and support user adoption, enabling organisations to realise value quickly and confidently.

Backup & Disaster Recovery

Our Backup and Disaster Recovery services provide comprehensive protection across endpoints, Entra ID, Microsoft Azure, Microsoft 365 and Google Workspace. We deliver secure, automated and monitored backups with clearly defined recovery options, helping organisations restore systems and data quickly following cyber incidents, accidental deletion or service disruption. Our approach is designed to support business continuity, regulatory expectations and operational resilience, ensuring critical data remains protected, accessible and recoverable when it matters most.

Medical-Grade Cloud Based Temperature/Environmental Monitoring Data Logger System

Our medical-grade, cloud-based temperature and environmental monitoring service provides continuous automated monitoring, real-time alerts and auditable records for regulated environments. It replaces manual checks, reduces risk and supports compliance, inspections and operational assurance across single or multi-site estates.