

AI Framework, Governance and Delivery Service Definition

Introduction

This document provides an overview of the services offered by FuturOrg Consultancy through our AI framework, governance and delivery service. Whilst this document outlines the core services on offer the specific definition and terms of service will be determined on a contract basis and tailored to meet the unique requirements of each client.

Service Description

FuturOrg's AI framework, governance and delivery service supports organisations across the full AI adoption lifecycle. Assessing readiness, embedding governance, developing strategy underpinned with supporting roadmaps, and strategically aligned business cases, through to AI development and delivery. It can be delivered as standalone packages, or as an end-to-end service.

Background

Many organisations are investing in AI to improve productivity, but often face common challenges include unclear governance, inconsistent approaches to ethics and risk, limited data readiness, capability gaps, and difficulty prioritising use cases that deliver measurable value. Our service provides a structured, outcome led route from ambition to delivery. We support senior leaders, digital and transformation teams, data and technology functions, and service owners by providing clear insight into your current organisational capability, and prioritised recommendations to help you move forward.

Service features

Our AI framework, governance and delivery services include;

AI readiness assessment across multiple domains

Domains covered Ethics; Leadership & Governance; Data; Capability; Technology; Strategy & Planning; Stakeholder engagement; Security; Impact. Assessment scope can include all domains or be tailored.

AI governance design and implementation:

- Roles and responsibilities (RACI) and decision forums
- Approval and assurance workflow (including risk/impact assessment)
- Policy, standards and templates aligned to delivery needs

AI strategy and roadmap development:

- Future vision development
- Measures of success, benefits tracking and evaluation approach
- Priority outcomes and use case pipeline
- Delivery sequencing, dependencies and capability uplift plan

Business case development for priority use cases:

- Problem framing, options and recommended approach
- Benefits, costs, risks, and implementation considerations
- Strategic alignment

AI development and delivery support:

- Data readiness and delivery planning
- Discovery and prototyping/MVP delivery
- Supplier/product selection and mobilisation support
- Transition into BAU/operations (support and service management inputs)

Benchmarking and maturity comparisons where required

Service benefits

1. **Accelerates AI delivery** by combining readiness, governance and delivery support
2. **Align AI initiatives** to organisational strategy and investment priorities
3. **Provide insight** into current AI capability identifying gaps early to support adoption
4. **Builds sustainable capability** so AI is embedded rather than dependent on individuals or pilots
5. **Enables** confident scaling from prototype to operational AI services
6. **Reduces risk** through clear governance, ethics, security and accountability
7. **Improves value for money** by prioritising the right use cases and building robust business cases
8. **Embed AI governance** and design principles into organisational design processes
9. **Outcome based development** to meet the needs of end users, support adoption, and build trust

Service outcomes

While we work with each client to understand their unique requirements and desired outcomes typical outcomes include;

1. **A clear baseline of AI readiness**, with evidence-led recommendations
2. **AI governance embedded** decision rights, controls, templates and approval pathways
3. **AI strategy and roadmap** aligned to organisational outcomes and constraints
4. **Business case development** for priority use cases aligned to organisational strategic goals and outcome focused.
5. **AI solutions** progressed from discovery to MVP and/or production delivery.
6. **Improved adoption, safety, and measurable impact** from AI investments

Delivery Approach

We recognise each client has their own ways of working and we work with clients to ensure we engage them in a way which best meets their needs. We have extensive experience of delivering programs using agile, waterfall and hybrid approaches using industry best practice, and, delivering remotely or in person.

While each component of the service can be implemented as a standalone engagement, we recommend that clients start by getting a clear understanding of their AI readiness and capability, and defining a clear strategy for the future. This gives a solid foundation from which to then build future AI investment. The following outlines our established engagement approach outlining each phase and the activities likely to take place.

Pre Engagement

Purpose

Confirm scope, stakeholders, and success measures to start delivery smoothly

Activities

- Kick-off meeting to confirm objectives, scope, ways of working, delivery stage(s), success measures, key required information to be shared.
- Agreement on domains in scope, stakeholder groups, and engagement plan.

Readiness and discovery

Purpose

Establish a shared baseline and focus areas.

Activities

- Confirm organisational goals and priority outcomes for AI adoption.
- Assess maturity across agreed domains
- Develop high level strategy and vision for the future
- Priority actions and recommended next steps
- Draft use case longlist where appropriate

Governance design and implementation

Purpose

Make AI adoption safe, repeatable and auditable without slowing delivery.

Activities

- Define governance principles, policy, ways of working and decision rights aligned to the client's operating model.
- Design templates and playbooks, typically covering use case triage, risk and impact assessment, data suitability, model lifecycle controls, benefits tracking.
- Identify recommendations for capability uplift.

Strategy Roadmap and business cases

Purpose

Align AI initiatives to organisational strategic objectives to support investment.

Activities

- Confirm strategic intent and outcomes AI should support.
- Develop an AI strategy and roadmap.
- Build and prioritise an AI use case pipeline using agreed criteria.
- Business cases development for priority initiatives aligned to organisational strategy.

Development and delivery support

Purpose

Take priority initiatives from concept to established embedded solutions.

Activities

- Mobilise delivery in-house teams and/or with external suppliers.
- Support discovery and delivery through use case definition, data readiness planning, delivery planning, development, testing and assurance, change and adoption support.
- Plan and support transition to BAU

Engagement handover

Purpose

Handover outputs and knowledge to enable sustained delivery and improvement.

Activities

- Formal handover of final agreed deliverables and summary of decisions, assumptions risks and recommended next steps.
- Knowledge transfer through delivery of any final walkthrough sessions with leadership and delivery teams
- Transition and continuity planning.

Pricing

Through the scoping and ordering process we will work with you to get a detailed understanding of your requirements and the estimated effort needed. The final pricing will use the SFIA rate card below (full details attached) and will be based on the optimal combination of resources needed to meet your needs. Our services can be delivered remotely or on site in your offices. On site delivery may incur additional expenses which will be charged at cost and agreed as part of the scoping phase.

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1: Follow			£350			
2: Assist			£500			
3: Apply			£700			
4: Enable			£800			
5: Ensure			£900			
6: Initiate			£1000			
7: Set strategy			£1200			

Security and data handling

Information shared is treated as confidential and handled appropriately within the engagement. Where required, FuturOrg will align to buyer security policies and assurance expectations.

Constraints

We aim to provide comprehensive service delivery and ongoing support. If specific constraints are identified during the scoping and ordering process, they will be documented as part of the final proposal provided.

Typical constraint considerations include timely access to stakeholders and requested artefacts. All delivery activities require appropriate access to data, environments, and necessary licences. Specialist testing (e.g., penetration testing) and legal advice are excluded unless separately agreed. Delivery is typically business hours unless otherwise agreed.

Social Value

FuturOrg Consultancy Limited is committed to delivering measurable social value. Our commitments are designed to be relevant, proportionate, deliverable through how we operate, and, tracked using appropriate light-touch measures.

[MAC1] COVID-19 Recovery

- We support public bodies to stabilise and improve digital services and ways of working, enabling faster, more reliable access to services.
- We deliver work in a way that protects continuity, helping organisations maintain progress during disruption.

[MAC2] Tackling Economic Inequality

- We support local secondary schools and community partners with career events, providing CV advice, mock interviews, and career sessions.
- We provide digital inclusion sessions to support digital confidence and access, prioritising community groups, schools, and VCSE partners where there is known need.
- We prioritise local SMEs for business support services and ensuring prompt payment.

[MAC3] Fighting Climate Change

- We operate remote first delivery, using on-site activity only where it materially improves outcomes.
- Paperless by default working: We use a digital collaboration approach to deliver all outcomes and e-signatures as standard, printing is by exception only.
- Responsible technology lifecycle (reuse and refurbishment): We prioritise refurbishment and redeployment internally; use reputable refurbishment/reuse providers; where reuse is not possible, we use WEEE-compliant recycling via an approved provider.

[MAC4] Equal Opportunity

- We have adopted inclusive recruitment standards including structured scoring against role criteria, standardised interview questions, and anonymised shortlisting.

- We provide adaptive technologies and reasonable adjustments where needed and offer flexible working to support staff with health conditions or disabilities.

[MAC5] Wellbeing and social action

- Support for charitable fundraising for charities picked by our staff with match funding up to £1,000.
- Up to 2 paid volunteering days per employee per year, supporting causes chosen by staff.
- Mental health awareness training for staff and managers.

Sectors we cover

At FuturOrg Consultancy we have the experience and capability to be able to offer our services to Local Authorities, Central Government, Charities and Education.

Contact

We are always happy to talk with no obligation and we look forward to working closely with you, developing a bespoke approach to support your next steps in your AI journey.

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