



Your Catalyst For The
Next Digital Horizon

Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : AI Incident
Management and Runbook Design

Classification: Public

Lot 3 – Cloud Support Services

**Wiz Digital Is A Digital Firm That Transforms
Data, AI, And Cloud Into Secure, Scalable
Products And Services.
Delivered At Speed, Engineered For Tomorrow.**

Our Mission

We Empower Organisations By Engineering Secure, Scalable Innovation That Unlocks Growth, Sharpens Efficiency And Delivers Lasting Impact.

Cloud Solutions That Drive Innovation



AI Solutions

Pilot Programs,
Automation,
and Analytics/Reporting



Data Services

Governance, Quality,
Migrations, MDM, and
Insights/Reporting



Cloud Infrastructure

Migration, Modernisation,
Managed Services, and
Deployments



Modernisation

Micro-Services,
Development, Low Code,
CRM and Architectures



Managed Services

Monitoring and
Maintenance, Application
Support, and Security



Advisory

Strategy, Change and
Process Management,
and Risk Mitigation

Delivery That Ignites Transformation



Custom Pods

A laser-focused squad, built just for your mission.

- Hand-picked cross-functional talent; Budget surety right from the start
- Flexes in size as scope evolves—no stranded bench



Embedded Teams

Our experts, fully woven into your culture.

- Operate inside your tool-chain & ceremonies
- Knowledge transfer baked in—capability uplift for your staff



Managed Services

We Run & optimise, while you focus on growth

- 24 × 7 monitoring with SLA-backed response
- Continuous improvement pipeline (cost, performance, security)



Project Delivery

Fixed outcomes against clear milestones.

- Scope, timeline, budget locked in upfront
- Dedicated delivery lead + risk registry
- Stage-gate sign-offs ensure zero surprise overruns

nasscom



Skillnet
**INNOVATION
EXCHANGE**



Department for
International Trade



Trade
Commissioner Service



Accreditations



Microsoft



salesforce



Partnerships



Compliance

G-Cloud 15 Service Offerings

- 1 Cloud Strategy, Architecture, and Advisory
- 2 Cloud Programme, Portfolio, and Delivery Governance
- 3 Cloud Migration and Modernisation Planning
- 4 Cloud Foundation and Platform Enablement
- 5 Cloud Migration and Transition Delivery Support
- 6 Data Platforms, Analytics, and Information Management
- 7 Cloud Security, Risk, and Assurance
- 8 Cloud Financial Management and Sustainability
- 9 Managed Cloud Services, and Operational Support
- 10 Quality Assurance, Testing and Service, Validation
- 11 Training, Enablement, and Knowledge Transfer
- 12 AI Platform Enablement, Governance, and Operations

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AI Platform Enablement, Governance, And Operations

This category supports organisations adopting AI capabilities within cloud environments, where operational, ethical, and governance considerations are often underdeveloped.

Our approach focuses on making AI operable and governable at scale. We design platforms, controls, and operating models that support responsible use, ongoing monitoring, and integration with existing cloud and data services.

Clients gain AI capabilities that are sustainable, secure, and aligned to organisational risk appetite. This enables innovation while maintaining trust, transparency, and operational control.

AI Incident Management And Runbook Design

AI Platform Enablement, Governance, and Operations

This service prepares organisations to respond effectively to AI-specific incidents. Wiz Digital designs incident models and runbooks covering detection, triage, escalation, rollback, communications, and post-incident improvement. The approach aligns AI incident response with service management practices, ensuring predictable handling of issues such as drift, unsafe outputs, or pipeline failures.

Service Overview

- AI incident taxonomy and severity definitions
- Detection triggers and alert integration design
- Roles, escalation paths, and decision responsibilities
- Investigation, triage, and containment runbooks
- Rollback, disablement, and safe-mode procedures
- Data and model integrity validation steps
- Communication templates and stakeholder updates
- Post-incident review approach and action tracking
- Integration with ITSM incident and problem processes
- Runbook documentation and exercising support

Service Features

- Faster, more consistent response to AI incidents
- Reduced impact of AI service failures
- Clear accountability during high-pressure events
- Improved safety and continuity of AI services
- Reduced recurrence through structured reviews
- Improved confidence among stakeholders
- Better audit and assurance readiness
- Predictable incident handling aligned to ITSM
- Clear remediation actions and ownership
- Sustainable capability for operational AI resilience

Service Benefits

Engineer Tomorrow, Starting Today

Bring Us Your Biggest Problems;
We'll Bring The Roadmap.