
AI, GENERATIVE AI, AND AGENTIC AI CONSULTANCY AND STRATEGY

Service Definition



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TRIDENT INTELLIGENT SOLUTIONS

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Service overview

The AI, Generative AI, and Agentic AI Consultancy and Strategy service provides independent, structured advisory support to help organisations define, govern, and realise value from artificial intelligence. The service supports clients in establishing clear AI strategies, operating models, governance frameworks, and transformation roadmaps aligned to business objectives, risk appetite, and regulatory obligations.

The service covers strategic assessment and vision setting through to operating model design, portfolio prioritisation, governance and risk management, and readiness for implementation. Advisory services address traditional AI, generative AI, and agentic AI systems, including autonomous or semi-autonomous agents, ensuring that strategy and governance keep pace with evolving technical capabilities.

The service is delivered through time-bound consultancy engagements, workshops, and advisory sprints. Outputs are decision-focused artefacts designed to support executive, board, and senior management decision-making. The service does not require the deployment of production systems unless explicitly agreed as part of a subsequent delivery engagement.

Scope of consultancy services

The consultancy and strategy service may include, but is not limited to, the following areas:

AI strategy and vision

- Definition of an AI vision aligned to organisational strategy and value drivers
- Identification of opportunities across AI, generative AI, and agentic AI
- Clarification of desired autonomy levels and human oversight models
- Alignment of AI ambition with organisational maturity and risk appetite

Use-case identification and prioritisation

- Identification and assessment of AI, generative AI, and agentic AI use cases
- Value, feasibility, risk, and regulatory impact assessment
- Prioritisation of initiatives using structured scoring models
- Development of phased AI roadmaps and investment cases

Agentic AI strategy

- Assessment of suitability of agentic AI for business processes

- Definition of agent roles, decision boundaries, and escalation models
- Guidance on safe adoption of autonomous or semi-autonomous agents
- Alignment of agentic AI use with governance, accountability, and control requirements

AI governance and operating model design

- Design of AI governance frameworks covering oversight, accountability, and decision-making
- Definition of roles and responsibilities (e.g. AI owner, risk owner, model owner)
- Integration of AI governance into existing enterprise risk, IT, and data governance structures
- Definition of lifecycle controls across design, deployment, operation, and retirement

Risk, ethics, and regulatory alignment

- AI risk assessments aligned to recognised frameworks
- Ethical impact assessments and responsible AI principles
- Alignment with regulatory and policy frameworks, including:
 - ISO/IEC 42001 (AI Management Systems)
 - ISO/IEC 23894 (AI Risk Management)
 - NIST AI Risk Management Framework
 - OECD AI Principles
 - EU AI Act (where applicable)

Data, technology, and vendor strategy

- Assessment of data, knowledge, and platform readiness for AI
- Guidance on build vs buy vs partner decisions
- Evaluation of foundation models, platforms, and tooling
- Third-party and supplier risk considerations for AI and agentic systems

Change, capability, and adoption strategy

- Organisational readiness and capability assessments
- Skills, training, and AI literacy recommendations
- Change management considerations for AI-driven transformation
- Adoption strategies for generative and agentic AI solutions

Engagement approach and deliverables

Consultancy engagements are tailored to client needs and may include interviews, workshops, document reviews, and structured analysis. Typical deliverables may include:

- AI strategy and vision documents
- Use-case catalogues and prioritisation matrices
- Agentic AI decision frameworks
- AI governance and operating model designs
- Risk and regulatory impact assessments
- AI roadmaps and implementation plans
- Executive and board-level briefing materials

Deliverables are provided in mutually agreed formats and are designed to be actionable, auditable, and suitable for internal approval processes.

Onboarding and engagement initiation

Following contract agreement, a lead consultant and appropriate advisory team are assigned. A kick-off session is conducted to confirm objectives, scope, stakeholders, governance arrangements, and engagement logistics.

A Statement of Work or Engagement Definition document is agreed, defining scope, assumptions, deliverables, timelines, dependencies, and client responsibilities. Access to relevant documentation, policies, and stakeholders is agreed to enable effective advisory delivery.

Service constraints

The effectiveness of the consultancy service depends on the availability and engagement of client stakeholders and the accuracy and completeness of information provided. Strategic recommendations are advisory in nature and based on information available at the time of the engagement.

The service does not constitute legal or regulatory advice. Final decisions regarding compliance, risk acceptance, and implementation remain the responsibility of the customer. Recommendations relating to agentic AI assume that appropriate controls, oversight, and safeguards will be implemented during delivery.

Governance, assurance, and quality

Consultancy activities are delivered using structured methodologies aligned with recognised best practices in strategy, risk management, and governance. Internal quality assurance processes are applied to ensure consistency, accuracy, and clarity of outputs.

Where requested, recommendations may be mapped to recognised governance and risk frameworks to support auditability and assurance. This may include traceability to ISO, NIST, or regulatory expectations.

Security and confidentiality

All client information is handled in accordance with contractual confidentiality obligations and information security policies aligned with ISO/IEC 27001. Access to client information is restricted to authorised personnel and used solely for the purposes of delivering the consultancy services.

No client data or confidential information is retained beyond the engagement, except where required for contractual, legal, or quality assurance purposes.

Offboarding and exit

At the conclusion of the engagement, a formal close-out session is conducted to review outcomes, confirm delivery of agreed artefacts, and outline recommended next steps.

All deliverables and working materials produced as part of the engagement are provided to the customer. No ongoing obligations are assumed unless explicitly agreed under a separate engagement.

Relationship to delivery services

This consultancy and strategy service is independent of implementation services. Clients may choose to engage the service provider for subsequent AI, generative AI, or agentic AI solution design and delivery under a separate agreement, or to use alternative delivery partners.