

G-Cloud 15

Templar International Group Service Definition Document

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Artificial Intelligence (AI) Support (Training, Policy, Governance and Ethics)

Service Description

Templar International Group deliver bespoke Artificial Intelligence (AI) support for your organisation to stay ahead of threats and boost competitive edge. We simplify AI adoption by clarifying its value and risks through consultancy incorporating AI governance, training and policy whilst ensuring AI ethics principles are applied.

Business Continuity Plans

We have an incident response policy which describes the process. Any users are able to contact us directly or through their management if there is an issue/concern they wish to report.

Onboarding and Offboarding Process

Onboarding

The service is simple and no additional training is required in order to access this service. Should any additional support be required, we would agree with the client and ensure a seamless approach for users and delegates.

End-of-contract process

We adhere to legal requirements and delete any client information (which is kept minimal) and confirm, as per agreement, with the client that this has been actioned. Where the client is hosting, the data is stored on their own system and managed accordingly. Typically, there are no additional costs when a contract comes to an end.

Service Constraints

There are no service constraints.

Service Levels

Email and phone support are available. Phone support is available from 9am to 5pm (UK time), Monday to Friday. All other support requirements are agreed upfront with client.

After Sales Support

Support levels are available as above.

Technical Requirements

There are no technical requirements beyond access to the internet e.g. browser based for the e-learning.

Outage and Maintenance Management

Email and phone support are available. Phone support is available from 9am to 5pm (UK time), Monday to Friday. We will notify and liaise with clients who are impacted until the situation is resolved.

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Hosting Options and Locations

Services are delivered on site and over a video conferencing platform, e.g. Microsoft Teams.

Access to data (upon exit)

We delete any client information (which is kept minimal) and confirm, as per agreement and per record retention compliance requirements, with the client that this has been actioned. Where the client is hosting, the data is stored on their own system and managed accordingly.

Security

We adhere to our organisation's security policies, which are ISO 27001 aligned, and we are an accredited Cyber Essentials Plus organisation. Additionally, we deliver NCSC Assured training, reflecting Cyber Security best practices.