



Intelligent Assessments: *Continuous Assurance and Assessment Platform*

G-Cloud 15 Service Definition Document

1 Service overview

Intelligent Assessments (IA) is a secure, cloud-hosted SaaS platform for continuous assurance, maturity and capability assessments, project, programme and portfolio assurance, governance and compliance. It brings structured evidence, scoring and analysis into a repeatable assessment process, helping organisations compare performance, identify risks and track improvement over time.

Buyers can use an existing IA framework, digitise their own methodology or intellectual property, or have a tailored framework created and configured where they do not have one. Each route uses the same configurable assessment platform.

The service is designed for public sector organisations, arm's-length bodies, and suppliers who need a consistent, scalable way to run assessments, surveys and assurance activities across multiple teams and stakeholders.

IA helps replace fragmented spreadsheets, inconsistent assessment approaches and manual consolidation with reusable frameworks and comparable reporting. Structured and anonymous response options support stakeholder feedback, while repeat assessments improve visibility of trends and emerging risks.

2 Service scope and functionality

The Intelligent Assessments Platform provides a configurable, question-based assessment and survey capability. Key functionality includes:

- A library of configurable standard assessment and survey templates
- Creation and configuration of bespoke assessments and surveys
- Anonymous response capture to support honest stakeholder feedback
- Rules-based scoring, weighting and maturity modelling
- Aggregation of results across teams, sites, departments and portfolios
- Real-time dashboards and automated reporting
- Interactive dashboards with drill-down and comparative analytics
- AI-assisted summarisation of qualitative and quantitative responses
- Natural-language querying (Q) to explore data and generate visual insights

The service is designed to be configurable through the user interface and does not require bespoke development or source code changes.

3 Assessment frameworks and configuration

IA does not impose a specific assessment methodology. Frameworks can be configured to reflect the organisation's questions, scoring, weighting, maturity model and terminology, using the platform's existing assessment and survey functionality.

Use an existing IA framework

Select from the available library of standard assessment frameworks and survey templates. Adapt the chosen template to the organisational context and reporting needs to accelerate initial use.

Digitise your own methodology and intellectual property

Bring an existing assessment methodology, framework or proprietary assessment IP and configure it within IA. Questions, scoring rules, weightings and maturity levels can be translated into a consistent digital assessment that can be reused across teams and assessment cycles.

Create and configure a tailored framework

Where an organisation knows what it needs to assess but does not have an established framework, a tailored framework can be created and configured for its requirements. This can define the assessment topics, questions, evidence requirements and scoring approach within the platform's configurable capability.

These are routes to configuring the same SaaS service. Standard templates are included in the subscription. Bespoke assessment design support and other optional support can be agreed separately, as described in the support and commercial sections.

4 Start small prove value and scale

Start with a focused assessment

Choose a clear assessment purpose, an appropriate framework and a limited participant group, such as one team or programme. Establish the evidence to collect and the outputs needed to support a decision or improvement priority.

Prove value through the first cycle

Run the assessment, review response quality and examine the results with the relevant stakeholders. Use the findings to check whether the questions, scoring and reporting provide useful insight, then refine the configuration where needed.

Repeat and extend

Reuse the assessment across further cycles and, where useful, extend it to additional teams, programmes, business units or portfolios. Consistent frameworks support comparison and trend analysis. The extent of use and any additional support remain subject to the agreed subscription and service terms.

5 Typical use cases

The following are examples of configurable applications of the IA platform. They use its assessment, survey, scoring and reporting capabilities and can be aligned to the buyer's own frameworks and governance models.

Maturity and capability assessments

Establish a baseline of organisational maturity or capability, compare teams or departments, and repeat assessments to understand progress and improvement priorities.

AI maturity and readiness

Assess readiness for AI adoption and the maturity of relevant organisational capabilities using a configured framework and structured stakeholder evidence.

Data maturity

Assess data-related capabilities and practices, compare results across organisational areas and identify priorities for improvement.

PMO and project delivery maturity

Assess the maturity of PMO and project delivery practices, helping organisations compare capability and monitor development over time.

Asset management maturity

Assess asset management practices against a configured maturity framework and use comparative results to inform improvement priorities.

Project programme and portfolio assurance

Use structured assessments and stakeholder surveys to provide visibility of delivery confidence, governance effectiveness and emerging risks across projects, programmes and portfolios.

Governance and compliance

Gather structured evidence and stakeholder responses against configured governance or compliance criteria to support consistent reviews and identify areas requiring attention.

Across these applications, buyers can gather anonymous feedback from stakeholders, teams and users; benchmark performance across teams, sites or departments; and provide executives with concise, evidence-based insight and reporting.

6 The continuous assurance lifecycle

Framework → Participants → Evidence → Scoring → Analysis → Actions → Reassessment → Trends

Continuous assurance means reusing the assessment process at appropriate intervals so that each cycle builds on the last. It provides an ongoing view of maturity, performance and risk through repeated evidence gathering and comparison.

Framework. Select, digitise or create the assessment framework. Configure questions, evidence requirements, scoring, weighting and maturity levels to match the assessment purpose.

Participants. Identify the teams and stakeholders who will contribute. Configure users and access, with anonymous response capture where appropriate.

Evidence. Capture structured responses and supporting evidence through the configured assessment or survey.

Scoring. Apply rules-based scoring, weighting and maturity modelling to produce consistent results.

Analysis. Explore aggregated results through real-time dashboards, drill-down and comparative analytics. AI-assisted summarisation and natural-language querying (Q) help users explore responses and generate visual insights.

Actions. Use the findings to agree improvement priorities and follow-up actions through the organisation's own governance and management processes.

Reassessment. Repeat the assessment to review progress and gather updated evidence. Maintain consistency in the framework where results need to be compared.

Trends. Compare assessment cycles and organisational groups to understand changes in maturity or performance and inform the next cycle.

The result is a reusable assessment and assurance capability that supports follow-up and learning over time, extending the value of each assessment beyond its initial report.

7 Service delivery model

The service is delivered as a fully managed, browser-based SaaS. Users access the platform via a secure web interface using a modern web browser. No software installation, specialist hardware or customer-managed infrastructure is required.

The supplier is responsible for hosting, maintenance, updates and operation of the service. The service is not deployed into customer environments and does not require onsite delivery.

Implementation is typically completed in days rather than months. Buyers control their own users, structures, assessments and data once access is provided.

8 Security and data protection

Security and data protection are integral to the design and operation of the service. Key controls include:

- Authenticated user access using username and password
- Role-based access control and least-privilege permissions
- Encryption of data in transit using TLS 1.2 or above
- Encryption of data at rest using cloud-provider managed controls
- Secure deletion and sanitisation of customer data at end of contract
- Periodic external penetration testing conducted by a CREST-approved provider

The service is hosted on public cloud infrastructure operated by a third-party provider. Physical datacentre security, resilience and hardware disposal are managed by the cloud provider in line with recognised standards.

9 Availability and resilience

The service is designed to be resilient and highly available, using managed cloud services with built-in redundancy and fault tolerance. Capacity and performance are monitored to support consistent service operation under varying levels of demand.

Planned maintenance is scheduled outside normal UK business hours where possible and communicated in advance. While no formal uptime percentage is guaranteed as standard, service availability is actively monitored and operational issues are prioritised for resolution.

10 Support and incident management

Standard support is included for all customers at no additional cost. Support is provided remotely via email or ticket-based channels during UK business hours (09:00– 17:30, Monday to Friday, excluding public holidays).

Support covers:

- Assistance with service usage and configuration
- Incident reporting and resolution
- General technical queries

Optional services, such as additional training sessions or support for complex assessment design, can be agreed separately if required.

Web chat and onsite support are not provided as standard. Service outages or significant incidents are communicated to affected users via email, with updates provided until resolution. Incident summaries can be provided on request.

11 Onboarding and exit

Getting started

Initial onboarding includes configuration of organisational structure, access controls and one initial dashboard to support early reporting and insight. Users are onboarded through a structured remote process. This includes account setup, user and role configuration, access to documentation, and optional remote onboarding sessions.

Standard templates are available to accelerate initial use and can be adapted to organisational needs.

End-of-contract and exit

At the end of the contract, access to the service is withdrawn in line with contractual terms. Customers can request extraction of their data, which will be provided by the supplier in commonly used, machine-readable formats. Following confirmation of successful data transfer, customer data is securely deleted in accordance with data protection requirements.

12 Accessibility

The service is delivered via a web-based interface designed to work with standard browser accessibility features. Users can access the service using keyboard navigation, browser zoom and text resizing tools, and screen readers. Content is structured to support usability and clarity.

The service has not been formally certified against WCAG 2.2 or EN 301 549.

Accessibility is considered as part of general design and development practices, and feedback is used to inform ongoing improvements.

13 Dependencies and constraints

- Requires a modern web browser and internet connectivity
- JavaScript must be enabled in the browser
- The service is hosted on public cloud infrastructure and is not multi-cloud
- Data residency is managed by the supplier and is not configurable per customer

14 Commercial model

The service is offered on a subscription-based SaaS model, with pricing defined in the Digital Marketplace catalogue. The subscription includes platform access, hosting, standard support, and access to standard templates.

Optional services, such as tailored onboarding sessions, bespoke assessment design support, or advanced training, may be provided by agreement. The service does not include a free trial as standard and does not offer specific educational discounts.