

AI/ML Adoption Planning

Purpose:

To support the adoption and use of cloud-based Artificial Intelligence (AI) services and Machine Learning (ML) techniques through eliciting and documenting business and technical requirements, barriers to adoption and use cases that can take advantage of the expanding AI/ML capabilities.

Overview:

The usage of AI and ML capabilities is continuously expanding and becoming more accessible as more businesses and users realise the potential application benefits. Actica are digital specialists that can support the full planning and strategy definition process to enable a successful migration to utilise AI/ML on cloud services. We can deploy a complementary team consisting of digital strategy experts, AI/ML practitioners, system architecture and cyber security specialists to support this migration process. We are able to step in to support with little start-up as we are experienced in a wide variety of public sectors such as Defence, blue light services, local government and more with a large number of cleared staff.

The migration to using AI and ML in the cloud can be a daunting and difficult process. We will help guide you through this process through a tailored combination of the following typical activities that best supports the business' requirements:

1. **Strategic Planning:** Working with senior stakeholders we can create a new, or enhance a pre-existing, AI strategy utilising cloud technologies. We will typically lead a series of workshops to inform a triage phase that will assess potential applications for their technical feasibility and value generation. These will be scored on a set of criteria to be agreed with the client. Any blockers, risks and dependencies will also be identified during this stage. All of the information captured will be captured in a delivery roadmap that can be used to plan out a seamless migration to using AI/ML cloud services.
2. **Use Case Definition:** A key area that businesses struggle with is to understand how AI and ML can be applied to support the delivery of their goals or to improve existing processes. We can support by working closely with the potential future users of the AI/ML service to elicit a series of use cases and associated user stories that can be used to communicate the potential benefits of adoption and inform the future requirements of the service.
3. **Requirements Capture:** We will work with a wide range of stakeholders to capture the requirements of a future cloud AI/ML service. This will typically be split into a set of user requirements (what do we need the system to do) and system requirements (how will the system deliver the user requirements). The key output is a formal requirements specification document that will form the basis for delivery planning and in-service key performance indicator (KPI) monitoring of the future AI/ML service.
4. **Cloud and AI/ML Down-Selection:** Actica are both system and service agnostic and so always aim to identify and apply the most appropriate tool to deliver the greatest benefit for our clients. We are experienced in a variety of AI/ML techniques such as Large Language Models (LLMs), Neural Networks (NNs), Optical Character Recognition (OCR), Image Recognition (IR), regression and clustering, and the usage of cloud services such as AWS, Microsoft Azure and GCP. We will use this expertise to support the down selection of specific services that can be used to deliver the requirements of the AI/ML service, converting a top-level strategy into an actionable plan that can be delivered.

Key points for Planning:

- Strategic planning to migrate and make use of cloud AI/ML services through stakeholder workshops.
- Delivery roadmap creation to enable the successful migration to, and integration of, an AI/ML service.
- Cloud AI/ML requirements elicitation, definition, prioritisation and documentation.
- User needs analysis, user research, user story, user journey development.
- Experts of IR, LLMs, NNs, OCR, regression and clustering using relevant MLOps platforms.
- Cloud service agnostic specialists (e.g. Azure, AWS and GCP).

- Options analysis to select the most appropriate AI/ML techniques and implementation pathway.

Related Security Services

- Security Strategy
- Security Risk Management
- Security Design Cyber
- Cyber Security Consultancy

Security, like other cross cutting aspects such as Service Management, is frequently a key consideration when defining solution requirements and solution architectures. Our related security services can provide specialist security related input to defining and managing these aspects.

Information Assurance:

We can provide relevant data protection and privacy advice for services of any classification. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP). Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Details will be specified in a price quotation provided and agreed before service commencement.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement Actica will send a fully priced proposal detailing the services to be provided. Once approved a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

The Consumer should appoint a single point of contact for reporting purposes.

Contact Details

Actica Consulting Limited
4 Stirling House
Stirling Road
Surrey Research Park
Guildford
Surrey, GU2 7RF

Telephone: 01483 484090
Email: info@actica.co.uk
Website: www.actica.co.uk

Registered Office in England as above
Company Number 03396854