

Responsible AI Literacy

G-Cloud 15





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1 Service Overview

Capgemini's Responsible AI Literacy offer equips organisations with the knowledge and skills to ensure confident adoption of cloud-based AI technologies. By building a common understanding across all levels, from leadership through to technical teams, Capgemini will enable productive dialogue, alignment, and strategic clarity. This foundation reduces costly mistakes, prevents materialised risks, and safeguards public trust.

Capgemini will start with a Maturity Assessment to understand buyer's current AI adoption stage, strategic objectives, and existing knowledge. Based on this, Capgemini will develop a tailored Responsible AI Literacy Strategy aligned with buyer's priorities and roadmap.

Training delivery is flexible and can include:

- **Executive Workshops** - Interactive sessions for leadership teams to shape responsible AI strategies.
- **Train-the-Trainer** - Building internal capability for sustainable, scalable learning.
- **Persona-Based Learning** - Role-specific modules for foundational, leadership, business, and technical tracks.

Each learning pathway addresses key objectives, such as understanding ethical principles, identifying risks, applying governance processes, and implementing ethical-by-design practices. Whether the organisation is starting its AI journey or advancing toward maturity, our program ensures the right level of literacy for every role.

2 Business Need

Public sector organisations are increasingly adopting AI solutions to improve efficiency and deliver better outcomes for the public. However, AI technology carries significant risks. Confident deployment requires knowledge of how to identify safe AI use cases, identify & mitigate risks, and predict unintended consequences.

Baseline AI literacy across all organisational levels ensures productive dialogue and alignment between leadership and teams. When everyone shares common understanding, decision-making becomes more informed, with reduced risk.

Required literacy varies by organisational maturity. Organisations beginning their AI journey need foundational knowledge about risks and responsible use. More mature organisations need diverse expertise: for leadership - to develop responsible AI strategies, for business users - to understand appropriate application, and technical teams need specialised skills for effective risk mitigation.

Responsible AI literacy also drives resource efficiency, reducing costly mistakes, materialised risks, and reactive remediation.

Without adequate AI literacy, organisations face serious risks including discriminatory outcomes, privacy breaches, lack of transparency, and erosion of public trust. Building strong AI literacy is therefore a critical safeguard for protecting the public interest.

3 Our Approach

Responsible AI Literacy strategy

- Maturity Assessment – to understand current AI adoption stage, goals, ambition, strategic objectives, existing Responsible AI knowledge level and available training.
- Develop Responsible AI Literacy strategy aligned to strategic priorities and roadmap, with prioritised activities.



Delivery Method Options

Depending on the organisation's goals and Responsible AI strategy, training can be delivered in one or more of the following formats:

Executive Workshops

- Interactive in-person ½ day sessions for leadership teams

Train-the-Trainer

- Building internal capability for sustainable, scalable learning

Persona-Based Learning

- Self-paced and facilitated modules tailored to specific roles

Persona-Based Learning Pathways & Learning objectives

Capgemini will deliver targeted content for different roles and responsibilities. Example tracks and learning objectives:

- Foundational Track – all employees
 - Understand Responsible AI & AI Ethics, and the difference between these and legal compliance.
 - Understand organisation's Ethical AI Principles
 - Identify high level risks that AI implementations pose to public, organisation, and society
 - Identify specific Generative AI (GenAI) and Agentic AI risks
 - Understand acceptable use of AI technology within your organisation
 - Describe when and how to escalate potential issues
- Leadership Track
 - Understand leadership's responsibilities & accountability
 - Understand the organisational AI Governance & oversight structure
 - Understand the organisational Responsible AI Strategy
- **Business Track** – for teams implementing AI solutions
 - Understand responsibility & accountability of a business user
 - Describe the AI Governance process
 - Identify Ethical risks for AI use cases
- **Technical Track** – for teams building AI solutions
 - Understand technical team responsibilities & accountability
 - Describe the AI Governance process
 - Identify tools and methodologies to develop ethical-by-design AI systems

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.



The Buyer responsibilities as part of this service are as follows:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion
- Buyer must ensure relevant stakeholders are identified and available to meet with project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion
- Buyer should ensure that the project owner attends regular project progress meetings.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Not applicable

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

12 Pricing

This service is priced in accordance with the Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.



About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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