



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI Risks and Impact
Assessment Tool

AI Risks and Impact Assessment Tool

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What the service is, what you get, and the benefits

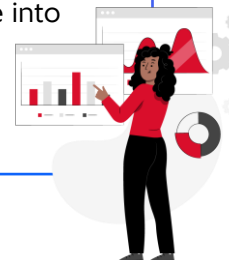
Service Description

Rapidly evaluate an AI concept against the UK Government AI Playbook. Capture project context, users, data and implementation approach, then receive a scored assessment and practical recommendations across six ethical areas. Designed to support decision-making early, including AI design sprints and assurance preparation.



Service Features

- AI Playbook-aligned risk scoring across six ethical areas
- Tailored recommendations drawn directly from Government AI Playbook guidance
- Structured capture of project, technology, users, stakeholders, documentation
- Produces a report with scores and recommendations in minutes
- Supports early risk discovery before build and procurement decisions
- Secure-by-design approach with simple, guided user experience
- API-driven updates to reflect policy or organisational requirements
- Prompts and knowledge sources separated from application code
- Adaptable to other frameworks, including EU AI Act
- Designed to operationalise lengthy guidance into practical next steps



Service Benefits

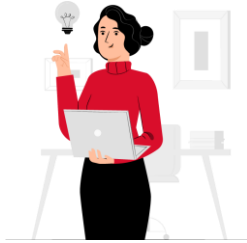
- Identify ethical, privacy, safety and bias risks early
- Reduce rework by surfacing issues before delivery starts
- Turn policy into clear, actionable controls and mitigations
- Improve confidence for governance, approvals and assurance reviews
- Create consistency across teams assessing multiple AI concepts
- Support responsible AI decisions with transparent, structured evidence
- Speed up interpretation of complex guidance and documentation
- Prioritise mitigations based on risk scores and impact
- Enable safer AI design sprint outcomes and decisions
- Improve auditability with repeatable assessment approach and outputs



AI Risks and Impact Assessment Tool

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Turn AI guidance into decision-ready actions



What this service is for

Rapid risk and impact clarity before build

This service helps teams assess an AI concept early, using the AI Risks and Impact Assessment Tool aligned to the UK Government AI Playbook. It was created from delivery needs seen in AI design sprints, where teams need a fast, practical way to apply extensive guidance consistently.

You provide a short description plus key details on technology, users, data and supporting documents. The tool returns a clear set of scores and recommendations across six ethical areas to support design decisions, governance conversations, and confidence on what to do next.

Key outcomes: Early risk visibility | Practical mitigations | Consistent scoring | Decision-ready report | Better assurance conversations



Why this service is useful

Reduce uncertainty and rework in AI delivery

AI teams often spend weeks debating policy interpretation, then face late-stage surprises when governance asks for evidence, mitigations and clarity on impacts. This tool converts Playbook guidance into a structured assessment, creating a common baseline for delivery, policy and assurance stakeholders.

It is also confidence-building: the assessment shows “what the tool is thinking” during processing, and uses a weighted scoring approach to keep outputs consistent. This helps teams have practical conversations about trade-offs before they commit to build.

Common triggers: New AI proposal | Design sprint follow-on | Governance questions | Need for consistency | Limited AI assurance expertise | Senior decision needed



Why this service is different

Consistent scoring, practical evidence, and usable context

The tool does more than score risk. It captures the context that drives risk, such as automation level, transparency to users, scale of impact and stakeholder groups, so recommendations are easier to apply in scope and delivery planning.

It also supports evidence-led conversations: results include breakdowns to explore risk factors and links to assurance case studies to add real-world context, including limitations. The output is designed to be shared directly with stakeholders as a report.

Differentiators: Weighted scoring consistency | Transparent processing | Risk factor breakdowns | Assurance case study context | Downloadable report

AI Risks and Impact Assessment Tool

Instant AI Risk clarity for UK Government teams.

This service helps teams **quickly assess an AI concept** using a structured intake and Playbook-aligned scoring.

It is designed for early-stage ideas, design sprint outcomes, and pilots where teams need **clarity on risks, impacts and mitigations** before committing to build.

Outputs are usable immediately: a scored report, recommendations, and a short playback to agree actions.

Translate mitigations into **backlog items and acceptance criteria** so risks are tracked and managed through delivery.



Customisable to meet client needs

An API-driven design enables rapid updates, allowing the tool to adapt to specific client requirements or policies, and evolve as technology advances.



Secure and Easy to Use

Built with organisational security at its core, the tool simplifies complex AI guidelines into clear, actionable steps for every user.



Artificial Intelligence Playbook for the UK Government

Created by the Government Digital Service



AI Project Impact Assessment

Evaluate the potential impact and risks of your AI project

Why use this tool?

Using this assessment tool helps ensure your AI project meets government standards for responsible AI deployment, identifies potential risks early, and provides actionable recommendations to improve project readiness and compliance.

How it works

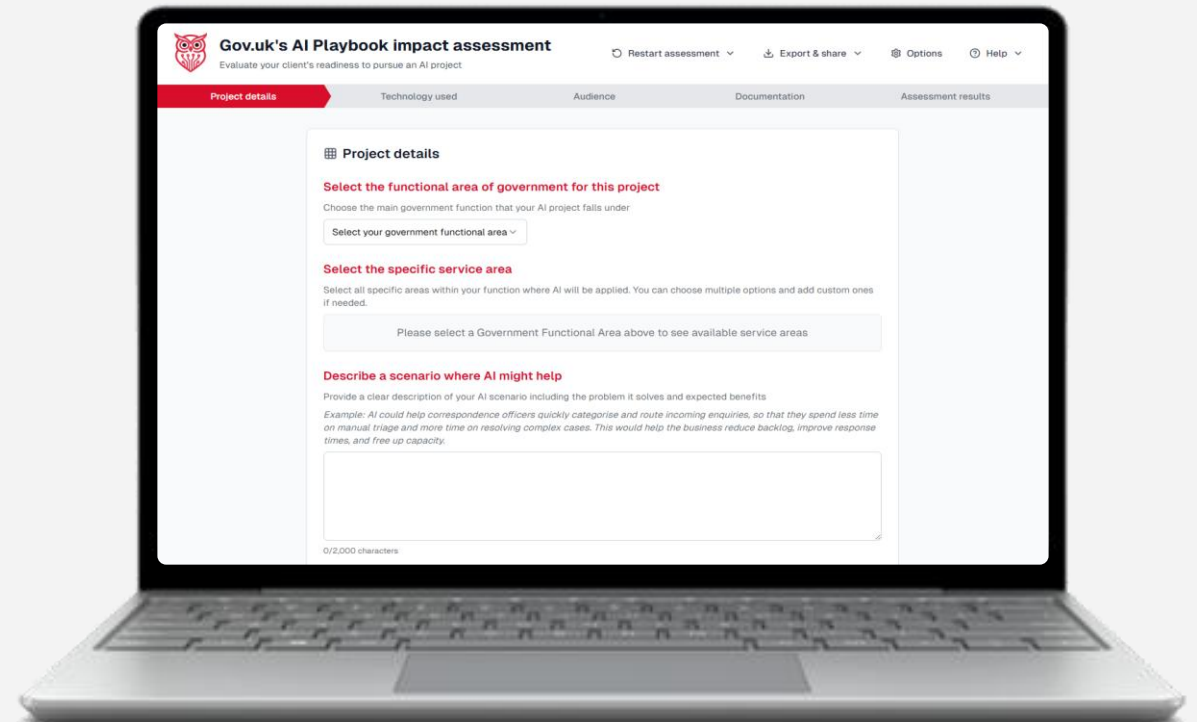
Part 1: Project Details

Capture the **core context** of the AI initiative so the assessment stays grounded.

Select the functional area of government, then the service area(s) where AI will be applied.

Add a **short scenario** describing the problem to solve and the intended outcome.

This anchors the risk assessment to a **real service context, not generic AI theory**.



The screenshot shows a laptop displaying the 'Gov.uk's AI Playbook impact assessment' form. The form is titled 'Evaluate your client's readiness to pursue an AI project'. The 'Project details' tab is selected, showing a form with three main sections: 'Select the functional area of government for this project', 'Select the specific service area', and 'Describe a scenario where AI might help'. The first section has a dropdown menu for 'Select your government functional area'. The second section has a message 'Please select a Government Functional Area above to see available service areas'. The third section has a text area for describing the scenario, with a character count '0/2,000 characters' at the bottom.

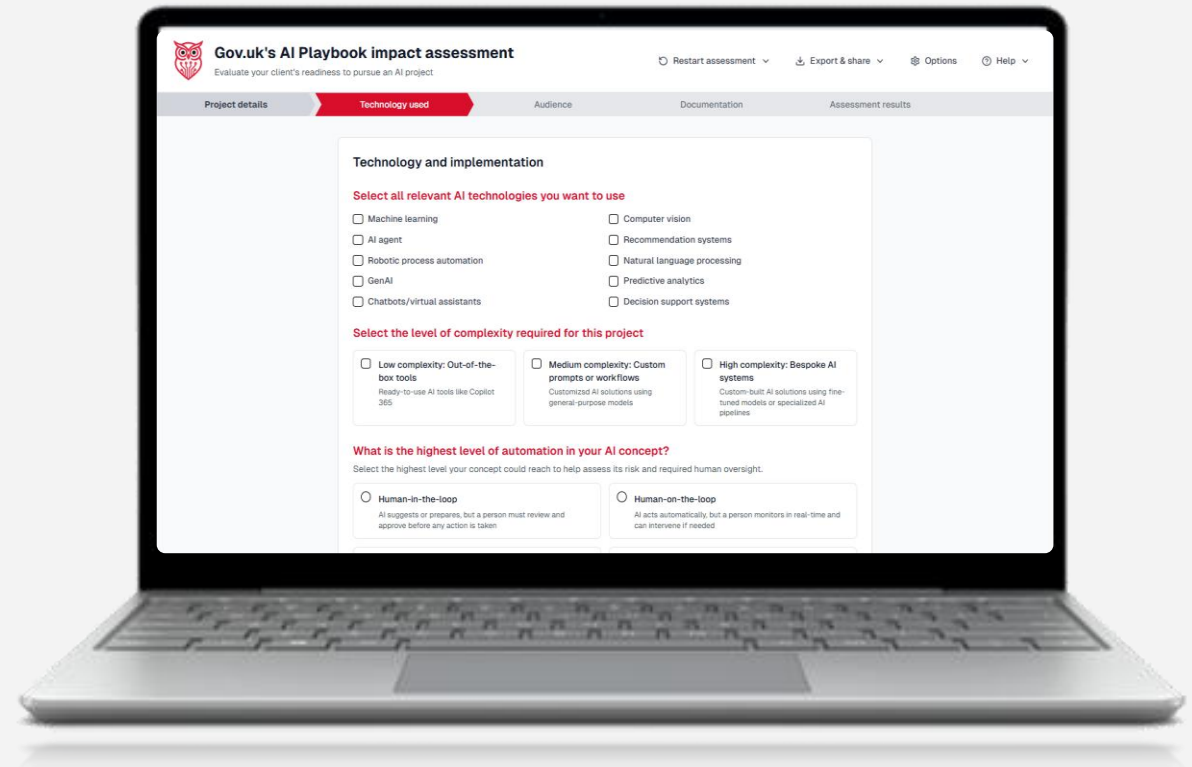
How it works

Part 2: Technology & Implementation

Describe how the solution will work in practice. Select the **AI technology** and **implementation approach**, then indicate complexity.

Confirm the **highest automation level** and whether users will know they are interacting with AI, including if it is optional or mandatory.

Finally, select the data types used. These choices materially affect the **risk score and recommendations**.



How it works

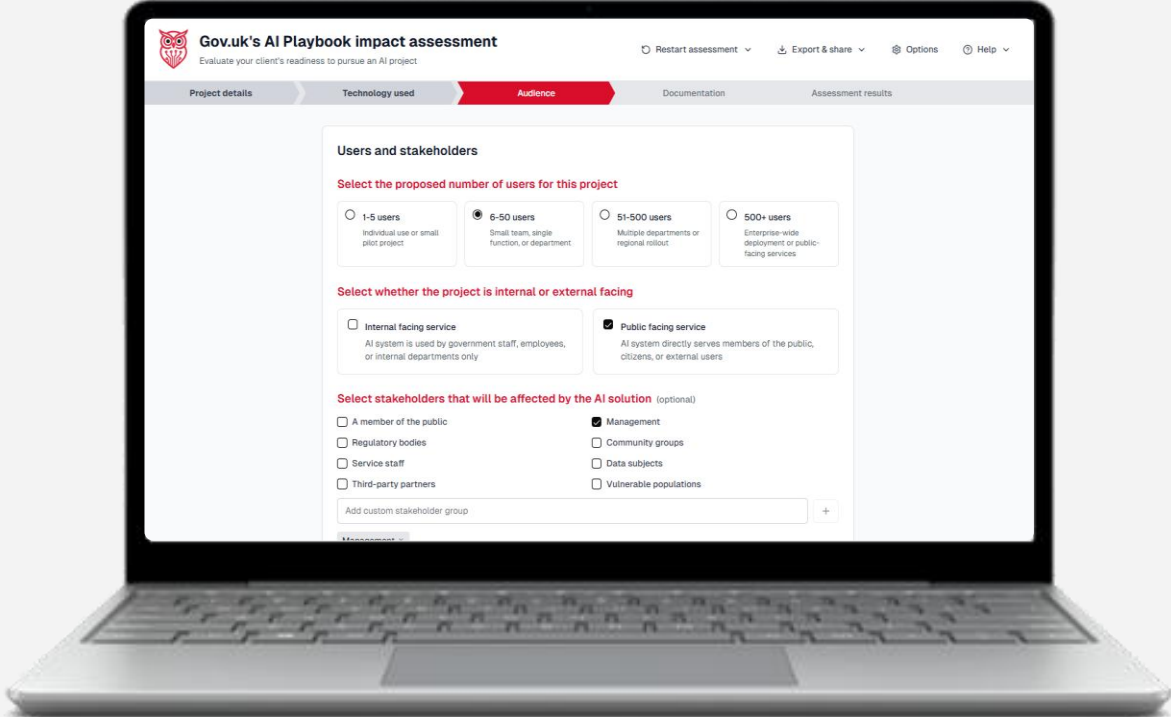
Part 3: Users & Stakeholders

Set the scale and impact.

Confirm expected user numbers, whether it is internal or public-facing, and which **stakeholder groups are affected**.

This step captures **who experiences the change, who depends on it, and where downstream impacts might occur**.

It helps frame **risk as service impact**, not just technical design.



The screenshot displays the 'Gov.uk's AI Playbook impact assessment' interface on a laptop screen. The page is titled 'Evaluate your client's readiness to pursue an AI project'. The navigation bar includes 'Project details', 'Technology used', 'Audience' (highlighted in red), 'Documentation', and 'Assessment results'. The 'Audience' section is titled 'Users and stakeholders' and contains three main sections:

- Select the proposed number of users for this project:** Four radio button options are shown: '1-5 users' (Individual use or small pilot project), '6-50 users' (Small team, single function, or department) which is selected, '51-500 users' (Multiple departments or regional rollout), and '500+ users' (Enterprise-wide deployment or public-facing services).
- Select whether the project is internal or external facing:** Two checkbox options are shown: 'Internal facing service' (AI system is used by government staff, employees, or internal departments only) and 'Public facing service' (AI system directly serves members of the public, citizens, or external users) which is selected.
- Select stakeholders that will be affected by the AI solution (optional):** A grid of checkboxes for various stakeholder groups: 'A member of the public', 'Regulatory bodies', 'Service staff', 'Third-party partners', 'Management' (selected), 'Community groups', 'Data subjects', and 'Vulnerable populations'. Below this grid is a text input field labeled 'Add custom stakeholder group' with a plus icon.

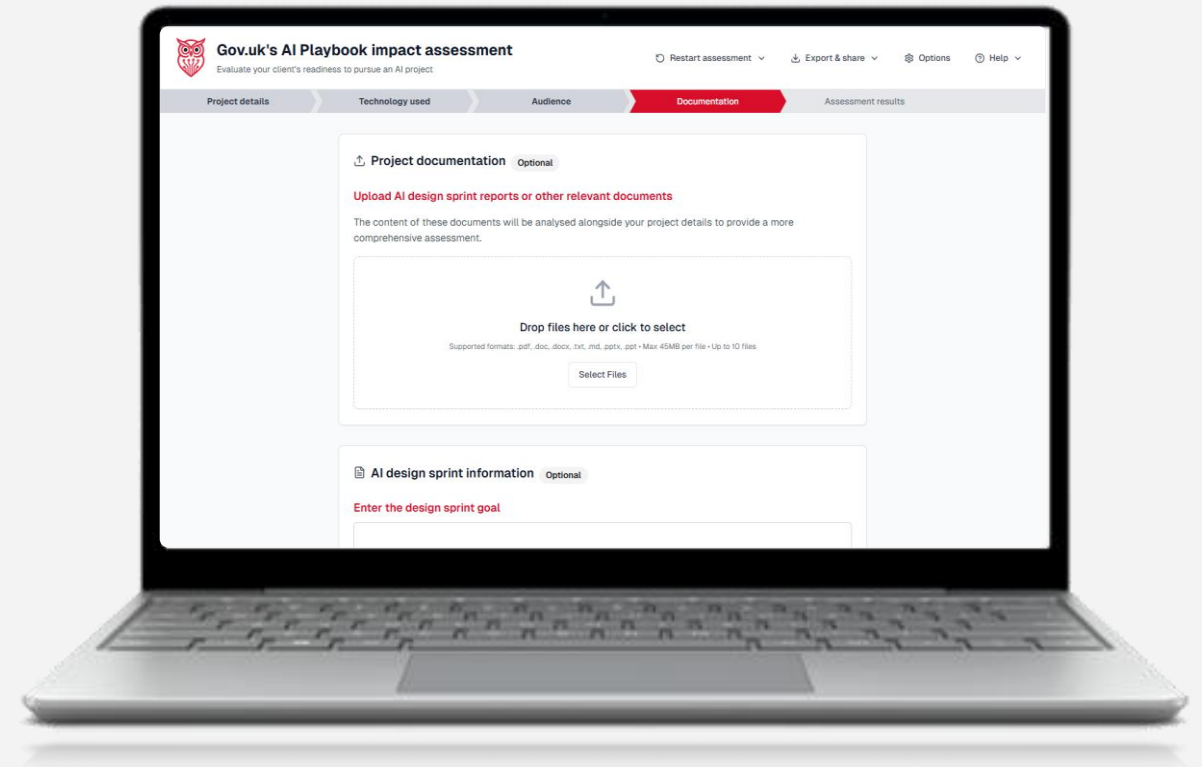
How it works

Part 4: Documentation

Upload the materials that make the assessment more accurate and defensible.

Add AI design sprint outputs and any relevant artefacts (for example, the sprint goal, sprint questions, and key assumptions you intend to test).

The tool reviews these alongside the structured inputs to produce a more complete, evidence-led assessment.



How it works

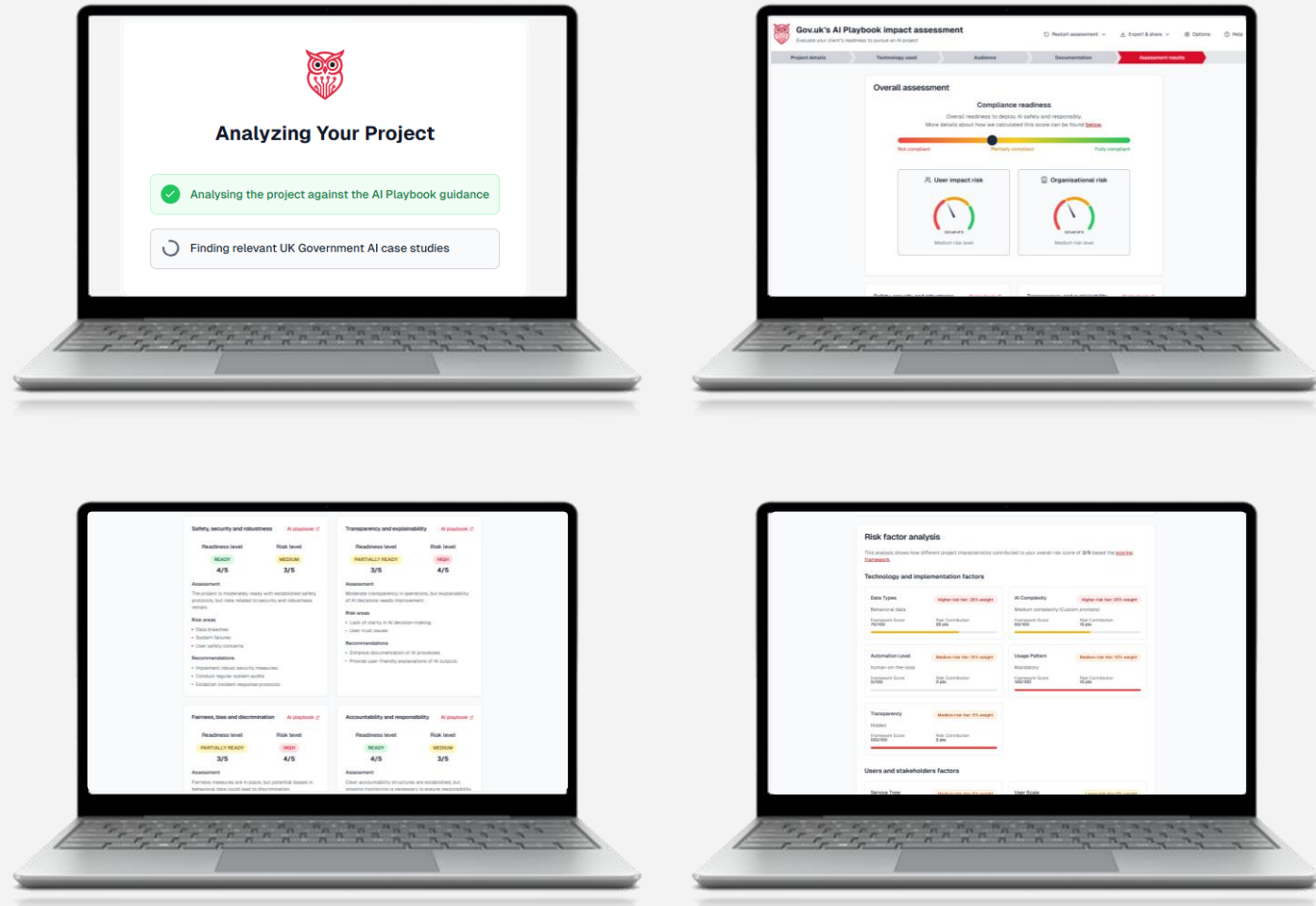
Part 5: Assessment results and report

Generate decision-ready outputs in minutes.

The tool shows its processing steps to build confidence, then produces an **overall risk indicator** plus a **breakdown across six ethical areas**, with tailored recommendations.

It also provides **risk factor breakdowns** to support **difficult questions** and links to relevant **AI assurance case studies** for added context.

Export a report to share with governance and senior decision-makers.



The Hitachi logo is displayed in a bold, white, sans-serif font in the upper right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a decorative railing. A large Union Jack flag is flying from a pole attached to the building. The overall image has a muted, greyish-blue color palette.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

HITACHI

Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

HITACHI

Microsoft



Microsoft global Government and Finance
Partner of the Year 2025

Microsoft Partner of the Year 2025 Finalists in
Build and Modernise AI Apps, Dynamics 365
Supply Chain, Dynamics 365 Sales and Customer
Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle**
(including 2025)

Microsoft Solutions Partner across AI Business
Solutions, Cloud and AI Platforms and Security
with **18+ specialisations**

Industry



Keystone member of the **Government Digital
Sustainability Alliance**

Crown Commercial Service Supplier

Cyber Essentials Plus Certified

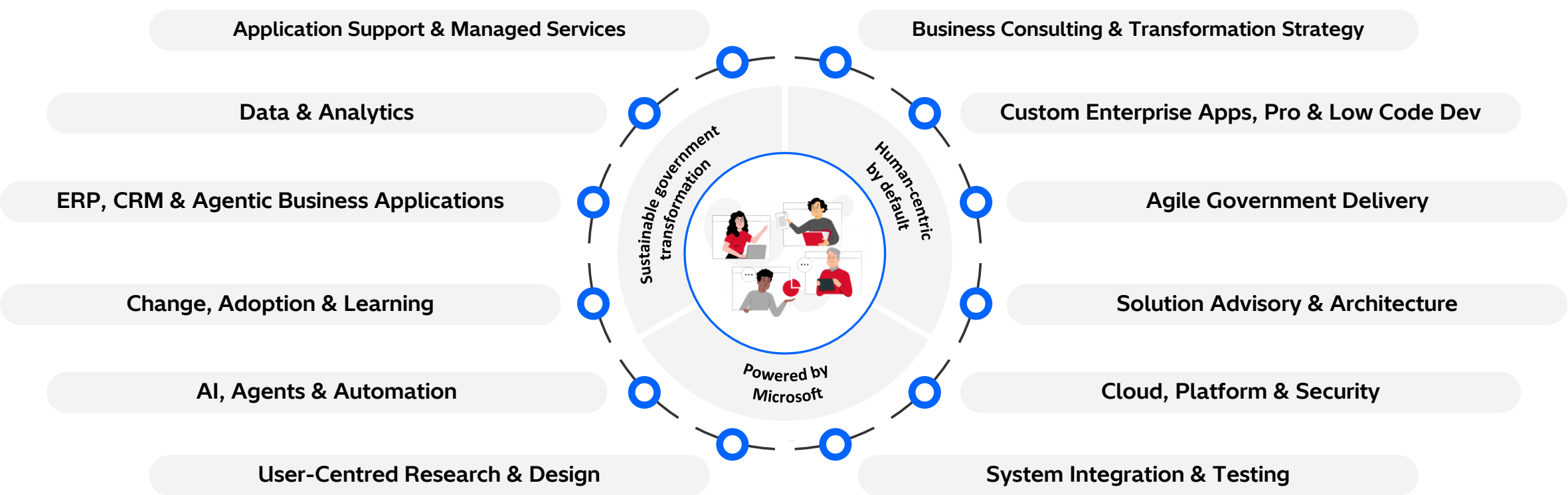
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

HITACHI

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients

HITACHI



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt

Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs

CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald

Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward

OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner

Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan

Chief Technology Officer



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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