



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Agent 365 Adoption and
Governance

Agent 365 Adoption and Governance

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

HITACHI

Service Description

Enable safe, consistent use of Agent 365 across government teams. We define governance, security guardrails, and operating model, then onboard users through targeted training and support. We set measurement, feedback loops, and change controls so agents deliver value while meeting assurance, audit, and data protection expectations.



Service Features

- Adoption discovery to prioritise use cases, users, and success measures.
- Governance model: roles, decision logs, approvals, and escalation paths clear.
- Policy pack covering acceptable use, privacy, retention, and auditability requirements.
- Security configuration review for identity, access, data, and environments controls.
- Risk assessment and mitigations aligned to CAF and Service Standard.
- Information management: data classification, content sources, and permissions mapping exercise.
- Operational playbooks for monitoring, incident response, and continuous improvement cycles.
- Training sessions for creators, approvers, and everyday users in practice.
- Pilot onboarding with user testing, feedback capture, and iteration sprints.
- Adoption metrics dashboard: usage, outcomes, quality, and compliance signals tracked.



Service Benefits

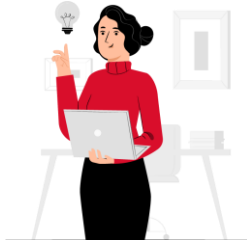
- Reduce risk by setting clear guardrails before broad rollout starts.
- Improve user confidence with consistent guidance, training, and support paths.
- Accelerate value by focusing on priority use cases and outcomes.
- Avoid duplication through shared patterns, templates, and reusable agent components.
- Strengthen compliance via audit-friendly evidence, logs, and approvals routine checks.
- Enable safer data access with role-based permissions and classification rules.
- Improve service performance using monitoring, feedback loops, and backlogs regularly.
- Support assurance reviews with clear operating model and decision records.
- Increase adoption through practical onboarding and visible leadership sponsorship commitment.
- Provide repeatable approach for scaling agents across teams and services.



Agent 365 Adoption and Governance

HITACHI

Adopt Agent 365 safely, consistently, and at pace



What this service is for

From first pilot to scaled use, with clear guardrails

Teams often want to move fast with agents, but hit uncertainty around ownership, data use, acceptable behaviours, and what “good” looks like. This service sets the foundations so people can use Agent 365 confidently without slowing delivery.

We establish practical governance, security guardrails, and an operating model, then onboard users through targeted training and support. You get an adoption approach that is decision-led, evidence-backed, and aligned to Government Service Standard expectations.

Key outcomes: Clear ownership and approvals | Safe data access boundaries | Repeatable onboarding approach | Measurable adoption and value



Why this service is useful

Turn scattered experimentation into controlled rollout

Without governance, agent use becomes inconsistent: duplicated effort, unclear escalation, and variable quality. Security and information assurance teams then have limited confidence, creating delays or blanket restrictions.

This service makes adoption predictable. It creates a shared set of rules, patterns, and measures, so teams can iterate quickly, learn from users, and scale what works with audit-friendly evidence and change control.

Common triggers: Starting an agent pilot | Scaling beyond one team | IA concerns blocking rollout | Inconsistent answers and quality | No clear owners or approvers | Upcoming assurance or governance gate



Why this service is different

Human-centred enablement, backed by governance and evidence

We treat adoption as a service problem, not a training event. We start with real user needs and the decisions that must be made, then design simple ways of working that teams can actually follow day-to-day.

Our approach is assurance-ready by design: clear roles, approval routes, and an evidence trail that supports audit and governance conversations. We also test and iterate with users during the pilot so guidance is practical, not theoretical.

Differentiators: Decision-led governance | Evidence-first delivery | User-tested onboarding | Security guardrails built-in | Practical operating playbooks

Microsoft Agent 365 Overview

Agent 365 gives each **AI agent its own Microsoft Entra Agent ID**, for identity, lifecycle, and access management. It also allows agents to be observable and managed in the **Microsoft 365 admin center**.

In addition, AI agents might adopt Agent 365 capabilities that **empower these agents** to listen for tool notifications and take actions directly within productivity tools.

Agent 365 is built to address the needs of a range of stakeholders.

HITACHI



Agent 365 Features

HITACHI

Manage AI at Scale



Agent 365 is the Microsoft 365 capability for **creating and managing AI agents** that help staff get answers and complete tasks using approved organisational content and systems.

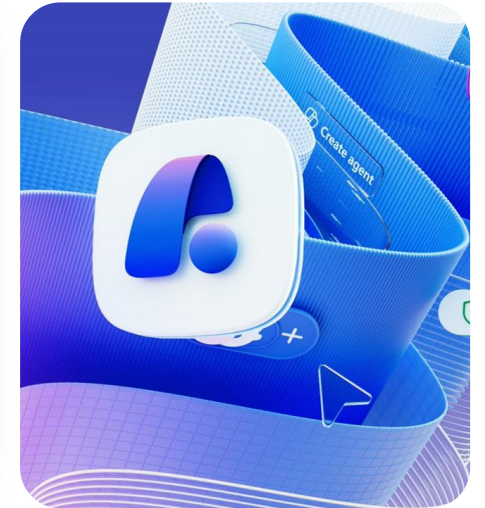
It provides a practical way to **publish agents** to users, apply guardrails, and understand what is working, so adoption can **scale safely** and consistently.

Registry

Get a complete view of all agents that are being used in your organization, including agents with agent ID, agents you register yourself, and shadow agents.

Access Control

Bring agents under management and limit their access to only the resources they need. Prevent agent compromise with risk-based conditional access policies.



Security

Protect agents from threats, and detect and remediate attacks that target agents. Protect data that agents create and use from oversharing, leaks, and risky agent behavior.

Visualisation

Explore connections between agents, people, and data. Monitor agent behavior and performance in real time to assess their impact on your organisation.

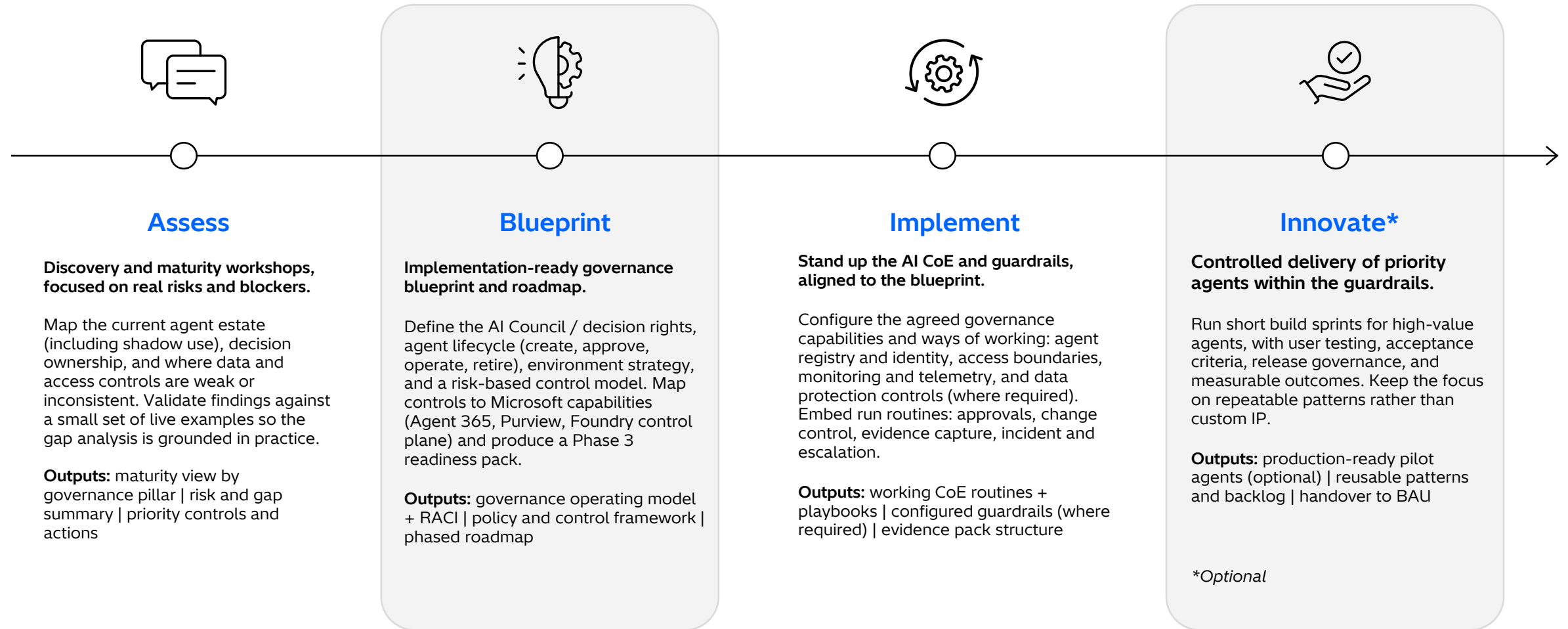
Interoperability

Equip agents with apps and data to simplify human-agent workflows. Connect them to Work IQ to provide context of work to onboard into business processes.

Agent 365: Our Governance & Adoption Approach

HITACHI

4-Step Governance Journey



The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background of the entire slide 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 tone is professional and official.

HITACHI

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

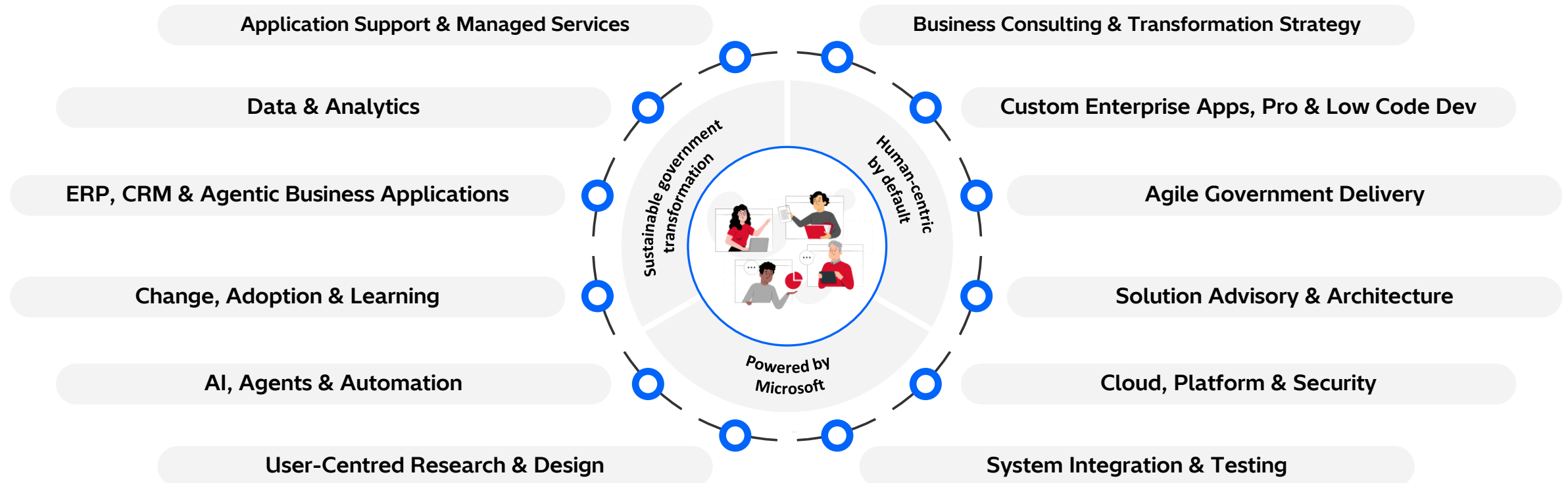
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe