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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Responsible AI and AI Governance Setup

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

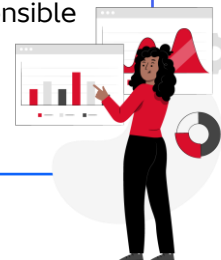
Service Description

Set up responsible artificial intelligence governance for safe, compliant deployment. We define policies, roles and decision forums, risk assessment and assurance processes, and requirements for transparency and human oversight. Produce templates, registers and controls covering data, security, bias, model monitoring and supplier assurance.



Service Features

- Responsible artificial intelligence policy, principles and governance framework.
- Roles and responsibilities: owners, approvers and risk managers.
- Use case intake process and prioritisation criteria.
- Risk assessment templates for safety, bias and harm.
- Model documentation standards, including transparency and limitations.
- Data governance requirements for training and testing datasets.
- Human oversight, escalation and decision logging processes.
- Monitoring requirements for performance, drift and incidents.
- Supplier assurance and contractual controls for artificial intelligence.
- Training workshops and playbooks for responsible adoption.



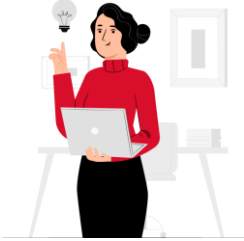
Service Benefits

- Reduce risk of harm through clear governance controls.
- Speed up approvals with defined decision forums and templates.
- Improve compliance with documented policies and evidence.
- Increase transparency through standard model documentation.
- Strengthen accountability with clear roles and ownership.
- Detect issues early with monitoring and incident processes.
- Build trust with human oversight and escalation routes.
- Improve quality by setting data and testing standards.
- Manage suppliers better with consistent assurance requirements.
- Enable safe scaling of artificial intelligence across programmes.



Responsible AI and AI Governance Setup

Put clear guardrails in place so teams can deliver AI safely



What this service is for

From ad hoc decisions to a repeatable, auditable approach

Teams often start AI work before roles, approvals and evidence are clear. That leads to slow sign-off, repeated assurance work, and inconsistent controls across programmes.

This service sets up responsible artificial intelligence governance for safe, compliant deployment. We define policies, roles and decision forums, risk assessment and assurance processes, and requirements for transparency and human oversight. We also provide the practical templates and registers teams need to use the approach day to day.

Key outcomes: Clear decision routes | Practical controls and templates | Consistent risk assessment | Evidence trail where required | Safer scaling across programmes



Why this service is useful

Make approvals quicker by agreeing “what good looks like” early

Without a shared governance approach, each AI use case becomes a one-off negotiation. Delivery teams rebuild documents, risk teams ask for different evidence, and leaders struggle to compare risk and value across initiatives.

This service helps you move faster by standardising how AI work is requested, assessed, approved, monitored and improved. It supports clear accountability, earlier issue detection, and more consistent supplier management, while keeping human oversight in place.

Common triggers: Many pilots, little production | Unclear sign-off and ownership | Audit or assurance pressure | New AI suppliers or models | Need monitoring and incident routes | Inconsistent data and testing standards



Why this service is different

Enabling governance that teams will actually use

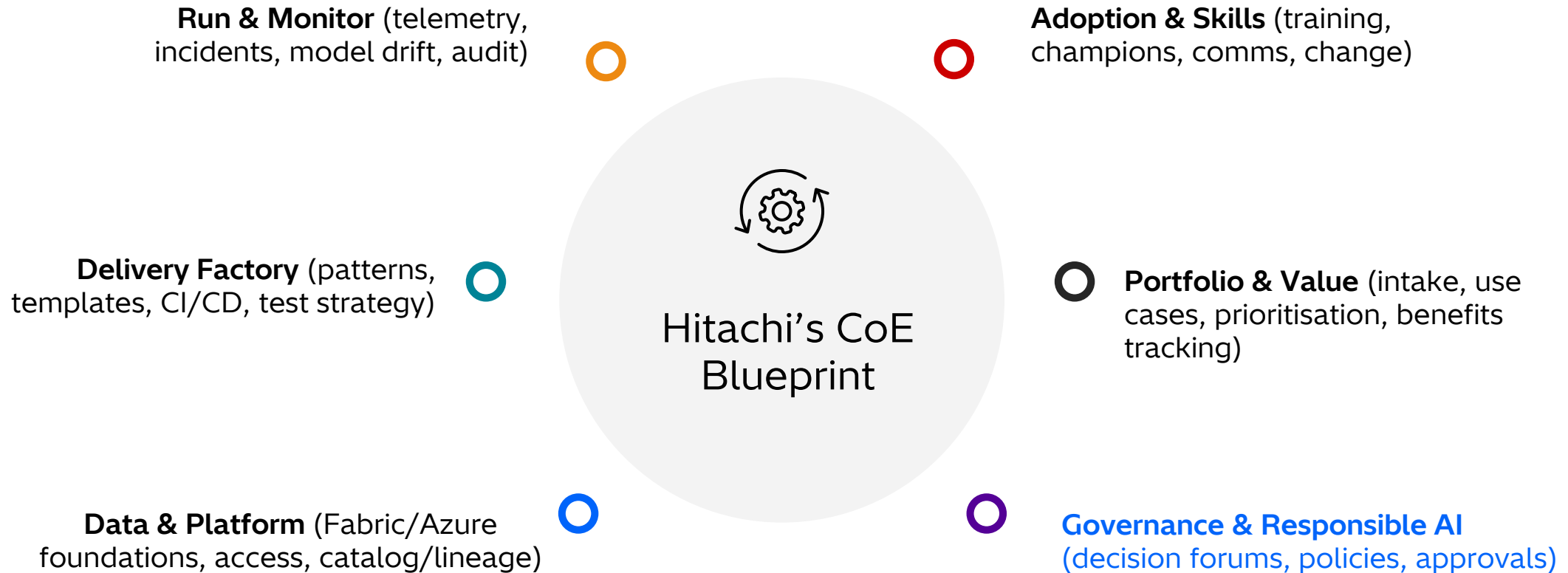
We focus on practical governance that removes friction, rather than producing policy that sits on a shelf. Decision forums, templates and acceptance criteria are designed to fit delivery cadence, so controls are applied consistently without slowing teams down.

We make evidence a by-product of delivery (where required) through decision logging, standard documentation, and clear escalation routes. The result is repeatable assurance, clearer accountability, and safer day to day operation for live AI services.

Differentiators: Decision-led forums and routes | Lightweight templates that reduce rework | Evidence built in, where required | Human oversight and escalation designed in | Supplier assurance baked into controls

Our AI CoE Blueprint

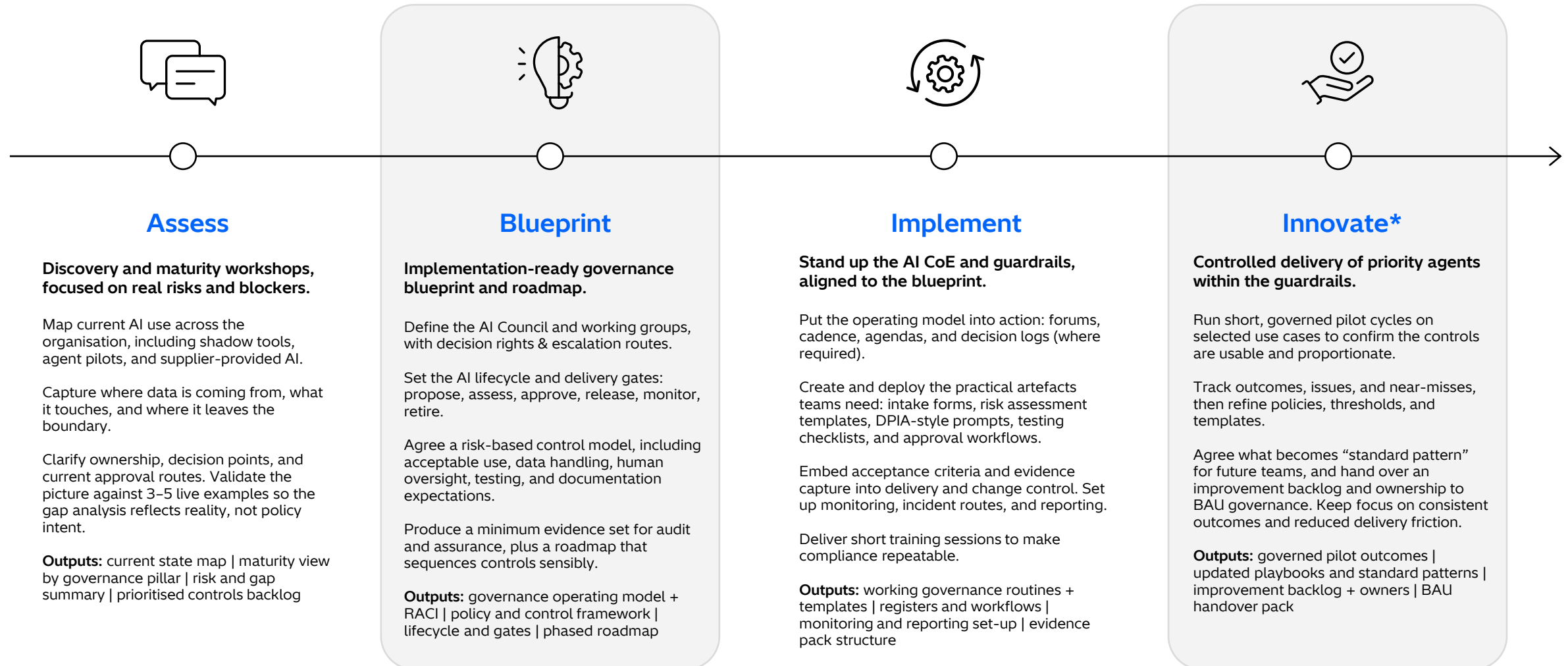
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Responsible AI Governance Setup

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Our Delivery Approach



We align to Microsoft's responsible AI Principles

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Because AI Ethics Matter



Tools and processes



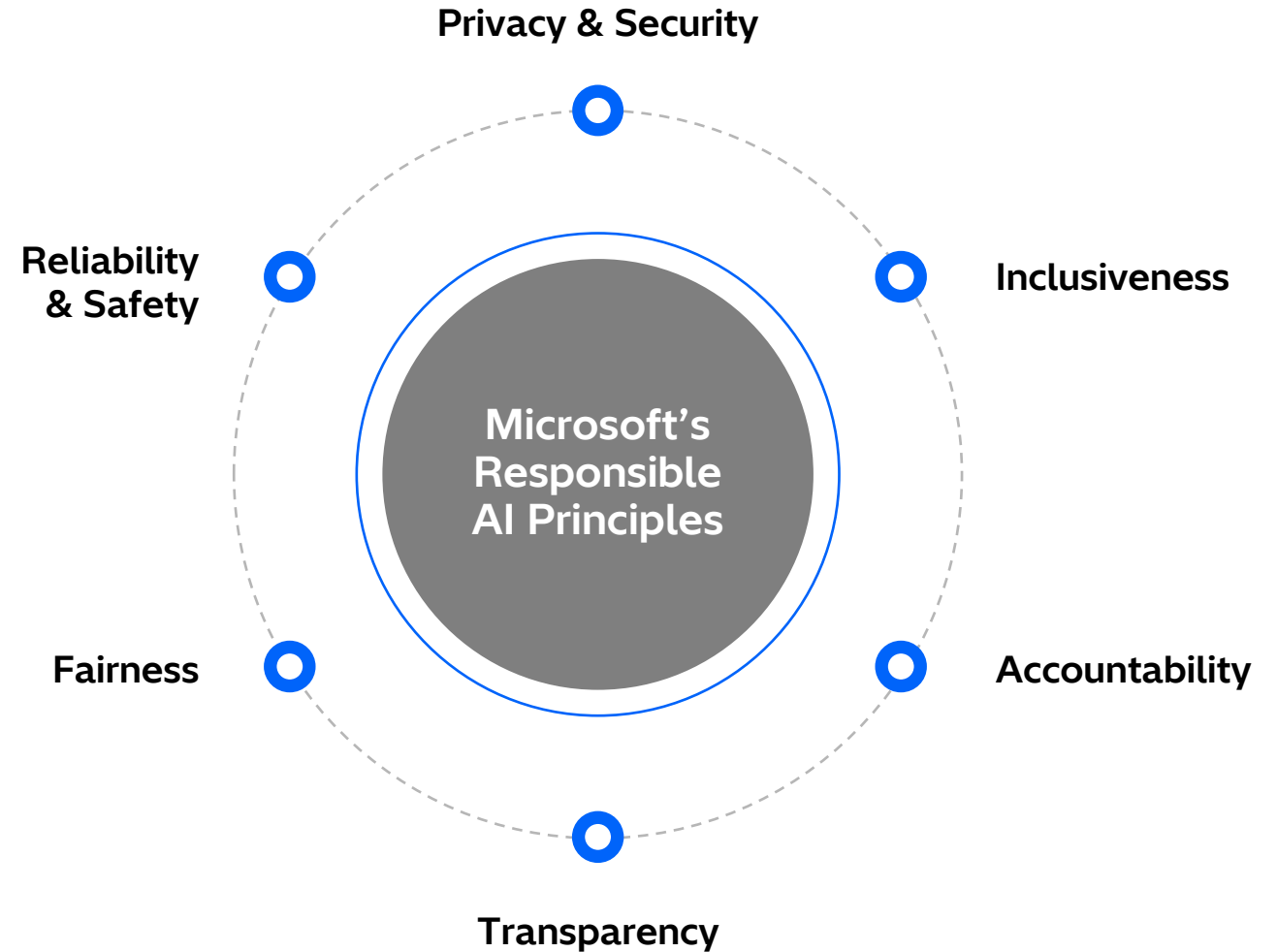
Training and practices



Rules



Governance



The Hitachi logo is displayed in a bold, white, sans-serif font in the top 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 Union Jack flag. The image has a dark, semi-transparent overlay.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

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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

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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

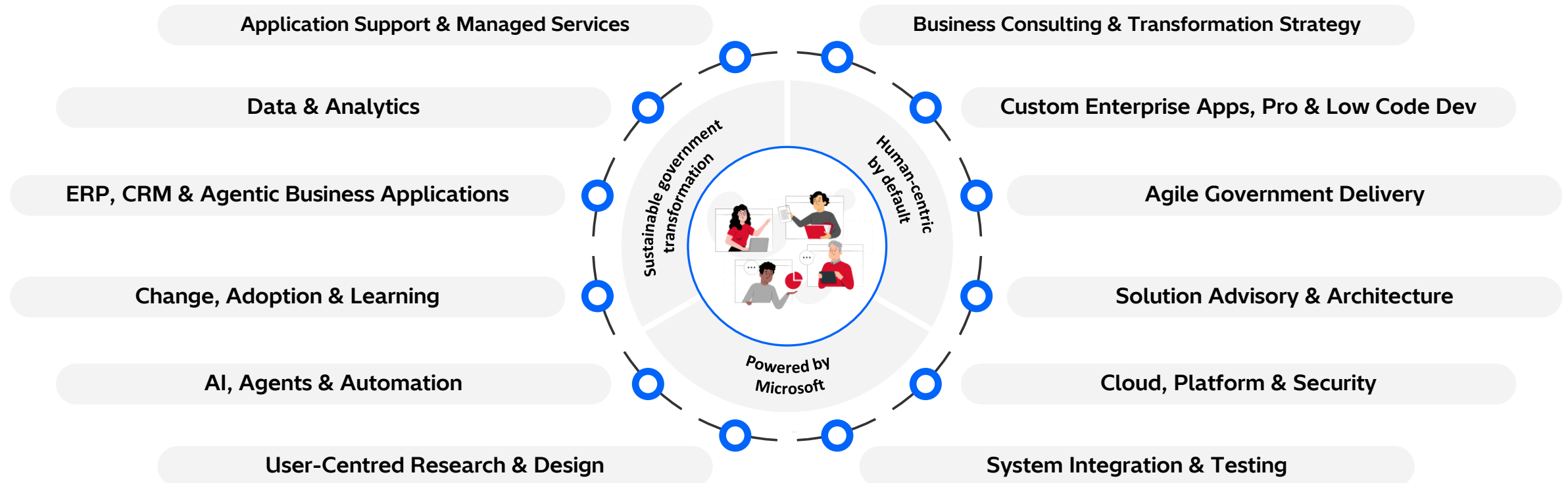
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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 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



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