



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI CV Sifting and Shortlisting
Support Tool

AI CV Sifting and Shortlisting Support Tool

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

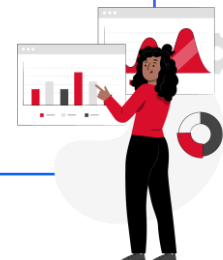
Service Description

Design and implement an artificial intelligence tool to sift curriculum vitae (CV) and recommend shortlists against role criteria. We configure scoring, evidence and human review, integrate with recruitment systems, and set governance, data protection and audit logs to support fair, consistent hiring decisions.



Service Features

- Role criteria capture and structured scoring rubric.
- Resume parsing and skills extraction from applications.
- Shortlisting recommendations with explainable scoring evidence.
- Bias risk checks and fairness review prompts.
- Configurable human-in-the-loop review and approvals.
- Secure handling of personal data and retention rules.
- Integration with applicant tracking systems and email workflows.
- Audit logs, decision records and reporting dashboards.
- Testing with historic vacancies and calibration workshops.
- Handover, training and continuous improvement backlog.



Service Benefits

- Reduce time spent screening high application volumes.
- Improve consistency against agreed selection criteria.
- Provide transparent evidence to support hiring decisions.
- Reduce bias risks through structured scoring and reviews.
- Maintain human control with approvals and escalation routes.
- Improve candidate experience with faster shortlist outcomes.
- Support audits with clear logs and decision records.
- Protect personal data with controlled access and retention.
- Integrate with existing recruitment workflows and systems.
- Enable continuous improvement using feedback and performance metrics



AI CV Sifting and Shortlisting Support Tool

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Faster shortlists, with evidence and human control



What this service is for

Turn high application volumes into review-ready recommendations

Hiring teams often lose time on manual screening, inconsistent scoring, and unclear reasons for decisions. This service helps you set clear role criteria, sift applications at pace, and produce shortlists with traceable scoring evidence.

We design and implement the tool around your recruitment process so that people stay in control. Review and approval steps are built in, with audit-friendly decision records and secure handling of personal data, so you can support fair, consistent outcomes and respond to scrutiny confidently.

Key outcomes: Review-ready shortlist | Evidence per candidate | Consistent scoring rubric | Human approvals built-in | Audit-ready decision trail



Why this service is useful

Reduce admin effort without reducing rigour

When vacancy volumes spike, teams make do with spreadsheets, inbox triage, and rushed judgement calls. That creates variation between panel members, slows down hiring, and makes it hard to explain why one candidate progressed and another did not.

This service streamlines the front end of selection by applying agreed criteria consistently and capturing the “why” behind recommendations. It supports structured review, clearer records for audits, and faster outcomes for candidates, while protecting personal data through controlled access and retention rules.

Common triggers: High applicant volumes | Inconsistent shortlisting | Recruitment backlog | Audit queries | Candidate complaints | Data protection concerns



Why this service is different

Built to be explainable, governable, and review-led

We do not treat AI as a black box that replaces judgement. We design the tool to produce explainable scoring evidence, with configurable human-in-the-loop approvals and clear escalation routes so panels remain accountable for decisions.

We also design for assurance from day one: decision records, audit logs, and testing using historic vacancies with calibration workshops to agree thresholds and reduce surprises. Where required, we support governance artefacts such as decision logs, acceptance criteria, and risk controls for responsible use.

Differentiators: Explainable evidence trail | Human approvals by design | Calibration on historic roles | Audit logs and decision records | Governance aligned (where required)

**AI is a hot
topic in UK
Government,
but few
departments
are scaling it.**



Find the user needs,
pain point and
expected benefits



Rapid build, test,
iterate cycles



Utilise current tools
and licencing



Secure by design,
AI playbook and
standards aligned



Manage and
enhance in house



Support with
change and
adoption

CV Sifting Tool

HR compliance	Success metrics	Veteran scheme
Capability frameworks	Civil Service Commission	Equal opportunities

Departmental Strategies and Targets

Diversity, Inclusion & Wellbeing Strategies	People strategies	
Annual efficiency targets	Corporate Priorities	AI Action Plans

I want to hire a human service

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End-to-end process: Joiners, Leavers, Movers



I need to get approval for a role



Write a job description



Create a recruitment pack



Ask questions to support the creation
of job description and pack



Ensure compliance with Civil Service
Commission principles



Review CV's and applications

I want to hire a human service

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End-to-end process: Joiners, Leavers, Movers



Review CV's and applications

Access the CV Sifter via a browser or Teams environment – a familiar tool increasing the speed to adoption and measured value.



Find the job role you are looking to review, allowing multiple roles to be open in parallel.



CV's will automatically be available to those who have access and anonymised to avoid bias.



Using the assistant pane, the user can prompt the matching task to be started.

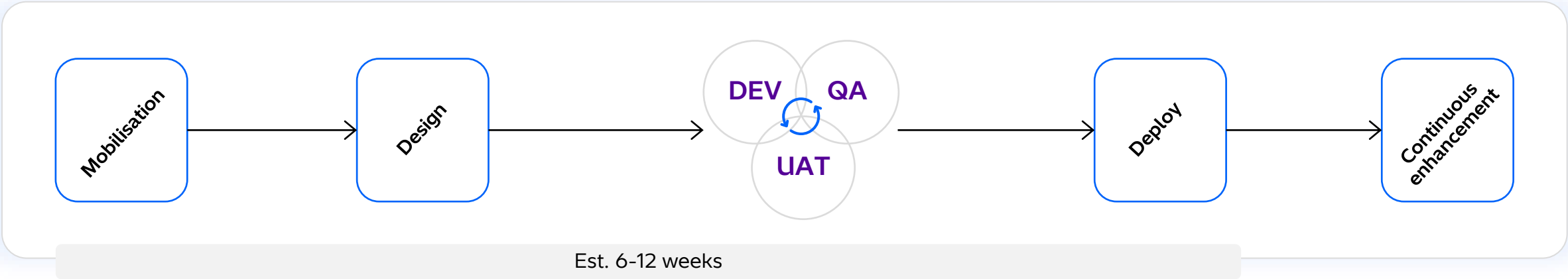


Within seconds the CV sifter reviews the CV's against the job description and provides a score to the hiring manager to review, never making the decision itself.



The hiring manager refines the matching criteria by submitting clarification queries, with the assurance that the tool operates strictly within established compliance parameters.

Agile Build Approach: AI Launch



Mobilise

Confirm scope, roles and decision-making responsibilities. Agree success measures, governance touchpoints and how human approvals and escalation will work. Where required, confirm data access, retention rules, security controls, and ATS/email integration approach.

Design

We design the tool around how hiring managers and panels actually work. We run short workshops to understand the current sift process, pain points, and what “good evidence” looks like in a decision. We map the reviewer journey end-to-end (including approvals and escalation), then prototype the review screens and evidence view so users can react early. We agree the scoring rubric, the evidence template, and the minimum audit trail needed.

Outputs: User journey and pain points | Prototype of review experience | Scoring rubric and evidence template | Review/approval workflow | Acceptance criteria

Build + QA + UAT

We build in short iterations so users can see progress and steer decisions early. We start with a working prototype of the sift and review experience, then add parsing, skills extraction and scoring against the agreed rubric. Each iteration includes quick show-and-tells with hiring users to validate the evidence view, controls, and approval steps, then we adjust before moving on.

We test with historic vacancies to calibrate thresholds and check consistency, and we run structured QA and UAT to confirm usability, security controls, audit logging and reporting. Where required, we implement ATS/email workflow integration.

Outputs: Iteration demos and feedback log | Working prototype to configured tool | Test and calibration results | Audit logs and dashboards | UAT sign-off pack

Deploy

We release to the agreed user group with clear controls in place. We configure access, retention rules and audit logging, and publish the reviewer guidance so panels know what to look for and what must be recorded. We run a short training session and support early live use, capturing issues, questions and policy updates. Where required, we enable ATS/email workflow routing and confirm acceptance criteria have been met.

Outputs: Release and rollback plan | Training and user guidance | Live dashboards and audit logs | Go-live support window | Handover pack

Continuous Enhancement

We monitor performance and user feedback, then improve the rubric, prompts and review experience through a prioritised backlog. We run regular check-ins to review metrics, audit findings (where required), and changes in role criteria or process. Updates are delivered in small releases, with decision records for material changes and re-calibration when needed.

Key themes

Designed for fair, consistent shortlisting

Bias and Fairness

Ensuring equitable, accountable and inclusive AI-driven candidate evaluation by actively reducing bias at every stage.

**Bias Reduction
through Data Cleansing**

**Bias Mitigation
through Attribute Exclusion**

**Fairness Monitoring
and Oversight**

Inclusive Evaluation Design

Data privacy and compliance

Protecting candidate data with strict privacy controls and full regulatory compliance throughout the evaluation process.

Data Minimisation

Access Management

Robust Safeguards

**Data Retention and Lifecycle
Management**

Model Transparency and Effectiveness

Delivering transparent, consistent and fair scoring with continuous monitoring to ensure trusted decision-making.

**Transparent Scoring
Methodology**

Consistency and Auditability

**Performance Monitoring and
Continuous Improvement**

**Bias Detection and Ethical
Testing**

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 tint.

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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

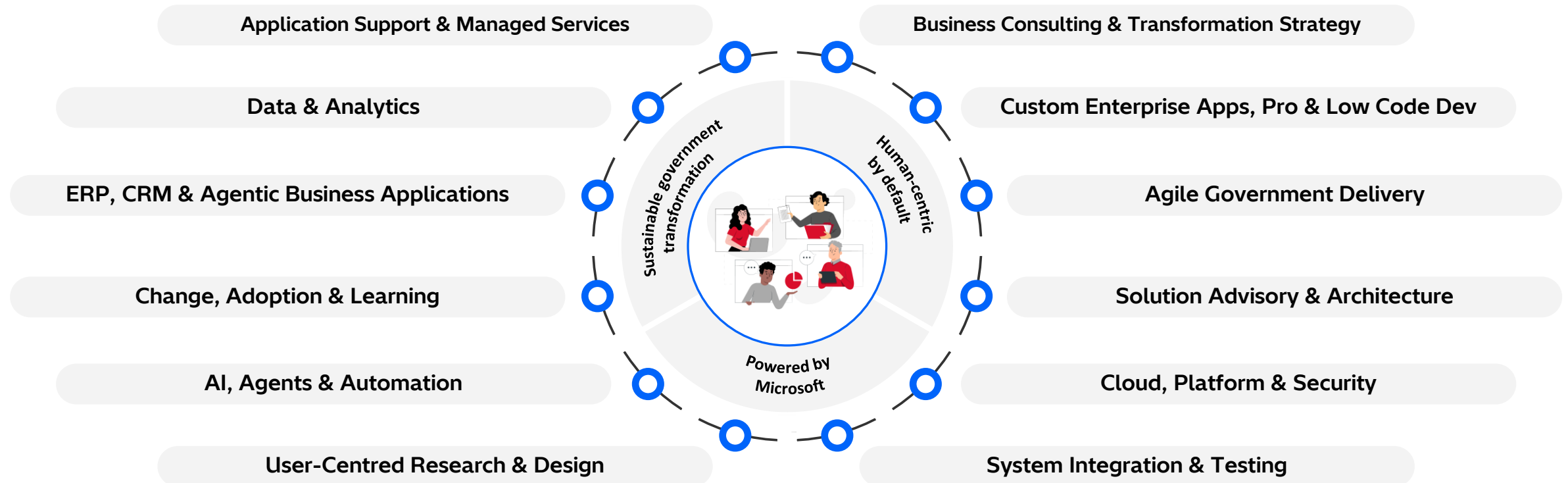
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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