

IBM Consulting



G-Cloud 15 IBM – Generative AI Powered Productivity & Quality Improvement for Healthcare Software Development Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Contents

Service Overview.....	3
Our Offering.....	4
About IBM	6

IBM Generative AI Powered Productivity & Quality Improvement for Healthcare Software Development Service Overview

Features

- Role-based assistants customised to your technologies, standards and workflows.
- Learn by doing: test, iterate and refine GenAI and Agentic AI assistants.
- Agentic AI capabilities that automate multistep development tasks, orchestrate workflows, and provide proactive recommendations across the software development lifecycle.
- Robust framework for measuring productivity and quality improvements.
- Covers user-centred design: research, service and content design.
- Covers business analysis, product and delivery management.
- Covers code generation / conversion, manual and automated testing.
- Covers dev-ops / cloud infrastructure management and maintenance.
- Covers production of support content, FAQs and knowledge bases.
- Covers governance, analytics and dashboards for Agentic or GenAI.
- Covers documentation for medical device file, if required.

Benefits

- Improves productivity and quality in your software development lifecycle.
- Bases data-driven decisions on measurable productivity and quality improvements.
- Maximises improvements to productivity and quality through role-specific customisation.
- Leverages productivity improvements to reduce overall development costs.
- Leverages productivity improvements to increase delivery velocity and capacity.
- Leverages quality improvements to reduce defects, re-work and down-time.
- Can facilitate compliance with medical device legislation, if required.
- Full governance and auditability of your Generative & Agentic AI initiatives.
- Unbiased advice on selection of GenAI platform and LLMs.

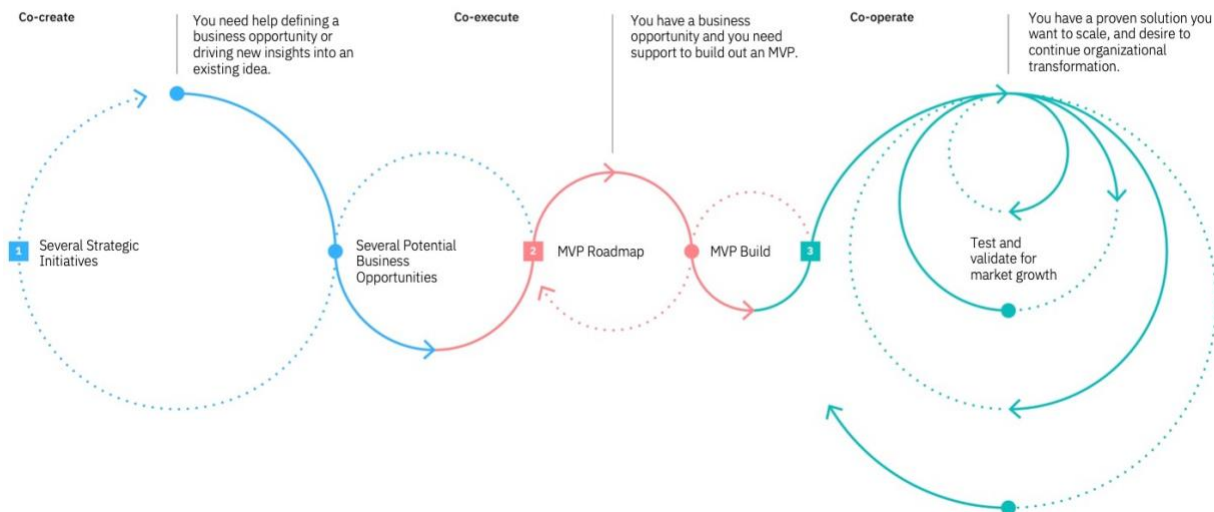
IBM Generative AI Powered Productivity & Quality Improvement for Healthcare Software Development

Our Offering

This service, powered by IBM Garage's end-to-end model for accelerating digital transformation, helps healthcare organizations improve productivity and quality throughout the software development lifecycle.

IBM Garage Methodology

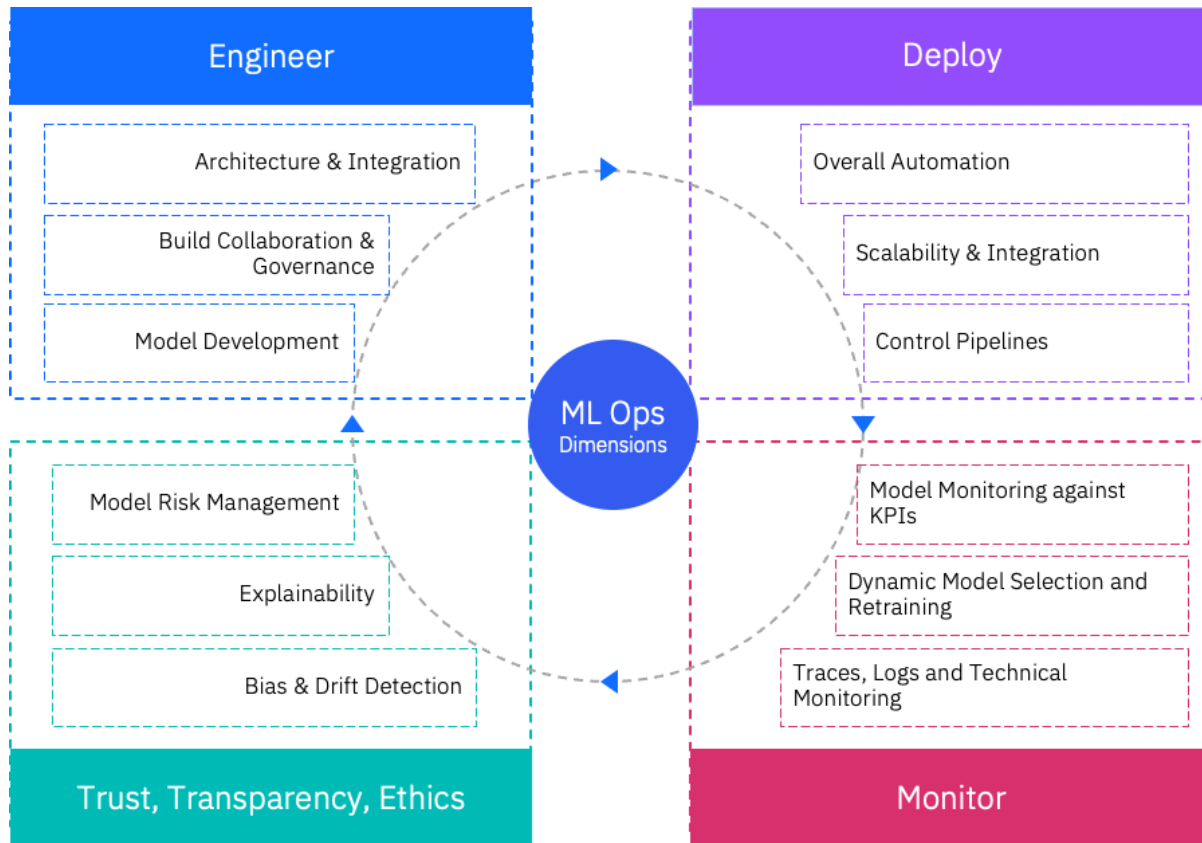
De-risk digital transformation through structured innovation



It provides customised, role-based Generative AI (GenAI) assistants to software development teams, complemented by emerging Agentic AI capabilities that enable autonomous task execution and workflow orchestration. The service includes governance, compliance, and auditability for teams creating software as a medical device, if required.

The service works with the organisation's chosen GenAI platform and Large Language Models (LLMs), which are procured separately. Features include learn-by-doing testing and iteration, a robust framework for measuring productivity and quality improvements, and coverage of user-centered design, business analysis, code generation, testing, dev-ops, and support content creation. Agentic AI components can further automate multi-step development tasks, accelerate analysis, and streamline operational processes across the software development lifecycle.

Benefits include improved productivity and quality, data-driven decision making, maximised improvements, reduced development costs, increased delivery velocity and capacity, reduced defects and down-time, and full governance and auditability of Generative and Agentic AI initiatives.



IBM's model for AI / Machine Learning Operations

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue



National Infrastructure



Social Care



Education



Work and Pensions

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust. IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands.

Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services. We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

