

IBM Consulting

A glowing blue cube is positioned in the center of the image. The cube's faces are decorated with pixelated cloud icons. From the base of the cube, several vertical lines of light extend downwards, connecting it to the intricate circuitry of the background. The background itself is a dark, detailed circuit board with various components and traces visible.

G-Cloud 15

IBM – Generative AI Powered Productivity & Quality
Improvement for Policy, Strategy, Ops & Mgmt Teams

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Contents

SERVICE OVERVIEW.....	3
ADDITIONAL SERVICE DETAIL.....	5
ABOUT IBM	7

IBM Generative AI Powered Productivity & Quality Improvement for Policy, Strategy, Ops & Mgmt Teams

Service Overview

This service helps healthcare organisations **accelerate adoption of Generative AI** to transform internal operations, including policy and strategy development. Using IBM Garage's design-led approach, the service develops **role-based AI assistants** that improve **productivity, quality and decision-making** while ensuring full **governance, safety** and **alignment to local standards**.

Features

- Custom role-based GenAI assistants aligned to organisational data and policies
- Learn-by-doing development cycles for testing and iteration
- Measurement frameworks for tracking productivity and quality improvements
- Governance, analytics and dashboards to monitor AI performance and safety
- Unbiased guidance on selecting GenAI platforms and LLMs (vendor-agnostic)
- User-centred design and workflow integration
- Delivery using IBM Garage's co-creation and rapid-iteration approach
- Support for deployment, optimisation and ongoing enhancement
- Secure integration with internal knowledge repositories and operational systems
- Documentation and governance frameworks to support internal assurance processes

Benefits

- Improves productivity across policy, strategy, operational and management functions
- Enhances quality and consistency of internal decision-making
- Reduces task time for high-volume and complex administrative activities
- Enables data-driven decisions through measurable improvements
- Reduces operational costs through streamlined workflows
- Maximises improvement through role-specific customisation
- Ensures full governance, transparency and auditability of AI use
- Accelerates digital transformation using IBM's proven Garage method
- Supports safe adoption of Generative AI aligned to NHS standards
- Integrates seamlessly with organisational workflows and approved AI platforms

IBM Generative AI Powered Productivity & Quality Improvement for Policy, Strategy, Ops & Mgmt Teams

Key Differentiators

- Tailored to internal policy, strategy, ops and management use cases
- Role-based assistant design ensures relevance and measurable impact
- Builds on IBM Garage's proven design thinking and co-creation approach
- Strong governance focus ensuring safe and compliant AI deployment
- Vendor-agnostic approach aligned to the organisation's chosen platforms
- Deep understanding of NHS processes, corporate governance and operational realities
- Rapid delivery cycles that show value within weeks, not months
- Robust measurement frameworks that quantify productivity and quality gains
- Integrates AI into existing workflows rather than imposing new ones
- Full lifecycle support from discovery to build, deployment and optimisation

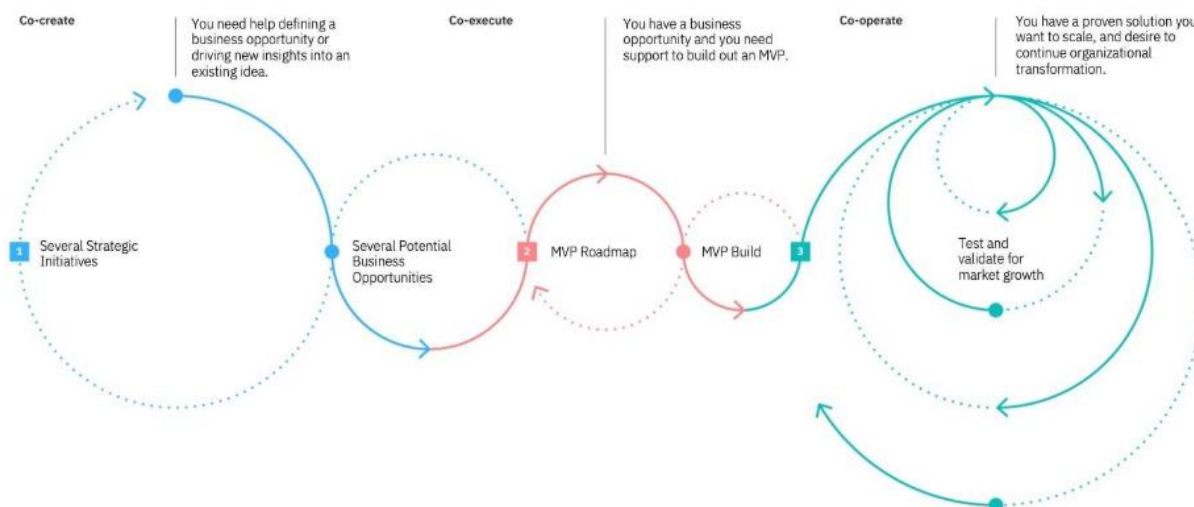
IBM Generative AI Powered Productivity & Quality Improvement for Policy, Strategy, Ops & Mgmt Teams

Additional Service Detail

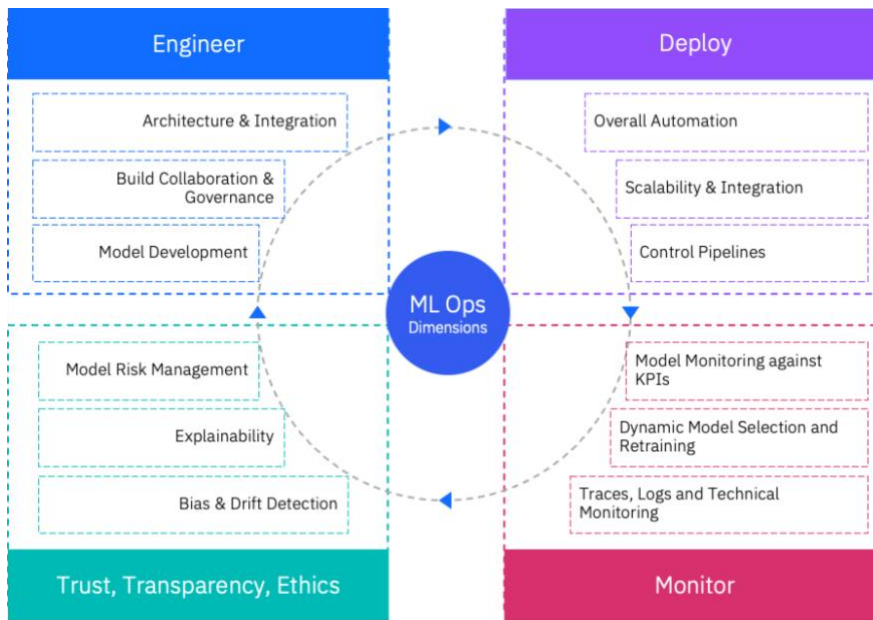
IBM Generative AI Powered Productivity & Quality Improvement for Policy, Strategy, Ops and Management Teams is a consulting-led service that helps healthcare organisations harness Generative AI to improve internal operations, reduce administrative burden and enhance the quality of strategic and management activities. Using the IBM Garage methodology, the service supports the design and delivery of role-based AI assistants tailored to the specific needs, workflows and standards of executive, corporate, operational and policy teams.

IBM Garage Methodology

De-risk digital transformation through structured innovation



The engagement begins with user-centred research and rapid discovery to understand tasks, knowledge sources and bottlenecks. Through learn-by-doing design cycles, teams will prototype, test and refine GenAI assistants that can summarise complex information, generate drafts, analyse policies, support decision-making, streamline operational tasks and improve overall quality and consistency. IBM provides unbiased advice on selecting GenAI platforms and large language models, enabling organisations to work with the technologies they choose.



IBM's model for AI / Machine Learning Operations

A structured measurement framework quantifies productivity and quality improvements, ensuring changes are evidence-based and aligned to organisational goals. The service also includes governance, analytics and dashboards to ensure safe, transparent and auditable use of AI.

By combining design thinking, domain expertise and strong governance, IBM empowers healthcare leaders to deploy GenAI tools that deliver measurable improvements and sustainable operational benefits.

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



About IBM

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM invests **£170 million in R&D** each year



