



Data and AI Strategic Roadmap

CGI Ltd

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Table of contents

1.	Service Description	4
1.1.	Market Context	4
1.2.	Our Service	4
1.3.	Change Control	6
2.	Data backup and restore	6
3.	Service Continuity	6
4.	Onboarding and Offboarding	6
5.	Service constraints	6
6.	Service levels	7
7.	After sales support	7
8.	Technical requirements	7
9.	Outage and maintenance management	7
10.	Hosting options and locations	7
11.	Security	7
12.	Service Pricing and Terms and Conditions	8
12.1.	Pricing	8
12.2.	Terms and Conditions	8
13.	Further information	8
PROPRIETARY AND CONFIDENTIAL		9

Service Definition overview

CGIs Data, Analytics & AI Roadmap engagements (part of CGIs Dataworks suite of services) help public sector organisations create a practical data capability improvement plan to mature the organisations use of data and support better insights, AI solutions and ultimately business outcomes. There is no one size fits all - all clients are at a different point in the maturity curve. CGI work closely with each one to define, design, develop and embed practical roadmaps which realise capability maturity incrementally over time in line with business objectives.

Features

- Discovery and research to identify challenge and opportunities relating to data.
- Alignment of business, human technical and data requirements.
- Benchmarking of organisation with an industry best practice model.
- Identifying key activities, and core capabilities needed to meet objectives.
- Prioritised roadmap to improve the critical data capabilities which support business goals.

Benefits

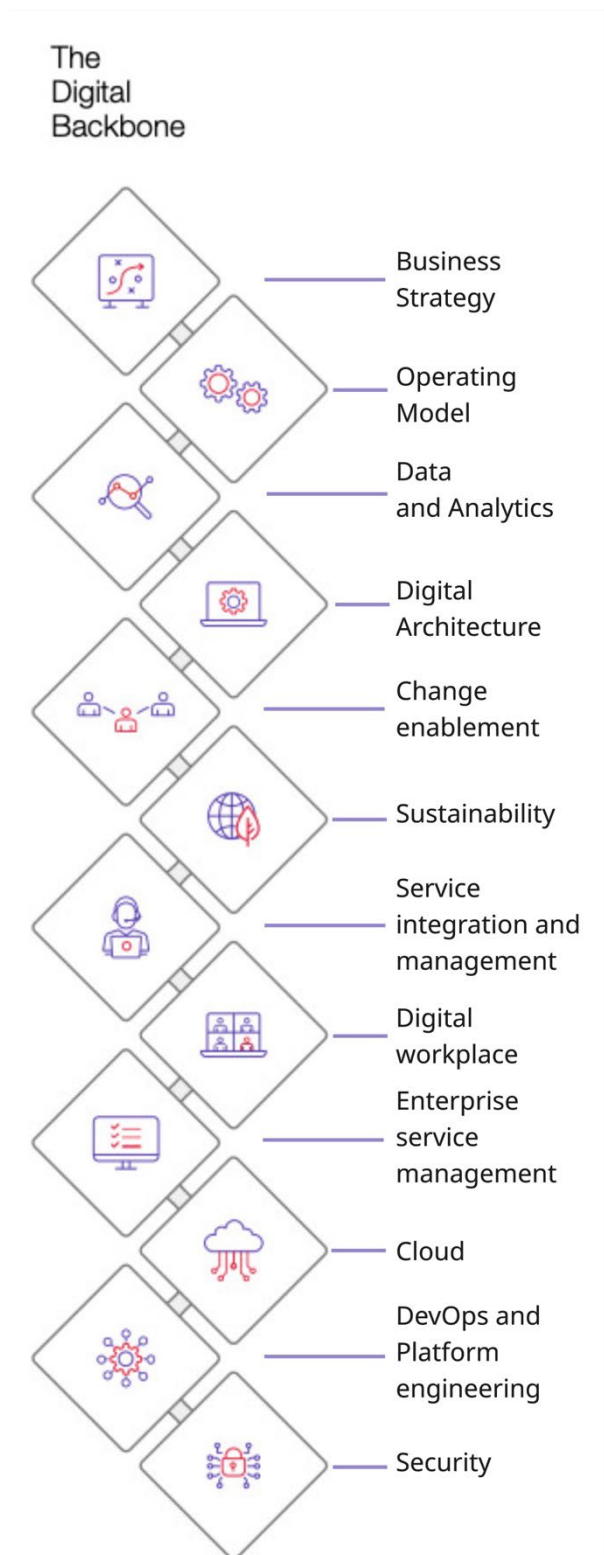
- Increased productivity of data handlers.
- Improved speed to insight for decision makers.
- Improved business decisions based on better data.
- Improved organisational agility.
- Reduced regulatory risk.

Why CGI?

CGI brings together technical, functional, and industry expertise to help global and regional clients solve business problems with data, analytics and AI.

CGI combines deep data and analytics expertise with domain knowledge across UK Government, health, policing, defence, taxation, and regulated sectors. Our client-proximity model ensures local accountability while being backed by global centres of excellence, reusable frameworks and proven methodologies. We are technology-agnostic across major cloud, data and analytics platforms, and we leverage CGI IP and accelerators where appropriate. Clients benefit from our multi-cloud partnerships, UK-cleared personnel, and our experience delivering secure, scalable, insight-driven architectures.

...all this built into our end-to-end digital transformation offering we call the digital backbone.



1. Service Description

1.1. Market Context

To remain competitive and relevant, organisations today need to continually sense the environment (data and insights), respond fast (decisions and actions) and drive on continuous improvement (performance governance)

Data enabled enterprises make evidence-based decisions. Those organisations not only have higher business agility, but are also digital leaders. There's no digital transformation without data.

Data quality management, data interoperability, operational excellence & cybersecurity are becoming increasingly important business imperatives and emerging technologies such as cloud-based data lakehouses, AI & ML provide the capability to convert challenge into opportunity

Whilst across industries it is clear there are many employees skilled in data it is rare to find an organisation who optimises the use of data through its governance framework, technical management, presentation of insights and decision making to drive bottom line benefit.

The pace of change in the industry is outstripping the availability of talent. We recognise this and CGI can offer the technical skills and business know how to fill those gaps and support clients in their data driven initiatives.

1.2. Our Service

CGI's Data Capability Assessment & Roadmap service ensures your data and AI investments are driven by strategic business outcomes, not just technology choices. We help organisations align how data is captured, managed, governed and operationalised so that every stage in the data lifecycle is optimised to deliver measurable value.

We take a holistic view across:

- Data capture
- Data architecture and platform management
- Data governance and quality
- Data analysis, decision-making and AI-driven insight.

to identify where your data capabilities can be improved and how to prioritise change.

What the service is

Our data strategy consultants engage a broad group of stakeholders – both technical teams and business users – to understand, benchmark and score your organisation's end-to-end data capabilities. Using CGI's Data Capability Assessment Framework, we evaluate your current level of maturity across six key dimensions:

- Data Strategy & Culture – clarity of business goals for data and the cultural alignment and sponsorship behind them.
- Data Assets – structure, accessibility, coverage and quality of the data that feeds reporting, analytics and AI.
- Data Technology & Architecture – platforms, tools and architectures that enable secure, scalable and cost-effective data use.
- Data People, Skills & Ways of Working – data roles, skills, operating model and how data work is governed, prioritised and delivered.
- Data & AI Use Cases – depth and breadth of data and AI use cases and the business value they generate today.
- Data Execution & Operations – how data is turned into actionable insight and embedded into day-to-day decision making and operations.

The outcome is a clear view of where you are today, where you need to be, and the practical steps required to get there.

Clear actions, prioritised roadmap

The final Data Capability Assessment report provides a clear, prioritised set of data and AI initiatives and actions. It shows how to:

- Build on existing strengths
- Address critical weaknesses and risks
- Continuously strengthen your organisation's data and AI capability.

..so you can unlock more value from data and deliver better business outcomes, faster.

How we approach the engagement

CGI's Data, Analytics & AI Roadmap Advisory engagements follow a focused three-phase approach. These stages provide a lightweight but robust advisory service, centred on understanding your current enterprise data capability and building the case for change aligned to your strategic outcomes and regulatory obligations.

- **Evaluate Current & Define Future State** - Assess the current state of your data capability – end-to-end or focused on a specific area such as AI or analytics. Define a clear, outcome-driven target state that supports your business strategy, risk posture and regulatory requirements.
- **Gap Analysis & Strategic Options** - Conduct a structured gap analysis between current and future state across the six capability dimensions. Describe the strategic steps and options needed to close those gaps, including dependencies and change impacts.
- **Co-Creation of the Roadmap & Implementation Plan** - Co-develop an actionable implementation plan with your stakeholders. Sequence initiatives to iteratively achieve the future state, taking account of business value, risk, cost and critical dependencies.

Engagement model

CGI works with a stakeholder group identified by the client, typically consisting of senior decision makers and nominated subject matter experts. This group includes both consumers of insight (business leaders, operational managers) and data practitioners (data, technology and governance roles). External stakeholders can be included where relevant.

The objectives are to understand the current situation, aspirations, pain points and opportunities, and to construct a roadmap towards best practice in the areas that matter most to your strategy and regulatory obligations.

Key engagement elements include:

- Mobilisation – a critical initial session to align on scope, roles, stakeholders, governance, timelines and delivery expectations.
- Discovery – immersion in your current data strategy, regulatory context and project portfolio supported by desk research, a digital questionnaire and stakeholder interviews.
- Gap Analysis & Roadmap – sizing the gaps between ambition and reality and making clear recommendations with rationale, benefits and indicative effort.
- Final Report & Playback – socialising the findings and recommendations with key stakeholders, enabling informed decision-making on next steps.

Typical Features & Deliverables

The deliverables from the engagement are tailored at mobilisation but typically include:

- Discovery and research outputs highlighting key data challenges and opportunities.
- Alignment of business, human, technical and data requirements.
- Benchmarking of your organisation against an industry best-practice data capability model.
- Identification of key activities and core capabilities needed to meet strategic objectives.
- A prioritised roadmap to improve critical data and AI capabilities that support business goals.
- Recommendations that can inform a target data operating model, roles and structure.
- A concise, executive-ready final report and supporting artefacts (e.g. heatmaps, maturity scores, initiative backlogs).

Benefits

Depending on the breadth and depth of capabilities reviewed, the following benefits can be realised if the recommendations are adopted:

- Increased productivity of data practitioners and data-enabled teams.
- Improved speed-to-insight for decision makers.
- Better business decisions based on higher-quality, more trusted data.
- Improved organisational agility, with data and AI supporting rapid change.
- Reduced regulatory and compliance risk through stronger governance and controls.
- Overall, CGI's Data Capability Assessment & Roadmap service provides a clear, business-aligned path to developing the data and AI capabilities your organisation needs to compete and thrive.

1.3. Change Control

Any changes to agreed scope (e.g., additional systems, extra analysis, deep technical design) will be managed through change control in line with the buyer's governance process.

2. Data backup and restore

Not applicable – consultancy service. We do not host or operate buyer systems. We assess the buyer's backup and restore posture and report any gaps.

3. Service Continuity

Consultancy delivery only. CGI provides resource substitution and rescheduling to maintain continuity. Buyer platform continuity, resilience and disaster recovery remain the buyer's responsibility.

4. Onboarding and Offboarding

CGI performs a mobilisation session to confirm scope, stakeholders, access, artefacts, and delivery schedule.

Onboarding

- Mobilisation and governance alignment
- Identification of stakeholders and SMEs
- Confirmation of environments, tools and data access (read-only)
- Agreement of documentation sets to be reviewed
- Scheduling of interviews, workshops and analysis activities.

Offboarding

- Handover of final deliverables
- Playback of findings and recommendations
- Knowledge transfer to buyer teams
- Access revocation and artefact hand back.

Access to data upon exit

Any data provided by the buyer is used solely for assessment and is securely deleted in line with CGI retention policy unless otherwise agreed.

5. Service constraints

- Consultancy only – no live service management, hosting or operational run activities.
- Scope limited to buyer-owned environments and provided artefacts.
- SMEs must be available for interviews and validation sessions.
- Read-only access is agreed at mobilisation.

- Outputs depend on the accuracy and completeness of information supplied.
- Changes to scope require buyer approval.

6. Service levels

- Response to queries within 1–2 working days.
- Draft report within the timeframe agreed during mobilisation.
- Final report issued within 5 working days of feedback on the draft.
- Workshops and playbacks scheduled within normal business hours.

7. After sales support

CGI provides a post-engagement support window including:

- A playback session for senior stakeholders.
- Q&A support for 30 days following delivery.
- Optional follow-on consultancy for roadmap execution or deeper technical design.

8. Technical requirements

The buyer is expected to provide:

- Named SMEs for business, data and technical areas.
- Access to existing architecture diagrams, metadata, lineage, data catalogues and governance artefacts.
- Read-only system or platform access where required.
- Relevant security, privacy and retention policies.
- Access to repositories, data stores or API documentation as applicable.

9. Outage and maintenance management

Not applicable - consultancy service. Any automated discovery is scheduled with the buyer to avoid impact.

10. Hosting options and locations

Not applicable - no hosting is provided. Work is performed within the buyer's cloud or on-premises environments. Delivery is UK-based by default.

11. Security

CGI ensures:

- Personnel hold appropriate UK Government BPSS or higher screening.
- Access follows least-privilege principles.
- Encryption is applied to any transferred artefacts.
- Data is handled in line with CGI ISO 27001 controls.
- Data is deleted following contract closure or as contractually agreed.

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

12.2. Terms and Conditions

Please refer to the associated Terms and Conditions document relevant to this service, including termination provisions.

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com

Please include the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured.

On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

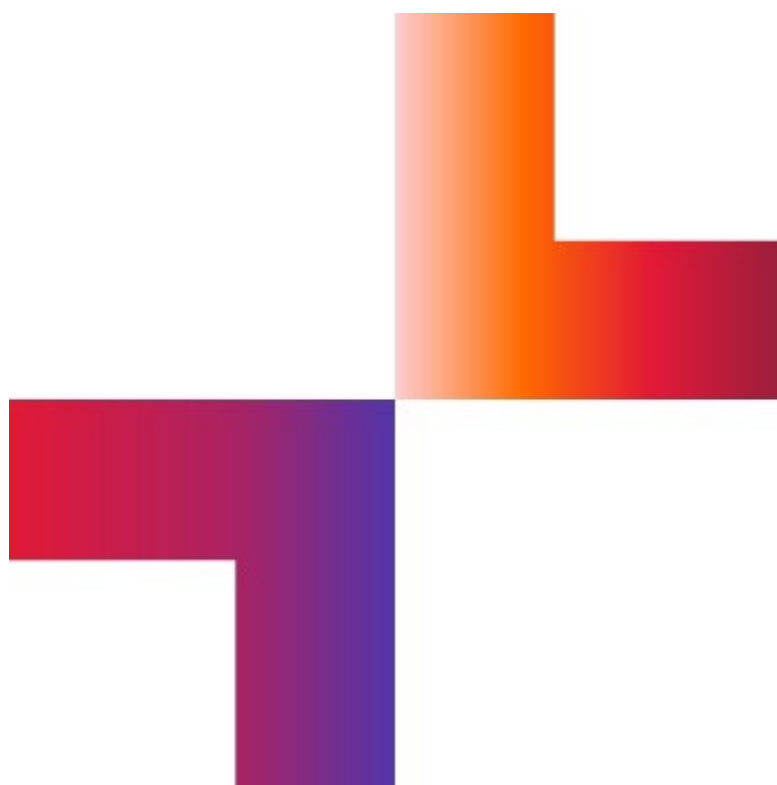
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