SMART: AGENTIC – SYSTEM & INTEGRATION AGENTS

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

ICS.AI

SERVICE OVERVIEW

SMART: Agentic – System & Integration Agents provides governed AI agents that integrate with organisational systems to automate back-office and operational processes. **Built on the ICS.AI SMART: Platform**, the service enables AI agents to securely read from, write to, and orchestrate actions across third-party systems while maintaining strict governance, human-in-the-loop controls, and full auditability.
System & Integration Agents are designed for **controlled execution of system actions**, including data retrieval, validation, transformation, task creation, and submission. Agents operate within policy boundaries enforced by the SMART: Agentic Dome and are suitable for both fixed, deterministic workflows and AI-planned orchestration where appropriate.

SERVICE SCOPE

SMART: Agentic – System & Integration Agents supports:

- AI agents that interact with third-party systems via APIs, RPA, and tools
- Background agents executing system actions without a user interface
- Orchestrated multi-agent workflows spanning multiple systems
- Fixed workflows with predictable execution paths
- AI-generated workflows with governed planning and execution
- Integration with existing business processes and case management

Agents are configured and governed to ensure that **system actions remain auditable, controllable, and reversible** where required.

AGENTIC DOME GOVERNANCE

All System & Integration Agents are governed by the **SMART: Agentic Dome**.
The Agentic Dome enforces:

Which systems and tools agents can access
What actions agents are permitted to perform
Thresholds for automated execution vs human approval
Mandatory human-in-the-loop checkpoints for sensitive actions

This ensures that integration agents operate safely, comply with organisational policies, and do not execute uncontrolled or unauthorised system changes.

INTEGRATION & EXECUTION MODEL

Integration Methods

System & Integration Agents may interact with systems using:

- Secure APIs
- Model Context Protocol (MCP) tools
- Robotic Process Automation (RPA)
- Event-driven triggers and schedulers

Integration methods are selected based on system capability, reliability, and governance requirements.

WORKFLOW ORCHESTRATION APPROACHES

Fixed Workflows

- Pre-defined execution steps
- Deterministic behaviour
- Predictable cost and performance
- Strongest governance and assurance
- Fixed workflows are typically used for high-volume, high-assurance processes.

AI-Generated Workflows

- AI agents plan execution steps dynamically
- Greater flexibility across complex processes
- Governed by Agentic Dome policy constraints
- Subject to tighter HITL controls and monitoring
- AI-generated workflows are used selectively where flexibility is required and risk is acceptable.

KEY FEATURES

- Governed AI agents for system and data integration
- Secure tool and API access with scoped permissions
- Support for background and asynchronous execution
- Fixed and AI-generated workflow orchestration
- Agentic Dome policy enforcement for actions and tools
- Human-in-the-loop checkpoints for sensitive operations
- Full audit trail for system reads, writes, and decisions
- Error handling, retries, and exception routing

KEY BENEFITS

- Automates complex system interactions safely
- Reduces manual data handling and re-keying
- Improves process consistency and reliability
- Maintains control over automated system actions
- Supports incremental automation without system replacement
- Enables reuse of integration patterns across services
- Provides audit-ready evidence of AI-driven actions

TECHNICAL ARCITECTURE

Built on the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with tenant isolation
- Multi-LLM orchestration with policy-based routing
- Agent runtime for execution, monitoring, and retries
- Agent registry with scoped permissions and lifecycle control
- MCP and tool framework for secure system integration
- RAG over approved knowledge where required
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for usage, cost, quality, and risk

TYPICAL USE CASES

System & Integration Agents may be used for:

- Case and task creation in line-of-business systems
- Data validation and enrichment across multiple sources
- Automated form submission and updates
- Background reconciliation and reporting processes
- Controlled execution of operational workflows
- Integration between legacy and modern systems

All use cases are subject to governance configuration and approval.

GOVERNANCE, SECURITY & COMPLIANCE

- Agentic Dome enforcement for tools, data, and actions
- Role-based access control for agent configuration and execution
- Approved system integrations with version control
- Human-in-the-loop controls for high-risk or irreversible actions
- Full audit logging for prompts, plans, actions, and outcomes
- Secure handling of sensitive data with redaction and minimisation
- WCAG 2.2 AA compliant management interfaces
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- Discover & scope – target processes, systems, and risks
- Configure governance – policies, tools, HITL thresholds
- Build integrations – APIs, MCP tools, or RPA components
- Configure agents – workflows, permissions, orchestration
- Test & assure – sandbox testing, failure modes, approvals
- Deploy – controlled rollout with monitoring
- Operate & optimise – performance tuning and governance review

SUCCESS METRICS

- Reduction in manual system interactions
- Automation success and exception rates
- Time saved per automated process
- Error and rework reduction
- Governance metrics (approvals, overrides, audit findings)
- Cost per execution and throughput

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- SMART: Agentic – Agent Creation Tools
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Access to target systems and APIs

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Agentic - System & Integration Agents. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT

VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

https://www.ics.ai/

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Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

book a meeting