



SMART: STAFF COPILOT – NHS & HEALTHCARE

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART: Staff Copilot for NHS & Healthcare provides a governed AI workspace for healthcare staff to draft, summarise, analyse, and search organisational knowledge safely. **Built on the ICS.AI SMART: Platform**, the service uses ICS.AI's OLM (Organisational Language Model) to deliver responses grounded in approved NHS and provider knowledge with citations, embedded guardrails, and comprehensive audit trails.

The service is designed to support **non-clinical and administrative productivity**, enabling staff across corporate, operational, and clinical support functions to work more efficiently while maintaining patient safety, information governance, and regulatory compliance. SMART: Staff Copilot explicitly supports human-in-the-loop controls and does **not** replace clinical judgement or decision-making.

SERVICE TIERS

Tier	Description
Foundation	OLM-powered document drafting, summarisation, and knowledge search from approved healthcare sources. Templates for common outputs, prompt guidance for safer use, personal workspaces with conversation memory, and third-panel agent access.
Premium	Foundation plus SMART: Notes for meeting capture (web and mobile). Automated minutes, decisions, and action tracking with reminders. Shared workspaces for teams and directorates.
Specialist	Premium plus Specialist Copilots for key healthcare domains including Corporate Services, Clinical Administration, Operations & Performance, Workforce, and Governance & Compliance. Extended workflows, domain templates, and governed approval controls.
Ultra	Complete bundle: all channels (SMART: Staff UX, Notes, MS Teams, Phone), all Specialist Copilots, central admin console, adoption toolkit, advanced analytics, and priority support for organisation-wide rollout.

SPECIALIST COPILOTS (SPECIALIST & ULTRA TIERS)

Tier	Description
Clinical Administration	Clinic letters, discharge summaries, admin documentation
Operations & Performance	Reporting, performance packs, operational briefings
Workforce	HR, rostering guidance, policy lookup
Governance & Compliance	Policies, procedures, audit preparation
Corporate Services	Finance, procurement, estates, communications

Specialist Copilots are designed to support administrative and operational tasks and do not provide clinical decision support.

KEY FEATURES

- Copilot chat for drafting, summarisation, and analysis tasks
- Answers grounded in approved NHS and provider knowledge with citations
- Templates for reports, letters, policies, and briefings
- SMART: Notes for meeting capture (Premium+)
- Automated extraction of actions, decisions, and follow-ups
- Specialist Copilots aligned to healthcare operational domains
- Personal and team workspaces with conversation memory
- Role-based access to knowledge sources and capabilities
- Audit logs for prompts, outputs, and governance compliance

KEY BENEFITS

- Reduces time spent on administrative and reporting tasks
- Improves consistency across trust and system documentation
- Reduces search time for policies, guidance, and procedures
- Supports inspection and assurance readiness
- Reduces meeting administration burden
- Enables safer AI adoption in healthcare environments
- Maintains accountability with full audit trails
- Scales AI access beyond isolated pilots

TECHNICAL ARCHITECTURE

- Microsoft Azure deployment with tenant isolation and UK data residency
- Multi-LLM orchestration for policy, cost, and performance control
- Retrieval-augmented generation (RAG) over approved knowledge sources
- Identity integration via Microsoft Entra ID with RBAC
- Connector framework for Microsoft 365 and healthcare systems
- Agent runtime with tool permissions and approval gates
- Central logging and telemetry for usage, cost, quality, and risk

NHS & HEALTHCARE SYSTEM INTEGRATIONS

The connector framework supports integration with common healthcare platforms, including:

- Microsoft 365 (SharePoint, Teams, Outlook, OneDrive)
- Document and records management systems
- Corporate and operational reporting systems
- Intranets and clinical policy repositories
- CRM and service management platforms
- Integrations are configured in line with NHS information governance and data-sharing policies.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for users, knowledge, and admin actions
- Policy controls for prompts, outputs, and agent actions
- Approved knowledge sources with review and version control
- Full audit logging for prompts, outputs, and routing decisions
- Sensitive data handling with redaction and minimisation
- Human-in-the-loop controls for high-risk workflows
- Clear boundaries preventing clinical decision-making use
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency
- Agentic Dome governance embedded by design

IMPLEMENTATION APPROACH

- **Discover & scope** – staff roles, admin use-cases, success metrics
- **Configure governance** – IG policies, clinical boundaries, roles
- **Build & ground** – connect knowledge and create templates
- **Integrate** – identity, Microsoft 365, intranet systems
- **Test & assure** – safety, IG, accessibility checks
- **Pilot & iterate** – phased rollout by team or directorate
- **Scale & operate** – organisation-wide optimisation and reporting

SUCCESS MEASURES

- Active users by role and function
- Time saved on drafting, summarising, and reporting
- Quality and assurance indicators
- Meeting administration reduction
- Knowledge coverage and answer acceptance
- Cost per user and model consumption

CHANNEL AD-ONS

Additional access channels are available via SMART: Staff Copilot – Channel Add-ons.

DEPENDENCIES & PREREQUISITES

- SMART: Platform Core (included with any SMART product)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

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: Staff Copilot. 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/>



EMAIL US

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

info@ics.ai



BOOK A MEETING

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

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