



SMART: AI FOR ALL – HIGHER & FURTHER EDUCATION

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART: AI for All – Education provides equitable, institution-wide access to safe, governed generative AI for students and educators across higher and further education. **Built on the ICS.AI SMART: Platform**, the service delivers a familiar, ChatGPT-style experience grounded in institution-approved knowledge, policies, and controls.

The service enables every learner and educator to benefit from AI assistance while preserving academic integrity, inclusivity, and institutional governance. It supports teaching, learning, assessment, research, and student success through a unified, multi-channel AI experience that is secure, auditable, and adaptable to institutional needs.

SERVICE TIERS

Tier	Description
Foundation	• AI access for all students via SMART Student GPT UX • Familiar ChatGPT-style interface • Answers grounded in institution-approved sources • Retrieval-augmented generation using approved content • Multi-LLM support to avoid vendor lock-in • Academic integrity controls and safeguards • Role-based access to approved knowledge • Full audit logs for prompts and outputs Foundation is suited to institutions seeking equitable, baseline AI access with strong governance.
Premium	Includes all Foundation features, plus: • SMART Notes for meetings, lectures, and documents • Voice and mobile access where enabled • Transaction memory and conversation history • Enhanced retrieval across institutional content • Unified governance and compliance controls • Rich usage and adoption analytics Premium is suited to institutions embedding AI into everyday learning and collaboration.
Specialist	Includes all Premium features, plus: • SMART Teaching & Learning Copilot • Educator-controlled content and experiences • Personalised learning journeys • Student success and engagement analytics • Educator handovers and specialist workflows • Domain-specific learning journeys Specialist is suited to institutions actively shaping pedagogy and student outcomes using AI.

Tier	Description
Ultra	Includes all Specialist features, plus: • Omni-channel AI access (web, mobile, notes, email, SMS, voice where enabled) • SMART Agents and advanced orchestration • Evergreen model upgrades without disruption • Advanced analytics and adoption management • Cross-institution reporting and executive insight • Priority support and optimisation • Organisation Language Model (OLM) grounding for approved content Ultra is suited to institutions deploying AI at full scale across teaching, learning, and operations.

SERVICE SCOPE

SMART: AI for All – Education supports:

- AI access for all students and educators
- Institution-approved generative AI grounded in trusted sources
- Teaching, learning, research, and student support use cases
- Multi-channel access (web, mobile, notes, voice where enabled)
- Central governance, policy enforcement, and auditability
- Role-based experiences for students, educators, and administrators

The service is designed to operate at **institution scale**, supporting consistent AI access without lock-in.

KEY FEATURES

- Institution-wide AI access for students and educators
- Familiar conversational UX grounded in approved sources
- Academic integrity and misuse detection controls
- Multi-LLM architecture to avoid lock-in
- Role-based access and permissions
- Centralised governance, policy, and analytics
- Full auditability and traceability
- Multi-channel delivery where enabled

KEY BENEFITS

- Equal access to AI assistance for every learner
- Improved learning outcomes and student engagement
- Faster access to trusted institutional knowledge
- Protection of academic standards and integrity
- Central oversight without restricting innovation
- Scalable AI adoption across faculties and departments
- Compliance with regulatory and institutional requirements

TECHNICAL ARCHITECTURE

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

- Microsoft Azure deployment with UK data residency
- Retrieval-augmented generation (RAG)
- Multi-LLM orchestration
- Integration with institutional systems and LMS where applicable
- Identity integration via Microsoft Entra ID
- Central telemetry for usage, quality, and risk

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for students and staff
- Granular permissions for sensitive content
- Academic integrity and misuse monitoring
- Central policy management and enforcement
- Full audit logging of prompts and outputs
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Provision** – deploy SMART Platform Core
- **Configure** – apply institutional policies and content
- **Enable** – activate AI for students and educators
- **Adopt** – phased rollout and communications
- **Monitor** – usage, integrity, and outcomes
- **Optimise** – continuous improvement and model upgrades

SUCCESS MEASURES

- Student and educator adoption rates
- Improvement in learning engagement
- Reduction in unmanaged AI usage
- Academic integrity outcomes
- Visibility and control for institutional leaders

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Access to institution-approved content sources

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: AI for All. 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

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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](#)