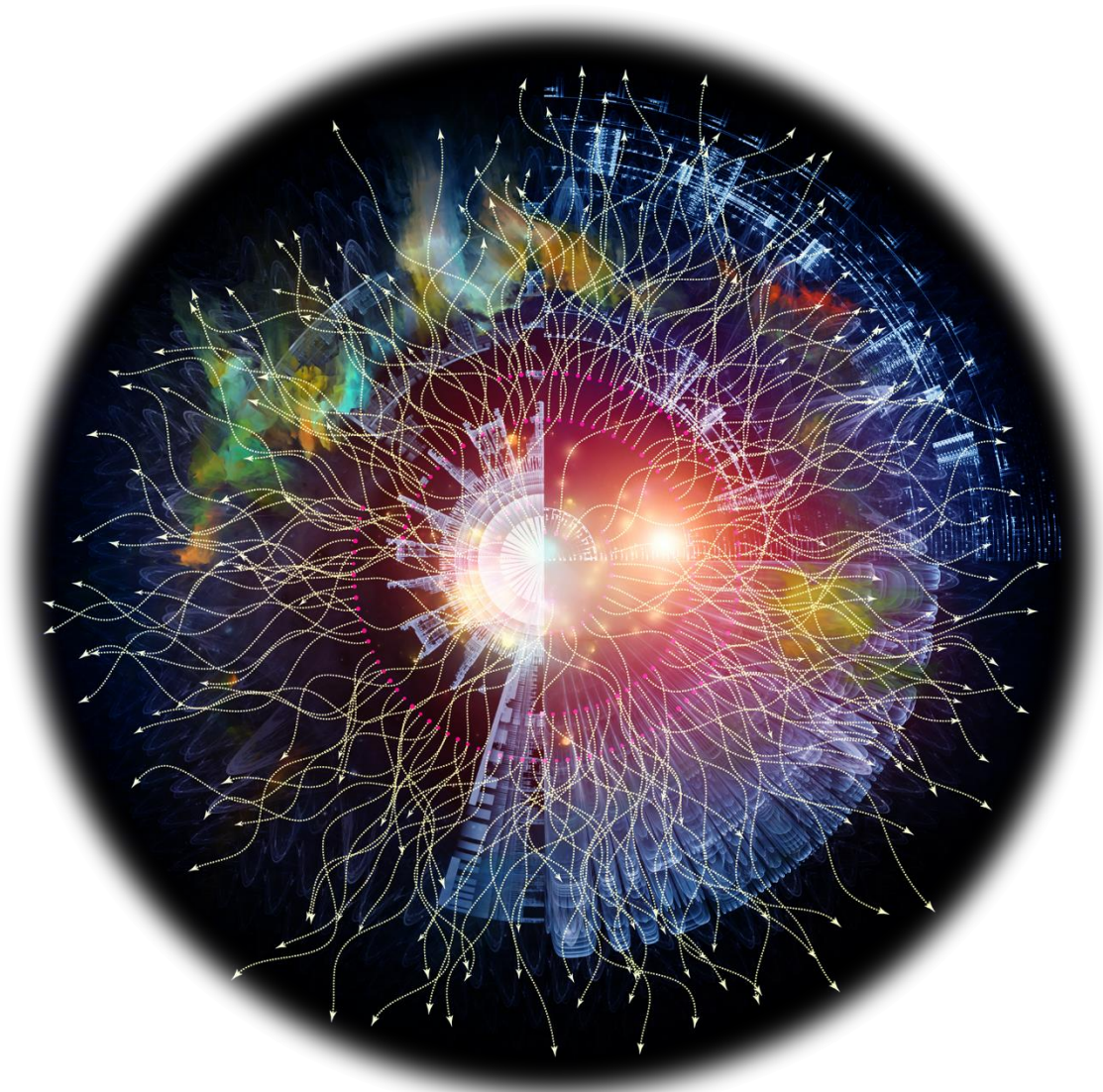




AI and Data Driven Organisation (AIDDO)

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

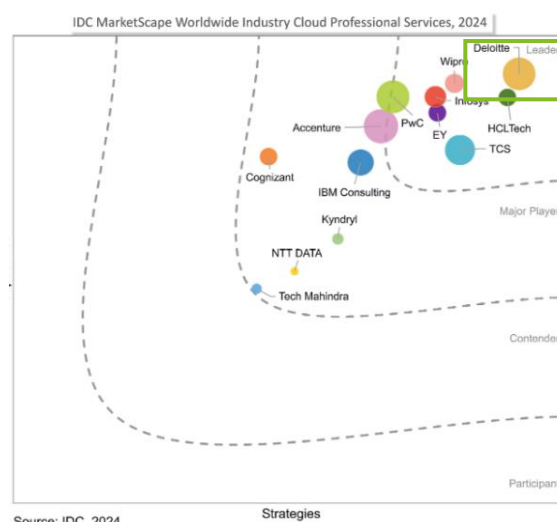


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Organisations need to be able to analyse, and gain insight, from the growing volume of data available, to drive key decisions and deliver efficient services. Deloitte can help you to review, design, and implement an appropriate analytics strategy and capability to drive value into your organisation.

For organisations leveraging cloud-hosted software to accelerate their AI journeys and deliver critical insights, our AI and Data Driven Organisation (AIDDO) framework and methodology provides a holistic approach across established capability areas:

- Value and Benefit: How a cloud-based ecosystem drives outcomes, delivers measurable value, and enhances productivity;
- People & Organisation: What are the optimal team structures, required skills, and talent development for your analytics capability;
- Process & Data: Effective integration of analysis into key decision-making processes;
- and Technology: Maximising the use of existing Business Intelligence, analytics, and data analysis tools.

The result is a clear a strategy and a prioritised roadmap for enhancing or delivering your analytics capabilities, technologies, and solutions. We also offer optional design services for your analytics target operating model.

Service features

- Define Cloud and AI vision and strategy by leveraging maturity assessment tool
- Design target state for Cloud and AI services
- Assess strategic and tactical options for addressing key cloud and AI deployment, operations, and adoption issues
- Identify and implement opportunities that commercially leverage organisation's cloud, AI, and data assets
- Leverage cloud based open data and platforms for product innovation and improvement
- Rapidly test hypotheses using technology and data exploration to prove-out implementation plans
- Amplify in-house capabilities to rapidly assess priority Cloud and AI use cases
- Apply innovative technologies to accelerate and help maximize the value of cloud, AI, and data investments in a blended ecosystem
- Leverage technologies e.g. Cloud, Artificial Intelligence, and other technologies to gain competitive advantage
- Identify gaps, investigate constraints, create potential to manage new ventures

Service benefits

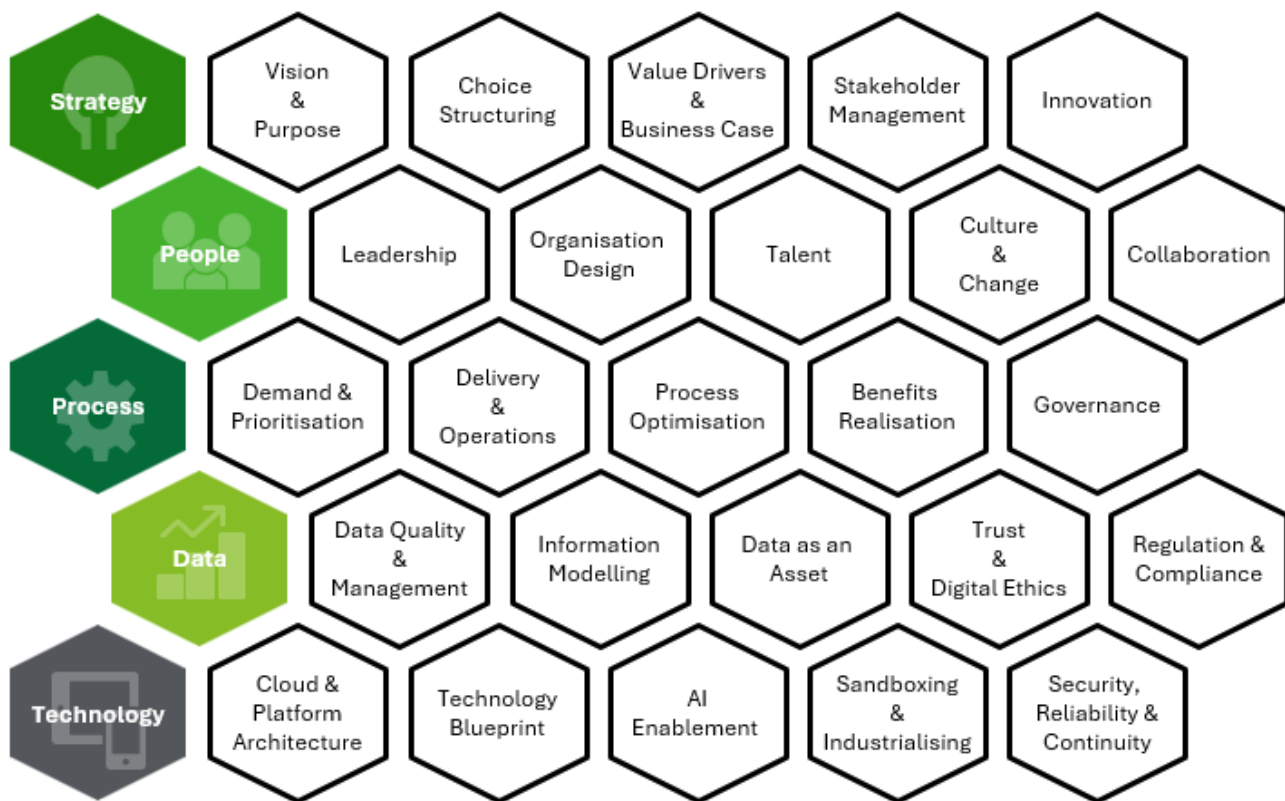
- Quantifiable return on analytics investment aligned to corporate goals/objectives
- New revenue streams identified - individually or through partnership ecosystem
- Competitive agility through target state enablers and roadmap priorities
- Defined business case and implementation roadmap for cloud analytics delivery
- Optimised target operating model for ongoing analytics delivery

- Stakeholder alignment across multiple business functions for shared insight generation
- Defined resource matrix to guide upskilling in key analytics skillsets
- Shortened time from cyber detection to remediation

3 Detailed Service Description

Our Approach

An AI and Cloud Driven (AIDDO) should consider the following elements:



The balance of analysis across these elements will depend upon your organisation and its specific needs. More effort may be required in some areas where others are already more mature. These elements, which are illustrative and will vary by organisation, cover key aspects of becoming an AI Driven Organisation:

- **Strategy:** What are the critical business questions we need to answer using AI? How are these aligned with our overall business strategy and AI vision? How deeply do we want to embed AI into our operations and decision-making? What are the financial, time, and other constraints that may affect the outcome and scaling of AI initiatives?
- **People & Culture:** Who is the accountable business owner for AI initiatives? What organisational structure do we need to support our AI strategy, including dedicated AI/ML teams? Who do we need to engage in other departments, and what are their roles in the AI lifecycle? What specific AI/ML skills and talent do we require, and what is the plan for attracting, developing, and retaining them? How do we foster an AI-ready culture and address ethical considerations?
- **Process & Governance:** How do we identify, prioritise, and manage AI projects to ensure they deliver value? What are the steps we need to take to ensure these projects are successful, from ideation to deployment and monitoring? How will we comply with relevant AI regulations, data privacy laws, and ethical AI principles? What are the risks associated with AI adoption, and how do we mitigate them? How will we measure the impact of our AI initiatives and continuously validate the insights generated? How can AI automate and optimise existing processes?

- **Data:** What data do we need to answer our business questions and train our AI models? From where is it sourced – internal, external, licensed, open? How do we establish robust data governance, quality, and architecture to ensure data readiness for AI? What are the challenges in transforming, linking, and publishing this data for AI consumption? How do we ensure data quality, accuracy, and ethical use for AI?
- **Technology & AI Capabilities:** What AI platforms, tools, and cloud infrastructure do we need to process data, develop, deploy, and manage AI models at scale (MLOps)? How do we integrate AI solutions with existing systems? To what extent can we leverage existing Business Intelligence, analytics, and data analysis tools? How do we scale up the technology when we need to roll out our AI solutions across the business? What advanced AI/ML capabilities (e.g., predictive analytics, generative AI, machine learning) are we aiming to implement?

Our approach typically divides into four phases:

1. **Mobilise:** Gather initial input data and review existing documentation (this may include a pre-existing AI Strategy, Analytics Roadmap, or AI Maturity Assessment).
2. **Assess Current AI & Analytics Capabilities:** This phase involves a combination of workshops and one-to-one interviews with key stakeholders to document the current AI and analytics challenges and requirements. This assessment is conducted against the AI Driven Organisation (AIDO) framework, covering: Strategy, People & Culture, Process & Governance, Data, and Technology & AI Capabilities. The output will be a concise report detailing the current high-level model for each element and the key issues identified.
3. **Design the Target State for AI & Analytics Capabilities:** This phase consists of collaborative design work across each of the AIDO elements, including workshops to validate and ratify the final strategy and high-level design. The output of this phase will be a comprehensive high-level design for the new or enhanced AI and analytics capabilities.
4. [Optional] **Implementation Roadmap & Business Case:** Development of a robust business case and/or a detailed high-level implementation plan for the delivery of enhanced and/or new AI and analytics capabilities, technologies, and solutions. The output of this phase would depend on the scope but would usually include an outline business case and a high-level implementation plan.

We recommend a time-boxed approach, but the effort required will depend upon the scale and complexity of your organisation, and the scope of the analytics function. As an indicative baseline, we would usually expect the three phases to be time-boxed as follows:

- Mobilise (1 week);
- Assess current analytics capabilities (3-4 weeks);
- Design the target state for analytics capabilities (3-4 weeks); and
- Implementation roadmap and business case (2-3 weeks).

Inputs

We have assumed that you will be in a position to provide certain inputs to the service, which we have listed here. If you are not in a position to provide all of these inputs then we can discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

- Existing documentation describing your analytics strategy and priorities (or, where this does not exist, a view of your overall strategy and priorities);
- Documentation on existing processes, data models, and systems as they relate to your [existing and desired] analytics function; and
- Timely access to key stakeholders, for interviews, workshops and to review deliverables.

Your Contribution

Our services are designed to be delivered with you rather than to you. We have assumed that you will be able to make the following contribution to the work. If you are not in a position to take on these responsibilities then please get in touch to discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

- Making available the time of senior stakeholders and decision-makers to attend workshops and meetings for this project; plus administration support for booking and arranging these meetings and workshops;
- Providing access to the best available information about the existing situation, plans and strategies;
- Providing effective working space for our joint team in a co-located space, ideally a large meeting room, which we will have exclusive use of for the duration of the project, and in which we can create wall charts and leave working papers without disruption; and
- Providing access to the necessary IT for the team to work on during the project.

Outputs

What will you get in terms of deliverables, outputs and outcomes from this service?

Deliverables will include:

1. **Assess current analytics capabilities** - The output will be a short report detailing the current high-level model for current analytics capabilities against our IDO framework, and the key issues identified in each.
2. **Design the target state for analytics** - The output of this phase will be a blueprint for the new, and/or enhanced, analytics capabilities, technologies and solutions.
3. [Optional] **Implementation roadmap and business case** - The output of this phase would depend on the scope but would usually include a high-level implementation plan for the prioritised elements of an analytics capability, technology and/or solutions. In addition, a business case will provide indicative investment and benefits schedule based on individual projects and sequencing to deliver the defined implementation roadmap.

Business Context

What situations is this service designed to be used in?

This service is designed for organisations that are either seeking to build an effective analytics capability, are looking to enhance their existing analytics capabilities, or would like to prioritise where they should invest in analytics to get the best return on investment. Typically, this includes organisations looking to move beyond basic reporting, into applying business intelligence and also advanced analytics to find the patterns, insights, and efficiencies hidden in their data (across any and all aspects of the business, from HR and Finance, through to strategy and operations).

These organisations may or may not have already developed an Analytics Strategy, and/or an Analytics Roadmap, defining how they seek to exploit the power of data analysis to unlock the value in their data and identifying the priority areas to apply these techniques.

Scale and Complexity

The effort involved in delivering our service is driven partly by what we will do and what you will do before we arrive and alongside us whilst we work. It is also driven by the scale and complexity of your business situation.

This section describes the scale and complexity that we have designed this service to address. If your business situation is bigger or smaller than this then we can discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

Scale and complexity will be driven by factors including:

- the size of the organisation the target analytics function must support (number of functions, teams, and service); this is directly related to the number of stakeholders that will need to be involved;
- the complexity of the existing landscape (e.g. no existing analytics capability may be simpler than multiple pre-existing analytics teams spread across the organisation);
- the number of systems, data sources, and technologies employed; and
- the existence of a clear analytics strategy, roadmap, and technology plan will make the exercise simpler.

Exclusions

Our service description above defines the scope of what we will deliver. For the avoidance of doubt, we have listed below any activities that (in our experience) are sometimes expected to be in our scope but which are not included within this service.

- We will not conduct detailed data modelling or profiling as part of this study;
- We will not develop any analytical models, tools, or systems as part of this study; and
- We will not run any implementation activities (including system specification, procurement, or market scoping) as part of this study.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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