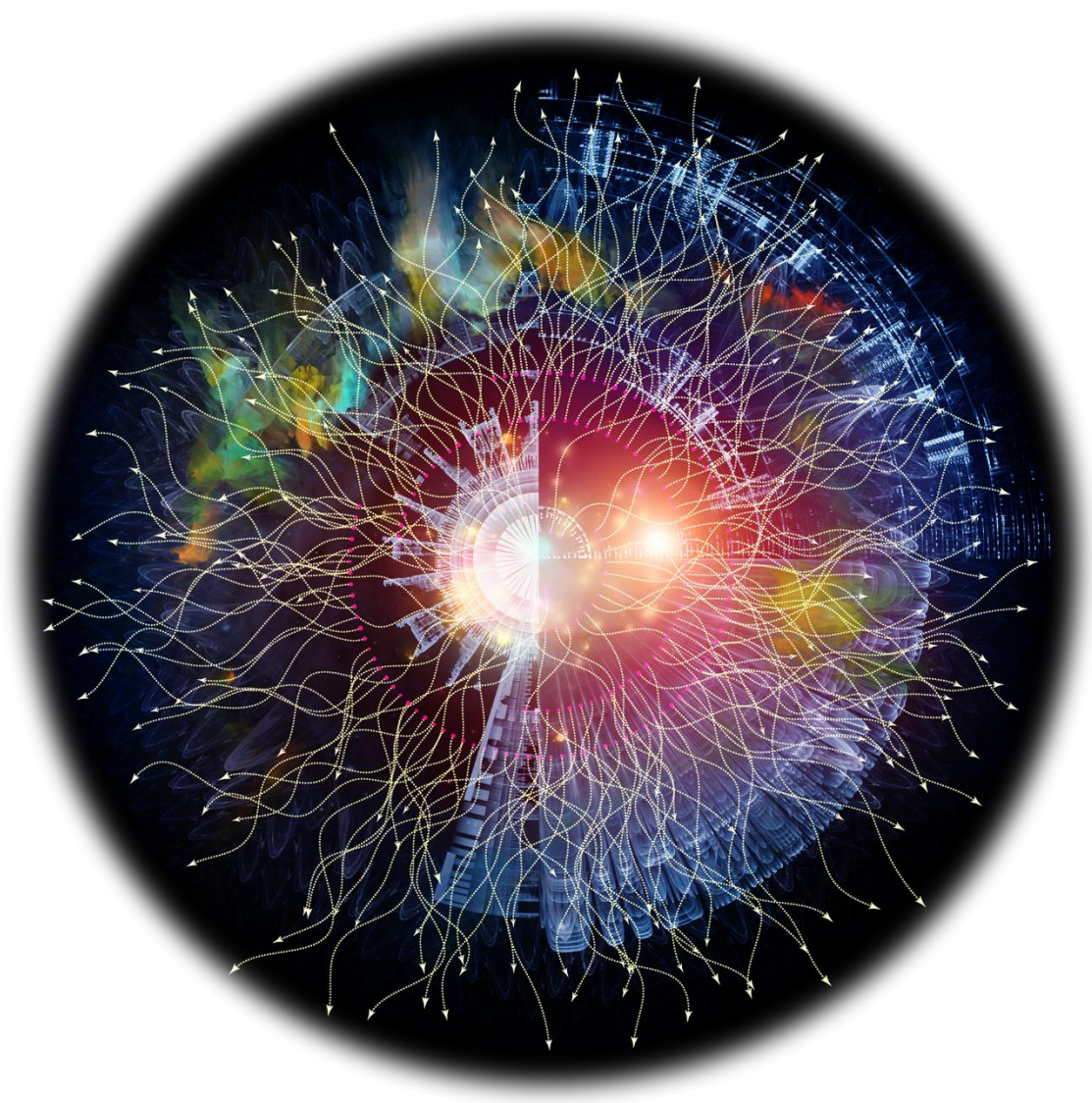




AI & Agentic Automation for Public Sector Productivity

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.

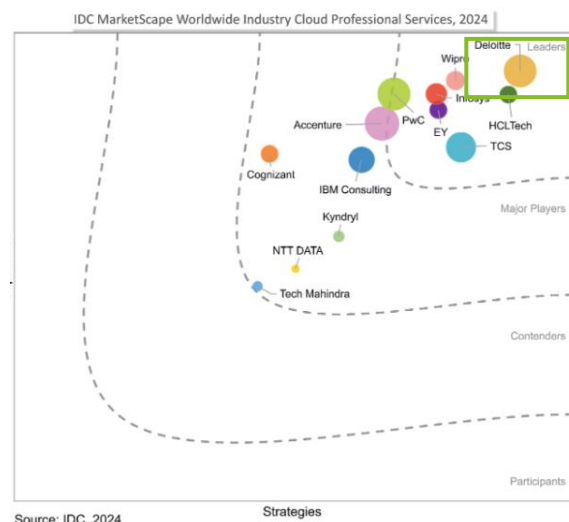


Gartner

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

Deloitte is a market leader in the delivery of next-gen AI & Agentic Automation solutions focused on organisational transformation across government and wider public services. Our services cover a range of complementary and emerging technologies including AI, Agentic Automation, Intelligent Automation, Generative AI, Machine Learning, Low-code Application and Workflow Development, and Robotic Process Automation. We help public sector organisations to reimagine work, and we support them to deliver the benefits of AI transformation at scale to improve productivity, reduce costs and maximise value for money and return on investment.

We have experience in defining AI & Agentic Automation transformation strategies, developing, and delivering solutions, and providing ongoing managed services to help public sector organisations operate and continuously improve their services. To deliver, we apply a multi-disciplinary approach that focuses on areas such as strategy, people, process, data and technology, from initial process and use case discovery through to deployment of solutions in a live environment. We have skillsets in areas such as the following key disciplines:

- **AI & Agentic Automation Adoption & Delivery**, providing business analysis, technical delivery & design expertise, enabling ethical AI implementation and fostering AI fluency across the organisation.
- **Data Science & Machine Learning**, generating insights through developing, evaluating and optimising statistical and Machine Learning models.
- **Insights & Visualisation**, designing and delivering insights and architecture that enable strategic objectives.
- **AI & Agentic Automation Orchestration**, delivering scalable, secure and orchestrated solutions that integrate data, models and workflows to improve processes and drive transformational outcomes.

We focus on collaborative working and stakeholder engagement across ICT/Digital and business functions to ensure support for new technologies. Our approach includes defining an AI & Agentic Automation strategy, identifying target areas through process discovery and organisational priorities, and prioritising use cases based on value, viability, and complexity. We often develop rapid Proof of Concepts to demonstrate value such as improved productivity before scaling solutions. Our services include live environment monitoring, performance updates linked to initial benefits, and governance across regulatory, legal, compliance, and cyber considerations to enable ethical and secure AI & Agentic Automation solutions.

Key features of the service include:

- AI & Agentic Automation strategy, vision and delivery roadmap development
- Identification, prioritisation and development of suitable use cases to drive value (e.g. increase productivity)
- Business case, process discovery, AI readiness assessments, architecture and op model re-design
- AI & Agentic Automation market analysis and Cloud/Software vendor support
- Technical delivery of solutions using leading vendors (e.g. Anthropic, Open AI, Google Gemini, Appian, Snowflake, LangChain, Microsoft Power Platform, UiPath, Azure, AWS, GCP, NVIDIA) & methods (e.g. Agentic Blueprint, Gen AI, Machine Learning Ops, LLM Ops, data-centric AI, vector databases, prompt engineering)
- Capability building, including training, communication, and business change for the future workforce, fostering AI fluency across the organisation
- Trustworthy AI & ethical frameworks and controls based on regulations & industry standards (e.g. GDPR)

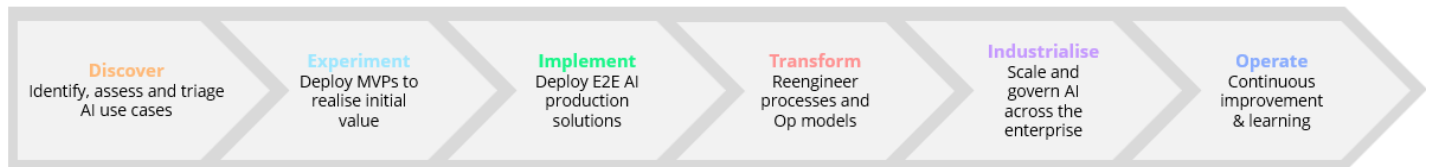
Key benefits of the service include:

- Improves productivity & efficiency and/or reduces costs, maximising value for money & return on investment
- Improves accuracy, enhances decision making, minimises risk and eliminates human errors
- Enables refocussing of highly skilled people and supports experimentation, learning and creativity
- Increases customisation and personalisation of outputs
- Allows processes to be operated out of hours (24/7 availability)
- Helps develop AI & Agentic Automation skills & capability within your organisation

3 Detailed Service Description

Our Approach:

Our services are delivered using our tried and tested methodologies, which have been developed through experience of delivering AI & Agentic Automation across public sector. The diagram below outlines an indicative view of how to safely test, implement, and industrialise AI & Agentic Automation throughout your organisation. Our approach is flexible, and can be tailored to suit existing organisational governance, and processes, or to focus on a certain part of the AI journey, whether that is early prototyping, through to scaled transformation.



Key activities included within our approach are listed below:

Discover

- Identify and engage with stakeholders and sponsors to champion the AI & Agentic Automation agenda.
- Define the vision and strategy for AI & Agentic Automation that is aligned to strategic goals and demonstrates tangible benefits to the organisation, such as increased productivity & efficiency.
- Conduct a thorough discovery to understand existing AI & Automation-related work and initiatives.
- Identify and develop a robust pipeline of potential AI & Agentic Automation opportunities and use cases, with a rigorous approach focused on value, viability, and complexity.
- Collaborate closely with business areas to develop a comprehensive set of benefits and a business case and execution roadmap for value realisation, with a focus on improving productivity and delivering value for money and return on investment.

Experiment

- Collaborate with ICT teams to provision the necessary technical architecture for initial builds and deployments of technologies including AI, Agentic Automation, Intelligent Automation, Generative AI, Machine Learning, Low-code Application and Workflow Development, and Robotic Process Automation. We can also develop prototypes on Deloitte Cloud infrastructure, to accelerate the development time. This can be achieved via synthetic data usage.
- Conduct market and vendor analysis to identify optimal technology partners for solution delivery (e.g., Anthropic, Open AI, Google Gemini, Appian, Snowflake, LangChain, Microsoft Power Platform, UiPath, Azure, AWS, GCP, NVIDIA).
- Prototype solutions to validate their ability to deliver expected value, improve productivity and deliver value for money and return on investment.
- Develop solution and technical documentation during the prototyping phase, including process design summaries and low-level design / solution design documentation.
- Engage with key stakeholders across operations and technology to test the solutions, gather feedback, and assess the benefits of progressing with the solutions, e.g., are there tangible benefits to productivity, capacity, etc.

Implement

- Produce the required designs for the solution, both technical and business, working in collaboration with SMEs to design the future state.

- Develop AI & Agentic Automation solutions using an agile delivery model, with ongoing change management activities such as end-user training.
- Leverage the latest AI & Agentic Automation development methods including our Agentic Blueprint, as well as industry standards for Gen AI, Machine Learning Operations, LLM Operations, data-centric AI, vector databases and prompt engineering.
- Develop and execute a comprehensive test plan to assure the solution before live deployment, including User Acceptance Testing (UAT) and compile a test summary report with the key findings.
- Work with the organisation to conduct an evaluation of the AI & Agentic Automation solutions, assessing against legal, policy, and ethical considerations.
- Migrate the solutions to production infrastructure, following successful testing and evaluation.
- Collaborate with cybersecurity for IT Health Checks following a Secure by Design methodology, where applicable.

Transform

- Identify change impacts and develop a strategic transformation op model redesign, where applicable.
- Lead business change initiatives, including change impact and readiness assessments, and deliver end-user training and awareness sessions, with a focus on tangible benefits e.g. improved productivity.
- Support any required accreditation, providing any required documentation or solution detail to the provider (we have experience of accrediting national solutions e.g., PNC within policing)

Industrialise

- Apply a trust ethics framework to ensure safe scaling and trustworthiness of AI & Agentic Automation solutions.
- Assess assurance and compliance against the established technology and trust ethics framework.
- Configure controls and guardrails to manage risks across key solution areas and integrations.
- Conduct quality assurance of data models and ethical considerations.
- Deliver AI & Agentic Automation upskilling and training to enable ongoing AI & Agentic Automation transformation work to continue across the organisation and realise benefits e.g. increased productivity.

Operate

- Provide ongoing managed services and continuous improvement.
- Provide operation management documentation, guidance and support to embed controls into the organisation's existing governance structures and ongoing monitoring and performance tracking of the solution.

We would be happy to discuss any requirements for ongoing support, sustainment, or service management of the solution.

Client Input & Contribution:

We aim to create a collaborative relationship with the organisation from the offset. The foundation to a successful AI & Agentic Automation transformation programme is early buy-in from senior leadership, the operational team, and ICT.

To deliver transformation successfully, there are several contributions from the client required at both a senior leadership level and operationally. We think delivery is most successful when senior leaders act as AI & Agentic Automation transformation sponsors, to convey the purpose and objective of the programme to internal teams. Operationally, we would require access to process or domain SMEs, a clear governance structure and sign-off point and an ICT point of contact to navigate core systems and infrastructure.

Contribution and collaboration from your organisation are critical for effective delivery of the service and will ensure the solution can deliver benefits such as improved productivity back to the organisation as soon as possible.

Outputs and deliverables:

Throughout the AI & Agentic Automation lifecycle there are several key outputs. The following are provided for indicative purposes and include but aren't limited to:

- **AI & Agentic Automation Strategy & Operating model** outlines the overarching vision, principles, governance and ethical framework, and how AI & Agentic Automation capabilities will be managed and integrated within the organisation.
- **Business Case & Benefits** sets out a comprehensive justification for the project, summarising the problem, proposed solution, expected benefits, risks, and a plan for measuring and tracking the realisation of these benefits. There is a clear focus on maximising value for money and return on investment.
- **Process Design Summaries** describe the as-is process and to-be process, clearly showing how the AI & Agentic Automation solution will transform and optimise the process.
- **Low Level Design / Solution Design Document (LLD / SDD)** outlines the technical aspects of the solution build, including the architecture, integration points, data models and design specifications for the scripts / models.
- **Test Plan & Test Summary Report** outlines the key scenarios and expected outcomes to be tested during the test phase, and then the key outputs and results from each key phase of testing.
- **Ethical, Privacy & Compliance Assessments** include formal assessments such as an Ethical Impact Assessment or a Data Protection Impact Assessment to ensure the solution adheres to ethical guidelines and privacy regulations. Through our AI Validation Service, we can support you with these activities.
- **Change Impact Assessment (CIA)** identifies and evaluates the impacted roles and outlines how to prepare for change to minimise disruption and maximise benefits such as improved productivity.
- **Handover / Operation Management Documentation** outlines detailed management and procedures for ongoing sustainment of the solution, including support, maintenance and incident management practices.

Constraints:

AI & Agentic Automation can be impacted by several constraints, which we have experience of addressing in a public sector context. However, by working collaboratively to identify and manage these constraints, we aim to mitigate or minimise any adverse impact on service delivery.

Key constraints include:

- Legacy systems and compatibility with technology
- System access and security
- Operational team capacity
- ICT infrastructure
- Regulatory landscape
- Confidentiality or privacy
- Accreditation and pen testing

Team Roles

The delivery team may be deployed in pods, where each pod is responsible for the delivery of one or multiple AI & Agentic Automation solutions within the public sector organisation. Dedicated pod resources and technology specific resources can be adapted depending on the type, number and complexity of use cases within scope.

- **AI & Agentic Automation Programme Delivery Lead:** Leads the end-to-end delivery of the AI & Agentic Automation programme, overseeing the implementation of the organisation's AI & Agentic Automation strategy, whilst working closely with stakeholders to deliver business-aligned solutions.

- **AI & Agentic Automation Business Analyst & Use Case Lead:** Leads the identification and assessment of AI & Agentic Automation use cases, leveraging process re-design expertise to define clear requirements and design efficient, impactful solutions. Collaborates with stakeholders to ensure alignment with strategic objectives.
- **AI & Agentic Automation Business Change and Benefits Lead:** Drives the adoption of AI & Agentic Automation solutions across the organisation, leads change management activities and is responsible for defining, tracking, and ensuring the realisation of anticipated benefits.
- **AI & Agentic Automation Solution Designer:** Leads the technical design and development of AI & Agentic Automation solutions, translating business requirements into robust, scalable, and secure technical blueprints. Collaborates with cross-functional teams to design scalable, secure, and business-aligned solutions.
- **AI & Agentic Automation Engineer:** Develops, implements, and optimises AI algorithms and models. Builds and maintains the necessary data infrastructure and APIs, ensuring the seamless integration of AI & Agentic Automation capabilities into applications and systems. This includes roles such as Forward Deployed Engineers.
- **Data Scientist:** Designs, builds, and maintains robust data pipelines, Machine Learning models, and the underlying infrastructure for AI solutions, including Generative AI and LLMs. Implements MLOps best practices to ensure scalable, reliable, and efficient deployment and management of AI models.
- **Low Code Developer:** Designs and builds applications and automated workflows using low-code/no-code platforms. Integrates these solutions with existing systems and AI components to rapidly deliver business value.
- **Visualisation Developer:** Designs and builds compelling visualisations and interactive dashboards to present data insights and the outputs of AI models, facilitating understanding and data-driven decision-making.
- **AI & Agentic Automation Assurance SME:** Provides guidance and oversight on the ethical implications, trustworthiness, and responsible development of AI & Agentic Automation solutions. Collaborates with legal, compliance, risk, and information security teams to embed ethical AI frameworks, mitigate risks, and ensure regulatory adherence.

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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