

littlefish GROUP

Generative AI and LLM

Readiness, Adoption, and Implementation Services

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Service Overview

AI-powered tools have shifted from novelty to necessity. However, successful deployment in the Public Sector requires more than just licenses; it requires a secure foundation, governed data, and a workforce ready to embrace new ways of working.

Littlefish provides a comprehensive end-to-end service for Microsoft 365 Copilot, Microsoft Copilot Studio, and Azure OpenAI. We understand that adopting Generative AI introduces unique challenges around data privacy ("oversharing"), compliance, and user adoption.

Our service is tailored to guide your organization through the entire lifecycle: from technical readiness and data security using Microsoft Purview, to building custom agents in Copilot Studio, and finally driving adoption through persona-based training and prompt engineering workshops.

Key features

- Readiness & Security Assessment (Microsoft Purview) Conducting deep-dive assessments of your M365 environment to prevent "oversharing." We utilize Microsoft Purview to identify sensitive data risks, configure sensitivity labels, and ensure your semantic index is secure before you switch on Copilot.
- Microsoft 365 Copilot Deployment Technical enablement of M365 Copilot including licensing validation, update channel configuration (Current Channel/Monthly Enterprise), and semantic index optimization to ensure high-quality responses.
- Copilot Studio & Custom Agents Design and implementation of bespoke AI agents using Microsoft Copilot Studio. We connect LLMs to your internal data (SharePoint, SQL, ServiceNow) to create domain-specific assistants (e.g., HR Policy Bot, IT Service Desk Agent) that are grounded in your facts, minimizing hallucinations.
- Azure OpenAI & Bespoke App Development For complex use cases requiring full control, we architect secure Generative AI applications using Azure OpenAI Service, ensuring data sovereignty and strict adherence to UK government security standards.
- Adoption & Change Management (ACM) Moving beyond basic training. We deliver Prompt Engineering Workshops, define high-value use cases for specific

departments (HR, Finance, Ops), and establish an "AI Champions" network to drive long-term behavioural change.

- AI Centre of Excellence (CoE) Helping you establish an AI Governance Board to manage the lifecycle of AI agents, monitor usage costs, and ensure ethical AI use across the organization.

Customer benefits

- Data Security & Sovereignty: Mitigate the risk of data leakage. We ensure your AI deployment adheres to "Just Enough Access" principles, keeping sensitive government data secure within your existing trust boundaries.
- Tailored Automation with Copilot Studio: Go beyond generic chat. Create custom agents that can perform specific actions—like onboarding a new starter or querying a legacy database—streamlining complex workflows.
- Enhanced Productivity & Quality: Empower staff to draft content, summarize meetings, and analyze complex datasets in seconds, freeing up time for high-value citizen services.
- Reduced "Hallucinations": By using RAG (Retrieval-Augmented Generation) patterns and Grounding in Copilot Studio, we ensure your AI answers are based strictly on your organization's documents, not general internet knowledge.
- Maximised ROI: Avoid "shelf-ware." Our adoption services ensure users actually understand how to use the tools effectively, delivering a tangible return on your license investment.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, especially with rapidly evolving technology like AI. Littlefish provides structured reviews to ensure your AI strategy remains aligned with Microsoft's frequent platform updates.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder and the designated Littlefish Service Account Manager (SAM).

Agenda items for the AI Service Review encompass:

- Copilot Usage & Adoption Metrics: Reviewing active user counts and sentiment.
- Security & Governance Audit: Reviewing Purview alerts and data access trends.
- Copilot Studio Performance: Analyzing success rates and deflection rates of custom agents.
- New Feature Roadmap: Briefing on upcoming Microsoft AI features (e.g., new Copilot agents, Studio capabilities).
- Review of the Continual Improvement Program.
- The Littlefish SAM documents the main topics discussed and any ensuring actions.

SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance
- AI Ethics & Compliance Strategy
- Opportunities for Littlefish to further enhance the customer's business objectives

Through a blend of tools, processes, and personnel development, Littlefish consistently endeavors to elevate the services delivered to our customers.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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