Capita AI Agent Development

Service Definition

G-Cloud 15

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1 Overview

Capita AI Agent Development helps public-sector organisations design, build, deploy, and optimise AI-powered agents that automate work safely, transparently, and at scale. The service covers the full lifecycle from discovery and solution design through build, integration, deployment, governance, and in life optimisation.

The service begins with process observability, allowing organisations to identify highvalue opportunities for agentification based on real operational workflows, evidence driven insights, and measurable benefit potential. This ensures that agents are deployed where they can deliver the greatest impact, whether through efficiency gains, accuracy improvements, compliance strengthening, or enhanced service experience.

Capita develops agents across a wide range of platforms, including Microsoft Power Platform, Copilot Studio, AWS native services, Salesforce Agentforce and MuleSoft, ServiceNow, and custom agent frameworks. This multiplatform approach ensures each solution uses the most suitable technology stack, supports integration across complex estates, and aligns with cloud first delivery models.

Solutions are implemented using an AI–human partnership model, ensuring that automated agents and human experts work together effectively. Human oversight, explainability, auditability, and policy controls are built in from the outset. Capita follows a responsible, ethical, and policy driven approach, embedding governance, safety checks, and data handling standards to support transparent and compliant adoption of AI agents within public-sector environments.

What the service includes

- Opportunity discovery using process observability and evidence based value assessment
- Agent design, skills definition, workflow mapping, and technical architecture
- Low code and pro code agent development across multiple platforms
- Secure integration with legacy systems, SaaS applications, cloud services, and APIs
- Orchestration and multi agent coordination using modern integration patterns
- User story mapping, acceptance criteria, testing, and controlled pilot deployment
- Human-in-the-loop oversight, policy guardrails, auditability, and risk controls
- Operational models, monitoring dashboards, and optimisation frameworks
- Knowledge transfer, upskilling, and capability building for client teams

Service outcomes

- Targeted agent deployment where real operational value can be achieved
- Faster service performance and reduced manual effort
- Improved quality, consistency, and compliance in frontline and back office processes
- Scalable, reusable agent patterns that reduce time and cost for future development
- Increased organisational readiness through training, governance, and support models

2 Service Features

1. Process observability identifies high value agentification opportunities and measurable outcomes.
2. Evidence led discovery, value hypotheses, and prioritised agent backlog creation.
3. Multi-platform agent engineering: Microsoft, AWS, Salesforce, ServiceNow, custom frameworks.
4. Low-code and pro-code development accelerating safe agent delivery.
5. API-led integration across legacy systems, SaaS platforms, and cloud estates.
6. Orchestration patterns enable secure multi-agent coordination and extensibility.
7. Human-in-theloop oversight embedded for sensitive decisions and exceptions.
8. Policy guardrails ensure ethical adoption, privacy, auditability, and transparency.
9. Pilot deployment with KPIs, telemetry, conformance, and safety testing.
10. In life optimisation, monitoring dashboards, and continuous improvement playbooks.

3 Service Benefits

1. Target agentification where evidence shows highest operational value realised.
2. Accelerate time-to-value through rapid build, integration, and pilots.
3. Reduce delivery risk via observability, governance, and safety controls.
4. Improve service quality with consistent, policy compliant automated execution.
5. Lower cost-to-serve by reducing manual effort and rework.
6. Enhance interoperability using standard APIs, connectors, and orchestration patterns.
7. Strengthen accountability through auditability, explainability, and human oversight.
8. Build reusable agent patterns that scale across processes and teams.
9. Upskill client teams through playbooks, training, and knowledge transfer.
10. Support strategic transformation aligned to cloud first and public-sector standards.

4 Service Scope

Functionality
The service covers end-to-end design, build, integration, deployment, optimisation, and governance of AI powered agents. It includes process observability, agent design, skill mapping, data and API integration, multiagent orchestration, testing, policy guardrails, and operational handover.

Hosting & Platform Model
Agents are developed on platforms chosen with the customer (e.g., Microsoft, AWS, Salesforce, ServiceNow). Hosting and runtime environments remain within the customer's cloud tenancy or agreed vendor ecosystem.

Updates & Roadmap
Capita maintains its engineering patterns, templates, guardrails, and agent governance models. Deployed agents may receive iterative improvements, optimisation cycles, or retraining upon customer request under extended support.

Support
Support includes testing, deployment assistance, runbooks, training, and early life stabilisation. Ongoing monitoring, analytics, and continuous improvement can be provided via managed service arrangements.

Licensing Model
Agent development services are delivered under Capita's professional services model. Any underlying cloud or SaaS licensing (Microsoft, AWS, Salesforce, ServiceNow) remains under customer licensing unless otherwise specified.

Standard Requirements Statement
All agent goals, workflows, integrations, risks, policies, and safe use requirements will be elicited collaboratively through structured discovery and analysis with the customer prior to build.

5 Disclaimer

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