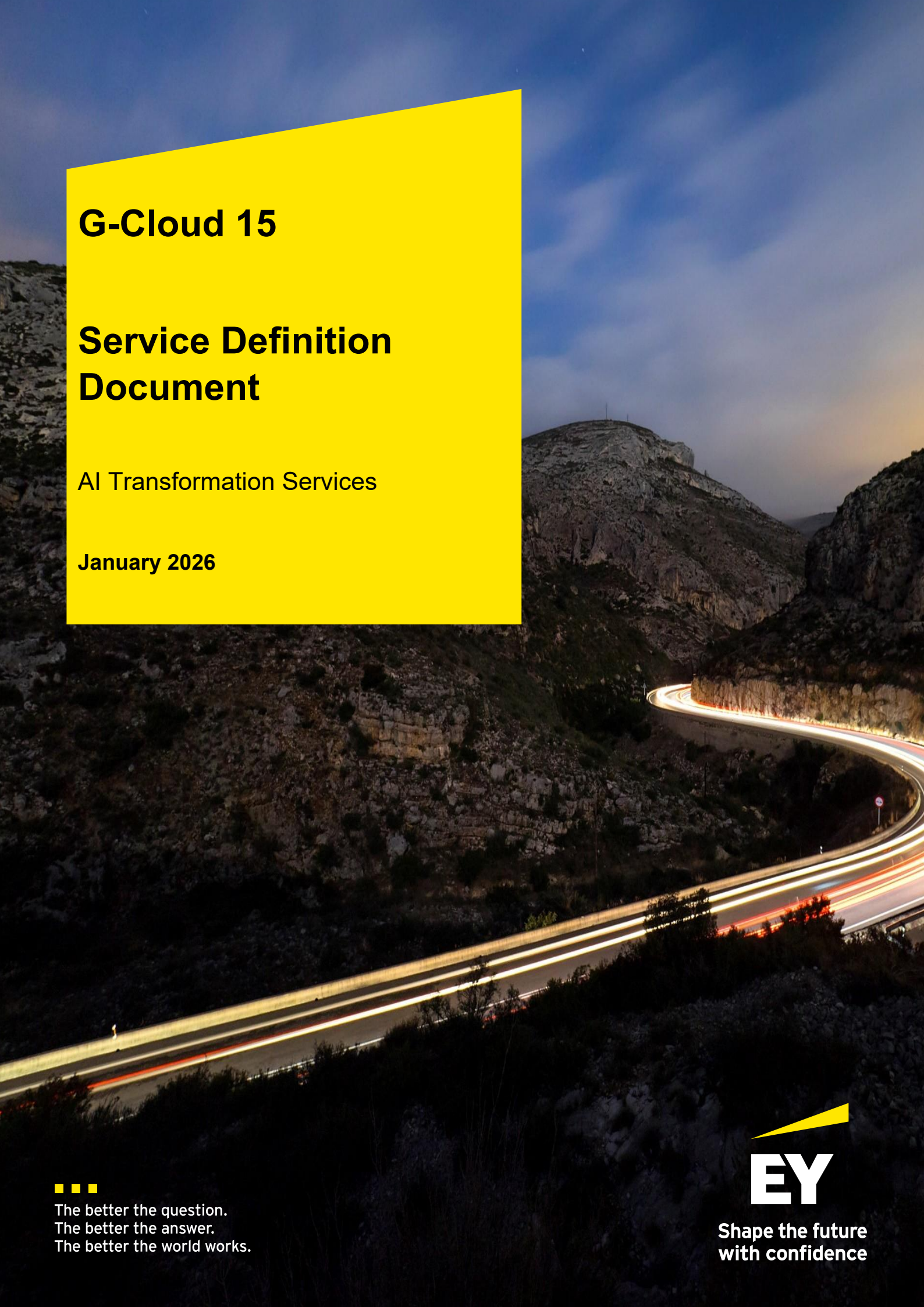




G-Cloud 15

Service Definition Document

AI Transformation Services

January 2026



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The better the answer.
The better the world works.



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1. Service detail

Introduction

This document outlines the set of AI services provided by EY to the UK Government. It details the purpose, scope, key activities, features, and benefits of each service, to facilitate adoption and alignment with government objectives.

EY provides a comprehensive suite of AI services designed to support the UK Government in its AI transformation journey. These services cover the entire lifecycle of AI adoption, from strategy and data foundations to architecture, operating models, and advanced AI solutions. Each service is tailored to ensure compliance with UK regulations, scalability across departments, and alignment with government objectives.

Key Outcomes for Government Stakeholders:

- ▶ Accelerated AI adoption with reduced risk and cost
- ▶ Improved operational efficiency and citizen services
- ▶ Scalable, secure, and compliant AI solutions
- ▶ Clear governance and accountability frameworks

The following sections detail each service, including its purpose, features, and benefits.

1. AI Factory

Service Description:

AI Factory is a centralised, secure environment designed to accelerate the development, testing, and deployment of AI solutions at scale. It provides standardised tools, reusable components, and automated workflows to ensure consistency, compliance, and scalability. It combines operating model, platforms, governance and reusable assets to move quickly from prototypes to stable, compliant production services across the enterprise.

Service Features:

- ▶ Centralised AI development and deployment establishment
- ▶ Pre-built templates and reusable components
- ▶ Automated model lifecycle management
- ▶ Integration with existing government systems
- ▶ Compliance with UK Government security and data standards

Service Benefits:

- ▶ Reduces deployment times through automation and reusable assets
- ▶ Improves scalability for AI initiatives across departments
- ▶ Ensures compliance with regulatory and security requirements
- ▶ Minimises operational risk by standardising processes

2. AI Strategy & Roadmap

Service Description:

This service helps government organisations define a clear, actionable AI vision aligned with policy objectives and operational priorities. It includes assessing current AI maturity, identifying high-value use cases, and creating a phased roadmap for implementation. The strategy ensures that AI investments deliver measurable outcomes, reduce risk, and comply with regulatory frameworks.

Service Features:

- ▶ AI maturity assessment
- ▶ Strategic vision and goal setting
- ▶ Prioritisation of AI use cases
- ▶ Roadmap development with timelines and milestones
- ▶ Governance and risk management framework

Service Benefits:

- ▶ Aligns AI initiatives with government objectives
- ▶ Reduces business risk through structured planning
- ▶ Optimises resource allocation for maximum impact
- ▶ Accelerates adoption by providing a clear implementation path

3. Data Strategy & Roadmap**Service Description:**

Data Strategy & Roadmap establishes the foundation for AI by defining how government agencies manage, govern, and leverage data. It includes creating a data governance framework, designing architecture for secure and interoperable data systems, and planning for data readiness.

Service Features:

- ▶ Data maturity assessment
- ▶ Data governance framework
- ▶ Data architecture design
- ▶ Roadmap for data readiness and integration
- ▶ Compliance with data privacy regulations

Service Benefits:

- ▶ Improves data quality and accessibility
- ▶ Reduces compliance risk with strong governance
- ▶ Supports AI scalability through structured data management
- ▶ Enhances decision-making with reliable data foundations

4. AI Architecture**Service Description:**

AI Architecture focuses on designing secure, scalable, and interoperable technical frameworks for AI systems within government environments. It ensures seamless integration with legacy systems, supports hybrid deployment models, and incorporates security and compliance measures.

Service Features:

- ▶ AI system architecture design
- ▶ Integration with legacy systems
- ▶ Security and compliance assurance
- ▶ Cloud and on-premise deployment options

- ▶ Performance optimisation

Service Benefits:

- ▶ Reduces integration complexity
- ▶ Ensures system resilience and security
- ▶ Optimises performance for large-scale AI workloads
- ▶ Supports future scalability

5. AI Process Design**Service Description:**

Creates optimised workflows for developing, deploying, and monitoring AI solutions. It focuses on automating repetitive tasks, embedding compliance checkpoints, and integrating AI processes into existing government operations.

Service Features:

- ▶ End-to-end AI process mapping
- ▶ Automation of repetitive tasks
- ▶ Compliance checkpoints
- ▶ Continuous improvement framework
- ▶ Integration with existing workflows

Service Benefits:

- ▶ Reduces manual effort through automation
- ▶ Ensures compliance at every stage
- ▶ Improves operational efficiency
- ▶ Accelerates time-to-value for AI projects

6. AI Ready Data**Service Description:**

EY's AI Ready Data solution establishes the trusted, well-governed data foundation required to deliver AI safely and at scale. It combines modern data engineering with governance, privacy-by-design and measurement so teams can source, prepare, secure and serve high-quality data for both predictive ML and generative AI. The service sets up scalable ingestion pipelines, rigorous data quality controls and golden sources; builds metadata, lineage and cataloguing so data is discoverable and auditable; and enables feature engineering with a managed feature store for reuse across use cases. It includes labelling workflows and optional synthetic data generation, evaluation datasets and bias testing packs to ensure models are trained and assessed on representative, compliant data.

Service Features:

- ▶ Data ingestion and integration
- ▶ Data quality and observability
- ▶ Governance, privacy and security
- ▶ Master/reference data and interoperability

- ▶ Feature engineering and reuse
- ▶ Human-in-the-loop data labelling workflows and tooling
- ▶ Generative AI data preparation
- ▶ Content safety and filtering guardrails
- ▶ Monitoring, cost and performance management

Service Benefits:

- ▶ Reduces time-to-model by providing reusable pipelines, features and evaluation data
- ▶ Improves model accuracy and reliability with curated, high-quality, well-documented data
- ▶ Lowers compliance and privacy risk through embedded governance and PETs
- ▶ Increases reuse and interoperability via data products, catalogs and open standards
- ▶ Enhances auditability and trust with end-to-end lineage and controlled access
- ▶ Optimises ongoing costs by standardising data assets and rationalising pipelines

7. AI Product Development

Service Description:

Delivers custom AI solutions tailored to government use cases, from concept to deployment. Covers the entire lifecycle including use case validation, model development, interface design, testing and support.

Service Features:

- ▶ Use case identification and validation
- ▶ Custom AI model development
- ▶ User interface and experience design
- ▶ Testing and quality assurance
- ▶ Deployment and support

Service Benefits:

- ▶ Delivers tailored solutions for government needs
- ▶ Reduces development risk through structured methodology
- ▶ Accelerates innovation
- ▶ Improves citizen services through AI-driven solutions

8. AI Platform Development

Service Description:

Builds secure, scalable platforms for managing AI models and applications centrally. Includes architecture design, integration with existing IT systems, and embedding compliance and monitoring tools.

Service Features:

- ▶ Platform architecture design
- ▶ Integration with existing IT infrastructure
- ▶ Security and compliance features

- ▶ Model lifecycle management
- ▶ Monitoring and analytics tools

Service Benefits:

- ▶ Reduces operational complexity
- ▶ Improves scalability and performance
- ▶ Ensures compliance with government standards
- ▶ Supports multi-department AI initiatives

9. AI Value Blueprint

Service Description:

AI Value Blueprints are strategic accelerators to guide organisations as they transform into an agentic enterprise. Each is comprised of seven interconnected layers that create a cohesive approach to a successful agentic AI transformation.

Service Features:

- ▶ Customer: Create new experiences, products, and business models
- ▶ Workforce: Implement a collaborative human-AI workforce model leveraging role-based interfaces and operating systems
- ▶ Processes: Leverage methodologies and our proprietary accelerators to reimagine outcomes and processes enabled by AI
- ▶ Trust: Leverage EY's Responsible AI Framework to implement controls, guardrails and security in systems and data
- ▶ Intelligence: Encode enterprise knowledge and Implement advanced AI and analytics to enhance decision-making and insights
- ▶ AI-Native Foundation: Leverage the EY Agentic Enterprise Tech Stack to upgrade technology infrastructure to support AI at scale
- ▶ Systems of Record: Expose sources of truth through reliable connectors for agent and human interaction

Service Benefits:

- ▶ Reduces implementation risk
- ▶ Accelerates AI adoption
- ▶ Optimises resource utilisation
- ▶ Ensures alignment with strategic objectives

10. Agentic AI

Service Description:

Designs and implements agent-based AI systems that plan, reason and act using tools and workflows, with human oversight and auditable controls. Delivers autonomous AI agents capable of performing complex tasks within defined governance frameworks. These agents automate workflows, analyse data and provide recommendations.

Service Features:

- ▶ Agent orchestration and design

- ▶ Task automation
- ▶ Integration with existing systems
- ▶ Security and compliance controls
- ▶ Monitoring and governance tools
- ▶ Clear role definitions, escalation paths and controls

Service Benefits:

- ▶ Automates complex multi-step workflows, freeing specialist time and reducing backlogs
- ▶ Reduces error rates with guardrails, approvals and auditable actions
- ▶ Improves throughput and responsiveness by parallelising routine activities
- ▶ Increases accuracy and trust by grounding agents in approved, governed data
- ▶ Lowers operational and compliance risk through policy-as-code and safety testing
- ▶ Speeds delivery using reusable agent patterns and pre-built integrations

2. Key contacts

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