

AI readiness assessment

G-Cloud 15

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Service overview

Data governance and data quality are key enablers to AI adoption and value. CDS provides AI maturity assessment and action planning as a standalone offer as well as part of our wider data strategy consultancy. The action plans we provide seek to identify tangible benefit that accelerate and improve your ability to drive value from AI opportunities.

We help you discover and understand how the governance and quality of your data estate can enable and accelerate the transformation of your business through AI enablement.

- Do you have a specific AI related challenge that you need to solve?
- Do you want to implement AI but you don't know where to start?
- Do AI initiatives fail to gain traction or not deliver on benefits?
- Do you have concerns about how AI could negatively impact your customers?
- Do you have concerns about how AI could negatively impact your regulatory requirements?

AI maturity framework

CDS has developed an AI maturity framework based on our deep understanding of the challenges associated with effectively utilizing data and generating a culture of innovation and experimentation.

The framework is based on gaining an understanding in 4 key areas:

- **People:** Having the right skills, data and technical literacy, ownership and leadership is imperative to drive a data driven culture
- **Culture:** How is AI perceived by the organisation? Is it a threat or an opportunity? Do users trust it? Do your teams understand the opportunities and capabilities of the technology?
- **Process:** How efficiently and effectively do you capture and maintain your data? Do you know where the key decision points are in your processes? Do you understand how your customers interact with your data?
- **Governance:** How well is your data managed? Is it defined and measured for quality. Do you understand the impact of poor-quality data? Do you understand the basis on which you are allowed to use the data?

Our approach

The CDS AI maturity assessment will help you develop a coherent and realistic strategy that provides a clear relationship to your business strategy, identifying where and how AI can support and add value.

Our experienced consultants work closely with you to understand your business strategy, the current usage of data in the organisation, how it can support AI enablement and how it is perceived by those that use the data as well as how the data teams perceive the usage of the assets they create.

Over the course of 6 weeks we will:

- Identify the key stakeholders within your organisation
- Set up and manage both Workshops and 1:1s to understand the perception of current state using our parameterised templates
- Deliver questionnaires to obtain wider business input
- Ensure that we understand your business strategy so that we can identify the areas in which AI could and should make a positive impact
- Perform a full review of your current data architecture and the quality and governance of the sources of data that you have as an organisation.
- Review your organisation's experience with innovation and experimentation
- Review your internal processes and customer journey maps to identify decision points and opportunities.

We utilise all the information we have gathered to analyse against the 4 key pillars of people, culture, process and technology to provide a scored output along with narrative that describes your current state along with challenges you will be facing as a result.

We also provide an action plan document with suggested steps and impact rating to address current challenges and future requirements.

Finally, we present back our findings to you in a playback session with key stakeholders where we encourage Q&A and challenge to our perspective.

By partnering with our data consultancy team, you can expect to achieve alignment of your AI and business strategies, a clear roadmap of improvement actions, clarity of how to maximise the value of your data estate to support AI implementation and confidence that your data initiatives will drive business benefit. Our proven methodology and experienced consultants will help you transform your data capabilities to better meet the needs of your organization and its stakeholders.

Our consultancy services team are security cleared (BPSS, SC, NPPV2/3) and adept at working in closely governed, secure and highly regulated environments.

Features and benefits

Features

- Workshops and 1:1s to understand the perception of current state
- Questionnaires to obtain wider business input
- Review of business strategy to assist with alignment
- Review of current data architecture and data sources
- Review of current AI opportunities and adoption
- Review of current data governance implementation and data quality measures
- AI maturity assessment document
- AI maturity assessment analysis and visualisations
- Action plan document with suggested steps and impact rating
- Playback session with key stakeholders

Benefits

- Access to highly experience data consultants with multi sector experience
- Collaborative and flexible deployment options
- Bespoke output based on your organisations position and needs
- Realistic next steps aligned with business strategy
- Understanding of your current data landscape
- Clarity of current business data capability and impacts on AI
- Identification and measurement of data ROI related to AI opportunities
- Understanding of the benefits associated with increasing your AI maturity
- Understanding of the likely risks and how to mitigate them
- Ability to design an effective strategy to enable AI value.

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules,

data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.
- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

Training

As well as continual ‘on the job’ knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a ‘train-the-trainer’ model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client's context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning
- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps
- Performance and stress testing.

Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

Ongoing support

Our service model is designed to provide comprehensive, proactive support that operates to **ISO20000:2018 Service Management and ITIL best practices**, covering the full-service management lifecycle.

We deliver a fully managed service that encompasses application support, platform maintenance, incident management, problem management, change management, supplier management, and out-of-hours support for major incidents. This approach ensures that business-critical systems remain operational and performant whilst maximising customer value through continuous service improvement.

All CDS Service Delivery team are ITIL-certified.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.
- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays).
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the preferred service support tier. Additional time is chargeable at the day rates listed on the rate card.

SLA Incident response

Service	Bronze	Silver	Gold
Incident response			
P1 - To be called in	15 minutes	15 minutes	15 minutes
P2	1 hour	1 hour	1 hour
P3	1 hour	1 hour	1 hour
P4	4 hours	4 hours	1 hour
P5	1 working day	1 working day	1 hour
P6	1 working day	1 working day	1 hour
Target incident resolution - core hours			
P1	8 hours	6 hours	4 hours
P2	15 hours	11 hours	8 hours
P3	5 working days	3 working days	1 working day
P4	7 working days	5 working days	3 working days
P5	N/A	14 working days	10 working days
P6	N/A	N/A	N/A
Major Incident Report	N/A	10 working days	5 working days

Hosting managed services

CDS provides a range of consultancy and management services for design, implementation and management of application infrastructure, including:

- Technical architecture and implementation
- Infrastructure management and maintenance including:
 - Critical security patches
 - OS (operating system) patches: testing and deployment

- Application and platform availability
- Anti-virus & Malware updates
- Obsolescence management
- Proactive monitoring and alerting of Infrastructure & solution performance and function.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

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