

Service Description: AI Factory Build Services

This document, including any referenced materials expressly incorporated herein ('**Service Description**'), describes in general the features and functions of (and associated obligations, limitations, and conditions relating to) NTT DATA's AI Factory Build services (the '**Services**').

This Service Description is maintained by NTT DATA at this URL (or successor site) and may be updated by NTT DATA from time-to-time (effective upon publication).

Part A. Service Overview

1. The AI Factory Build phase will transform each approved and prioritized AI Agent use case, received from the preceding Assessment phase, into a production-ready solution. The Supplier ("NTT DATA" or "Supplier") will adopt an Agile delivery model, executed through time-boxed sprint cycles, with progress gated by formal stage reviews (Stage Gates 3 and 4). Activities in this phase include:
2. Initialization
 - (a) Confirm business objectives, KPIs, and acceptance criteria based on outputs from the Assess phase.
 - (b) Establish project delivery team and roles; provision development and test environments, repositories, and CI/CD/MLOps pipelines.
 - (c) Define and document data access, system integration points, and security requirements in collaboration with Client teams.
3. Experimentation & Iterative Development
 - a) Design, train, and validate AI/ML models using the agreed technology stack.
 - b) Perform data engineering, cleansing, transformation, and feature development.
 - c) Build and integrate APIs, connectors, and user interfaces.
 - d) Conduct sprint reviews and demos at the end of each sprint to capture stakeholder feedback.
4. Evaluation & Refinement
 - a) Test model accuracy, scalability, and performance against agreed KPIs.
 - b) Conduct bias, explainability, and compliance checks per Responsible AI guidelines.
 - c) Coordinate User Acceptance Testing (UAT), capture feedback, and address defects.
5. Deployment Preparation
 - a) Complete quality assurance (QA), regression, and performance testing.
 - b) Conduct final compliance check to meet Stage Gate 4 criteria.
 - c) Prepare deployment runbooks, SOPs, and operational documentation.
 - d) Deploy solution into production in collaboration with Client IT and operations teams.
6. Outcome: A fully functional, production-grade AI solution that meets agreed business, technical, and compliance requirements, supported by complete operational documentation.

Part B. Transition-In Period

1 Description

- 1.1 In relation to the AI Factory, transition refers to the process setting up the Client's environment of deploying AI Agent and associated BPA).

2 Project coordination

- 2.1 The overall management of the entire Build project is facilitated through the Factory manager, appointed by NTT DATA and a joint steering committee with designated representatives from both parties, if required. If implemented, the steering committee will make all executive level decisions regarding the direction of the project and resolve any major conflicts or concerns presented by the Factory manager.
- 2.2 During the Build period an established process will be followed, which will be coordinated and managed by designated representatives from both parties. These parties must make themselves available to assist and provide input into the execution of the process.

3 Client obligations

- 3.1 In addition to the obligations stated in the Agreement,

4 **User acceptance testing**

- 4.1 NTT DATA will commence delivery of the steady-state AI Build following a successful user acceptance testing process, as determined based on the criteria defined by NTT DATA during Assessment and, upon completion thereof, confirmed by Client (with such confirmation not to be unreasonably withheld).

Part C. Roles and responsibilities

This section defines the key roles and high-level accountabilities of both the Supplier and the Client in delivering and operating the AI Factory Build Services.

5 **NTT DATA Roles**

NTT DATA will provide the main following key roles to deliver the AI Factory Build Services described in this Service Description.

Detailed responsibilities, working practices, and task level activities will be set out in the AI Factory Playbook.

Role	Core Accountability
Engagement Lead	Overall accountable for delivery of the SOW; primary senior point of contact and escalation for the Client.
Engineering Lead	Directs engineering squads, ensures quality and timely delivery of technical build activities, and resolves engineering blockers.
Lead Architect	Owns solution architecture and technical design authority across all use cases, ensuring compliance with enterprise, security, and regulatory standards.
Agent Ops Lead	Operates and optimises AI agents in production, including deployment, monitoring, performance tuning, and incident/problem management, in line with agreed KPIs and Responsible AI practices.

6 **NTT DATA Responsibilities**

- 6.1 **Stage Gate Preparation & Governance:** Compile and present all required artefacts for Stage Gate reviews (SG1–SG5) and lead walkthroughs with the Steering Committee to secure approvals.
- 6.2 **Manage Data Security and Compliance:** Implement all agreed data privacy, security, compliance, and audit controls throughout the lifecycle. Proactively address regulatory or risk issues.
- 6.3 **Provide Training and Change Management Support:** Develop and deliver onboarding, enablement, and adoption materials; support client end-user training as needed.
- 6.4 **Ensure Operational Readiness:** Prepare runbooks, SOPs, and handover documentation; facilitate transition to operations/support and ongoing solution monitoring.

7 Client Roles

The Client will provide the following main Key roles to enable delivery of the AI Factory Build Services described in this Service Description.

Detailed responsibilities, working practices, and tasklevel activities will be set out in the AI Factory Playbook.

Role	Core Accountability
Service Owner	Owns business outcomes, approves use case prioritisation, and ensures solutions deliver agreed KPIs and value.
Business SME(s)	Provides process insight, domain expertise, and validation of solution design and outputs.
Data Owner	Ensures timely provision of required datasets and compliance with Client data governance policies.
Compliance / Legal Representative	Advises on regulatory, privacy, and legal requirements, and approves compliance artefacts.
Operational Owner / Change Lead	Accepts handover of solutions into live operations, leads user adoption, and manages change readiness.

8 Clients Responsibilities

- 8.1 **Resource Subject Matter Experts:** Nominate and make available subject matter experts, business process owners, data owners, and operational contacts for each prioritized use case, and ensure their timely participation in intake workshops, assess phase activities (Discovery, Design, Pilot), Build sprints, testing, and Manage phase reviews.
- 8.2 **Provide Access to Data and Systems:** Make all necessary data sources, systems, and infrastructure accessible to the Supplier within agreed timelines and in compliance with Client policies.
- 8.3 **Provide AI Factory Access and Environment Readiness:** Ensure the Supplier has the required network, VPN, or remote access to the AI Factory platform(s), development and testing environments, and other relevant systems. The Client is responsible for provisioning, maintaining, and troubleshooting connectivity as defined in the agreed Client Connectivity & Prerequisites Guide to enable Supplier access and management of in scope services.
- 8.4 **Facilitate Software Licensing:** Secure, maintain, and make available all necessary software licenses (including but not limited to underlying platforms, databases, third-party AI tools, and integration middleware) required for Supplier delivery, unless explicitly provided otherwise by the Supplier in writing within the SOW.
- 8.5 **Ensure Underlying Platform Availability:** Provision and maintain the cloud environments required for solution hosting, integration, pilot testing, and production deployment, unless otherwise stated in project scope. Promptly resolve failures related to Client-owned infrastructure or dependencies.
- 8.6 **Support Compliance and Legal Reviews:** Assign appropriate compliance and legal contacts to participate in regulatory, risk, and data privacy assessments and to provide timely approvals.
- 8.7 **Facilitate User Engagement and Training:** Ensure business user representatives participate in enablement sessions, change management activities, and user training.
- 8.8 **Lead User Testing and Business Adoption:** Take responsibility for business user testing, user acceptance, and internal adoption of delivered AI solutions.
- 8.9 **Communicate Proactively:** Inform the Supplier promptly of any material risks, dependencies, or organizational changes that may impact project delivery.
- 8.10 **Provide Third-Party Licenses:** Procure and maintain all required third-party software licenses or subscriptions for Client and Supplier use, unless otherwise stated. Confirm acceptance of applicable terms for AI resources (e.g., [AI Third Party supplier(s)]) and grant Supplier necessary access. Supplier is not responsible for these third-party solutions.
- 8.11 **Ensure Data Accuracy:** Provide accurate and complete data for AI Agent training and operation. Supplier is not responsible for outcomes or errors resulting from inaccurate or incomplete data.
- 8.12 **Privileged Access Management (PAM)** – Select and enable one of the Supplier-approved PAM options before service commencement. Provide all required credentials or access tokens. Additional charges may apply for certain PAM methods.

- 8.13 **Letters of Authorization (LOA)** – Where vendor or third-party coordination is required, provide signed LOAs authorising the Supplier to act on the Client’s behalf with relevant providers.
- 8.14 **Vendor Support Contracts** – Maintain valid support contracts with all relevant Third-Party suppliers, including cloud, platform, and AI tool vendors, for in-scope AI solutions.

9 Joint Responsibilities

- 9.1 **Testing and Business Validation:** Support Assess pilots and Build phase testing, feedback loops, defect triage, and acceptance decisions.
- 9.2 **Stage Gate Reviews:** Collaborate to prepare for and participate in Stage Gates 1–5, ensuring all required artefacts are complete and decisions are documented.
- 9.3 **Compliance and Audit:** Jointly participate in relevant risk, audit, and compliance reviews, ensuring policy alignment.
- 9.4 **Communication:** Maintain proactive, transparent communication regarding status, risks, dependencies, and successes, escalating as needed.

Part D. Service Features

The following table defines the Deliverables to be provided under the relevant SOW, aligned to the AI Factory Build phase and the associated stage gates in the AI Factory operating model.

Phase	Deliverable Name	Description	Acceptance criteria	Stage Gate
Build	Build Plan & Sprint Backlog	Detailed plan for the Build phase, including sprint schedule, resourcing, dependencies, and prioritised backlog of features, models, and integrations.	Approved by Client at Stage Gate 3; backlog items clearly described with business value, technical approach, and acceptance tests.	Stage Gate 3 – Approve to Build
Build	Production-Ready AI Solution	Fully developed, tested, and integrated AI solution, including trained model(s), data pipelines, APIs, UI components, and deployment artefacts.	Passes QA, UAT, and compliance reviews; meets all agreed KPIs; deployment artefacts validated in production environment.	Stage Gate 4 – Approve to Release
Build → Manage Transition	Operational Handover Package	Complete set of operational documentation, including deployment runbook, SOPs, architecture diagrams, support workflows, and knowledge transfer sessions.	Documentation reviewed and accepted by Client Ops team; handover workshops completed; operational readiness confirmed.	Stage Gate 5 – Handover to Manage

Part E. Use Case Classification Summary

This classification applies to AI use cases for Build.

Criteria	Standard	Complex
AI Scope & Capabilities	- Single agent or ≤ 2 agents. - Uses existing, prebuilt connectors or integration components that require minimal configuration. - No new or untested reasoning/orchestration patterns.	- Multi-agent orchestration (>3 agents) or introduction of new agent types not previously used in delivery. - Requires development of new or custom connectors or integration components. - Requires enabling or requesting entirely new APIs from a third-party system. - Involves complex reasoning/planning chains or autonomous task decomposition.
Data Integrations	- Uses existing, in-scope data sources already connected via prebuilt connectors. - No new data transformation beyond minor mapping or formatting adjustments.	- Introduces new data sources that require custom integration. - Requires direct API integration where no prebuilt connector exists. - Involves significant data transformation, cleansing, or additional compliance review before use.
Machine Learning Workload	- Uses existing ML models or foundation models “as-is” or with light configuration/fine-tuning. - Minimal data preparation; small training datasets (<10 GB / <8 hours processing). - No new ML pipelines or advanced model lifecycle management changes required.	- Requires training or re-training a custom ML model from large or complex datasets. - Involves designing new ML architectures, pipelines, or feature engineering workflows. - Requires advanced evaluation (bias testing, explainability, regulatory review) beyond standard processes. - Introduces or modifies MLOps workflows.
Compliance & Safety	- one compliance, or risk environment. - one data location or security requirements.	- more than one compliance and security risk. - more than one data location or security requirements
Operational Complexity	- Fits within a single delivery squad. - No changes to operational monitoring, pipelines, or environments. - Uses existing operational workflows and runtime environments.	- Cross-squad or multi-team dependencies. - Requires new operational workflows, runtime environments, or infrastructure changes. - Significant operational readiness changes needed.
Example – New Use Case	Agent answering FAQs using an existing knowledge base, prebuilt connector, and off-the-shelf ML model with light prompt-tuning.	Multi-agent system combining planning, data extraction, and execution agents with a custom-built connector and a newly trained ML model from proprietary datasets.

Example Managed Case	– Use	Add new intents to an existing service agent using same data, prebuilt connector, and existing ML model.	Enhance a predictive maintenance agent by building a custom ML model trained on large-scale IoT data, requiring new MLOps workflows and compliance review.
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