Service Description: AI Factory Assessment

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 Assessment 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 Description

The Assessment phase evaluates designs, prototypes, and pilots AI Agent use cases to determine their business value, technical feasibility, and readiness for production build. It ensures that only high value, low risk, and feasible opportunities progress to the Build phase. This phase is modular and repeatable — each Assessment cycle is linked to a single use case (or related group of use cases) and is governed by formal Stage Gates (Stage Gates 1, 2, and 3). Activities in this phase include:

1.1 Discovery & Prioritisation *(Stage Gate 1)*

a) Conduct stakeholder interviews and ideation workshops to capture candidate AI use cases.

b) Document business problems, expected value, process impact, and data/technology dependencies.

c) Apply agreed scoring criteria to assess business value, feasibility, and data readiness.

d) Produce a prioritised roadmap and secure Client approval to proceed to detailed design.

1.2 Solution Design & Feasibility *(Stage Gate 2)*

a) Map current state ("as is") and target state ("to be") processes for the use case.

b) Analyse data sources, availability, quality, and compliance considerations.

c) Validate technical feasibility, architecture alignment, and integration points.

d) Identify risks, dependencies, and mitigation strategies.

e) Develop a business case including estimated benefits, costs, and delivery timeline.

f) Where applicable, create a Minimum Viable Agent (MVA) prototype to validate design assumptions and gather early feedback.

g) Present blueprint, business case, and prototype outcomes for Stage Gate 2 Go/No-Go decision.

1.3 Pilot Deployment & Evaluation (Stage Gate 3)

a) Develop and execute a controlled pilot in a preproduction environment.

b) Onboard pilot users and deliver training/support materials.

c) Monitor performance against agreed KPIs and success criteria.

d) Capture and analyse user feedback, operational metrics, and business impact.

e) Produce a final pilot evaluation report with recommendations to scale, modify, or halt.

f) Secure Stage Gate 3 approval for any use case progressing into Build.

1.4 Outcome: Each assessed AI Agent use case will have a documented business case, validated technical approach, and measured pilot results. Only use cases with formal Stage Gate 3 approval will progress to AI Factory Build Phase 3. All outcomes and artefacts will be stored in the AI Factory knowledge base to enable reuse, reference, and continuous improvement in accordance with the Agreement.

1.5 Before progressing to AI Factory Build a risk categorization assessment may be required to evaluate the use case's classification and identify applicable obligations (including those related to high-risk systems, if relevant). The risk categorization assessment shall be reviewed and validated by the AI Factory stakeholders

Part B. Transition-In Period

1 Description

1.1 In relation to the AI Factory Assessment Phase, transition refers to the process of setting up the preproduction environment to deploy AI selected AI use case into protype phase .

2 Project coordination

2.1 The overall management of the entire Assessment 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 Assessment 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 Client must provide service-specific access to NTT DATA, as described in the Client Connectivity and Prerequisites Guide.

3.2 On NTT DATA's reasonable request, Client must supply NTT DATA with specific information to enable provision of the AI Factory, including but not limited to:

(a) information about Client, Configuration Items, and associated attributes, access methods and any other relevant technical information;

(b) authorized contacts who can log Incidents and Service Requests;

(c) Client contacts for priority escalation purposes;

(d) relevant processes and policies; and

(e) contact information for third-party supplied equipment, services or maintenance and service support of such equipment or services.

3.3 Client must maintain valid third-party vendor support contracts for in-scope AI solutions.

3.4 Provide Letters of Authorization for Supplier to liaise with vendors.

3.5 Select and enable an approved Privileged Access Management (PAM) option before service commencement.

3.6 Procure and maintain all required third-party licenses unless otherwise agreed.

4 User acceptance testing

4.1 NTT DATA will commence delivery of the steady-state AI Assessment 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 Assessment

1 NTT DATA Roles

NTT DATA will provide the following key roles to deliver the AI Factory Assessment Services described in this SOW.

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.

2 NTT DATA Responsibilities

2.1 **Lead Assessment Phase Activities:** Plan and execute all Assess phase subphases for each use case — including Discovery & Prioritisation, Solution Design & Feasibility, Prototype (if applicable), and Pilot deployment — ensuring outputs meet the deliverables and acceptance criteria and satisfy Stage Gates 1–3.

2.2 **Lead Program Governance and Delivery:** Manage the project end-to-end, ensure structured reporting, and serve as the main escalation point for delivery challenges and risks.

2.3 **Facilitate Intake and Assessment:** Operate the use case intake platform, run ideation/requirements workshops, perform feasibility, risk, and ROI assessments, and maintain the opportunity backlog in alignment with the agreed Stage Gate process.

2.4 **Develop and Demonstrate Solutions:** Design, build, iterate, and demonstrate prototypes, pilots, and production-grade AI solutions according to agreed timelines, standards, and success criteria.

3 Client Roles

The Client will provide the following key roles to enable delivery of the AI Factory Assessment Services described in this SOW. Detailed responsibilities, working practices, and taskl evel 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.

4 Clients Responsabilities

4.1 **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.

4.2 **Participate in Assess Deliverables:** Review and approve use case scoring, roadmaps, business cases, solution blueprints, and pilot evaluation reports; provide timely Stage Gate 1–3 decisions.

4.3 **Provide Pilot Environments:** Provision and maintain any required pilot-stage environments, data sets, and connectivity to enable controlled Assess phase deployments.

4.4 **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.

4.5 **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.

4.6 **Lead User Testing and Business Adoption:** Take responsibility for business user testing, user acceptance, and internal adoption of delivered AI solutions.

4.7 **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.

4.8 **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.

4.9 **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.

4.10 **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.

5 Joint Responsabilities

5.1 **Prioritisation and Intake:** Jointly review, score, and prioritise the use case pipeline, leveraging Supplier analysis and Client business insight, culminating in Stage Gate 1 decisions.

5.2 **Assess Phase Collaboration:** Work together on Discovery workshops, process mapping, solution design reviews, prototype evaluations, and pilot testing to inform Stage Gate 2 and 3 approvals.

5.3 **Workshops and Assessments:** Collaborate on ideation, workshops, requirements gathering, process mapping, and assessment activities.

5.4 **Testing and Business Validation:** Support Assess pilots and Build phase testing, feedback loops, defect triage, and acceptance decisions.

Part D. Service Features

The following table defines the Deliverables to be provided under this SOW, under the the AI Factory Assessment phase and the associated stage gates of the AI Factory Services.

Phase	Deliverable Name	Description	Acceptance criteria	Stage Gate
Assess	Use Case Inventory & Prioritisation Report	Documented list of candidate AI use cases with scoring matrix, prioritised roadmap, and agreed shortlist for design.	Approved by Steering Committee; roadmap and shortlist agreed for progression.	Stage Gate 1 – Approve to Design
Assess	Solution Design & Feasibility Pack	Detailed process maps, data/technology analysis, risk register, business case, and proposed technical architecture for selected use case(s).	Reviewed and approved by Steering Committee; risks logged; Go/No-Go decision recorded.	Stage Gate 2 – Approve to Pilot
Assess	Prototype (MVA) & Feedback Summary *(if applicable)*	Minimum Viable Agent demonstrating feasibility and key functionality; user/stakeholder feedback captured.	Prototype demonstrates agreed success metrics; feedback documented and agreed.	Stage Gate 2 (may occur in parallel with design approval)
Assess	Pilot Deployment & Evaluation Report	Configured pilot solution deployed in controlled	KPIs met or variance explained; pilot results reviewed and approved by	Stage Gate 3 – Approve to Build

		environment; performance analysis against KPIs; recommendations for scale/modify/halt.	Steering Committee; Go/No-Go decision recorded.	
Assess	Assessment Closeout & Artefact Pack	Consolidated package of all assessment artefacts, lessons learned, and next-step recommendations.	Artefacts accepted by Client; lessons learned documented; closeout signed off.	Stage Gate 3