



Information Assurance Services

Service Definition Document

G-Cloud 14

morson **EDGE**

Information Assurance Services

Service Definition Document

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Information Assurance Services

Morson Edge's Information Assurance Services empower public sector organisations to safeguard information assets, mitigate risks, and ensure compliance with regulatory requirements. Our service encompasses the following components:

- **Risk assessment:** Morson Edge conduct comprehensive risk assessments to identify and prioritise potential threats and vulnerabilities to Framework Buyers information assets. By analysing and understanding the potential impact of these risks, we develop management strategies to mitigate them effectively.
- **Security policies:** We work with Framework Buyers to design, develop, and implement security policies, procedures, and guidelines tailored to their unique needs and requirements. This documentation defines Framework Buyers security objectives, standards, and best practices for protecting information assets and mitigating risks.
- **Security architecture:** Morson Edge's designs and implements security architectures, access control mechanisms and encryption solutions that provide a framework for protecting information assets and ensuring the protection, integrity, and availability of data.
- **Identity and Access Management (IAM):** We help Framework Buyers to implement IAM solutions which manage user identities, roles, and permissions across their IT infrastructure to secure access to information assets. This includes RBAC (role-based access controls) and PAM (Privileged Access Management).
- **Security testing:** Morson Edge conducts security testing and assessments, such as penetration testing, vulnerability assessments, and security audits, to identify weaknesses and vulnerabilities in Framework Buyers IT systems and applications. We work collaboratively with Framework Buyers to provide recommendations for remediation and improvements to enhance security posture.
- **Regulatory compliance:** Morson Edge helps Framework Buyers to achieve and maintain compliance with regulatory requirements, best practice standards, and contractual obligations related to information security.
- **Security governance:** Morson Edge provides strategic guidance and governance support to Framework Buyers in the development and implementation of effective security strategies. This includes establishing security governance frameworks, risk management processes, and security roadmaps aligned with the Framework Buyers strategic objectives.
- **Training:** Morson Edge offers a range of training services covering compliance, process and technology changes relating to Information Assurance.

Morson Edge's Information Assurance Services are provided at the day rates cited within our Pricing and SFIA documents.

Service Features

- Assessments to identify and prioritise risks to information assets.
- Actionable information assurance roadmap to effectively address risks.
- Alignment of roadmap goals with organisation's strategic priorities.
- Robust security architectures to protect information assets from threats.
- IAM solutions to deliver appropriate access and protection.
- Review/Recommendations for Organisational Information Security policies and procedures.
- Data encryption to protect data both at rest and in transit.
- Vulnerability assessments/penetration testing to identify/remediate security threats.
- Audit / assessment of compliance against regulations and standards.
- Compliance, process, and product training for information assurance.

Service Benefits

- Customised solutions tailored to each organisation's unique requirements.
- Enhanced security management through robust controls and measures.
- Improved organisational understanding of information assurance.
- Risk mitigation through proactive assessments and vulnerability management.
- Increased awareness of IA controls, policies, and procedures.
- Compliance with specific regulatory requirements and standards.
- Incident response preparedness through robust plans and procedures.
- Ongoing risk mitigation in the face of ever-evolving security threats.
- Continuous improvements through regular assessments and audits.
- Protection against the unique vulnerabilities posed by emerging technologies.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure

the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Pricing overview

Please refer to Morson Edge's Pricing and SFIA documents.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer assignment. This individual is responsible for overseeing the services in scope of the assignment. This individual closely monitors the assignment's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their satisfaction with Morson Edge's services.

Service constraints

Bespoke services, such as those in scope of G-Cloud 14, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 14, Cloud Support Services, service levels must be closely tailored to each assignment. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Recompense model

Financial recompense for the services in scope of G-Cloud 14, Cloud Support Services, are related to the actual losses incurred as a result of specific engagement issues. Financial penalties must be aligned to the assignment in question, with the agreed financial recompense model included within the Call-Off Agreement.

Training

Wherever possible, Morson Edge ensures an effective knowledge and skills transfer from the consultant(s) to the customer. This empowers the customer and ensures the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple government frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the customer's confirmation of the purchase of a

service and the signing of the Call-Off contract. Accompanying single or consolidated electronic invoices are issued with an authorised statement from the customer which confirms the number of units worked/charged for and the customer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 14, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Technical requirements / service dependencies

The technical requirements / service dependencies for the services offered under G-Cloud 14, Cloud Support Services, are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the assignment.

Trial services

In the event that a customer wishes to engage Morson Edge's services on a trial basis, we will work with the Customer to agree an appropriate trial period.

Social Value Commitment: Supporting the government's 25-Year Environmental Plan (25YEP)

Morson Edge is an ISO 14001 accredited business which has the correct processes, procedures, and systems in place to manage environmental issues – enabling us to effectively support the Government's 25-Year Environment Plan (YEP) and Environmental Improvement Plan (EIP) by matching improvement initiatives with targets to measure progress. Over the years, we have continued to challenge our ability to reduce the impact that our business operations have upon the environment as we work towards our target of Net Zero by 2030.

Adapting to climate change	Minimising waste
<p>Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Morson Edge is committed to reaching this target by reducing energy consumption, investing in renewable energy sources, deploying hybrid/ electric vehicle fleets, promoting hybrid working, sustainable procurement, and carbon off-setting.</p>	<p>Environmentally sound waste management and recycling facilities are available at all Morson Edge offices, and we divert all non-recyclable waste for energy processing. This helps reduce reliance on fossil fuels, generates renewable energy, and minimises the environmental impacts associated with waste disposal, in accordance with the priorities of the 25YEP.</p>
Enhancing biodiversity	STEM focus
<p>As part of the Morson Group, Morson Edge partners with Treeapp to support its reforestation efforts. We always identify suitable planting sites based on ecological considerations and select tree species that are well-adapted to the local environment, to maximise their ability to support biodiversity protection in the community.</p>	<p>The Morson STEM Foundation continues to change lives by creating new pathways into education and training. With participants developing a deeper understanding of environmental issues and the scientific principles underlying them, through STEM education, communities can build a more environmentally conscious and resilient future.</p>
Sustainable procurement	TOMs Framework
<p>Morson Edge always endeavours to work with local suppliers, and we proactively target SMEs and minority owned suppliers to promote diversity and sustainability in the supply chain within local communities.</p>	<p>We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.</p>



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