



**Cyber Security Support Services**

**Service Definition Document**

G-Cloud 14

**morson** **EDGE**

# Cyber Security Support 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 Cyber Security Services in the Cloud

Morson Edge's Cyber Security services play a pivotal role in enabling public sector organisations to leverage the many benefits associated with Cloud infrastructure whilst effectively managing cyber risks, safeguarding sensitive data, and protecting critical infrastructure against ever-evolving cyber threats.

- **Secure Cloud adoption:** Cyber security plays a crucial role in enabling the adoption of Cloud within public sector organisations. By providing comprehensive risk assessments, security audits, and compliance checks, Morson Edge ensures that Cloud deployments meet stringent security standards and legislative/ regulatory requirements.
- **Cloud security architecture:** Morson Edge works with Framework Buyers to design and implement bespoke Cloud security architectures. This includes the deployment of defences such as firewalls, intrusion detection/prevention systems, data encryption, role- based access control, and privileged access management, which protect cloud environments from unauthorised access, data breaches, and cyber-attacks.
- **Continuous threat detection:** Our Cyber Security Service implements real-time monitoring and threat detection capabilities to identify and respond to security incidents in Cloud environments. Advanced security analytics, threat intelligence feeds, and machine learning algorithms enable proactive threat hunting, anomaly detection, and rapid incident response, minimising the impact of cyber threats.
- **Identity and Access Management (IAM):** Effective IAM solutions are essential for managing user access and permissions in Cloud environments. This is especially important in the public sector, where data privacy and compliance are paramount. Morson Edge works alongside Framework Buyers to implement IAM frameworks that monitor and prevent unauthorised access, insider threats, and credential misuse.
- **Robust data protection:** Public sector organisations must adhere to strict data protection regulations and privacy laws when storing and processing sensitive information in the Cloud. Morson Edge offers services to implement data encryption, and anonymisation techniques to safeguard sensitive data at rest, in transit, and during processing in Cloud environments.
- **Incident response management:** In the event of a security incident or data breach in the Cloud, Morson Edge implements functionality that enables incident response and digital forensics expertise to investigate the root cause, contain the incident, and mitigate its impact. This includes conducting forensic analysis, preserving evidence, and restoring the integrity and security of data.

- **Security Awareness Training:** Human error and social engineering attacks remain significant cyber security risks in Cloud environments. Morson Edge's cyber security services offer security awareness training programmes that are designed to educate employees about the risks associated with the Cloud, such as phishing scams. These are updated regularly to include emerging threats and can be delivered as new or incremental training. By working with Morson Edge to raise awareness and promote best practices, Framework Buyers can empower their own workforce to identify and manage security incidents to enhance cyber resilience in the Cloud.

Morson Edge's Cyber Security Support Services are provided at the day rates cited within our Pricing and SFIA documents.

### Service Features

- Integration of advanced threat intelligence feeds.
- Robust endpoint protection to prevent unauthorised access.
- Network security (firewalls, intrusion detection/prevention systems, secure VPNs)
- Access control mechanisms to prevent unauthorised system access.
- Rapid incident response capabilities to detect/mitigate security incidents.
- Continuous monitoring solutions to detect security threats in real-time.
- Vulnerability assessments to mitigate security weaknesses.
- Encrypted communication channels to mitigate potential interceptions.
- Integration of security into the software development lifecycle (SDLC).
- Security awareness training to create an empowered workforce.

### Service Benefits

- Full compliance with legislative and regulatory requirements.
- Protection of sensitive data from unauthorised access.
- Mitigation of operational risks.
- Tools to deliver an enhanced incident response (detection to recovery).
- Adoption of emerging technologies to keep pace with emerging threats.
- Improved defence against common threats and vulnerabilities.
- Improved visibility of emerging threats and attacks
- Robust defences and detection measures deter cyber criminals.
- Secure and stable environments are more conducive to economic growth.
- Resilience against cyber threats (ransomware, malware, phishing, and insider threats).

## 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.

<b>Adapting to climate change</b>	<b>Minimising waste</b>
<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>
<b>Enhancing biodiversity</b>	<b>STEM focus</b>
<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>
<b>Sustainable procurement</b>	<b>TOMs Framework</b>
<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>



### Contact

Andy Wadsworth – G-Cloud Account Director

[Andy.wadsworth@morson.com](mailto:Andy.wadsworth@morson.com)

+44 (0) 7779 127 447

[morson-edge.com/skills/technology/](https://morson-edge.com/skills/technology/)