



Advanced Analytics & Data Science Services

Service Definition Document | G-Cloud 14

morson PRAXIS

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Service Definition Document

Morson Praxis are experts in the delivery of user-focused digital transformation and Cloud solutions that adhere to Digital by Default service standards. Our services enable public sector organisations to capitalise on the opportunities of digitisation. From discovery through delivery, change management and integration, our modular services span the project lifecycle.

The importance of advanced analytics and data science within the cloud | Functional/Non-functional

We live in an information age, where the volume of data processed by organisations continues to increase exponentially. Data analysis and storage are now amongst the top priorities for organisations of all shapes and sizes. Organisations today must be able to effectively manage incoming data, storing it economically and securely in the Cloud. Data science and cloud computing are now inextricably linked. With the increase in Big Data, organisations are increasingly storing large sets of data online, in the form of both Cloud based data warehouses and advanced Big Data platforms. This has led to an unprecedented demand for advanced analytics and data science services that can enable the following:

- Review of structured, semi-structured and unstructured data sets
- Interpretation of varied data sets, irrespective of size, source and format
- Analysis to extrapolate usable, actionable data insights that accelerate performance

Cloud Computing and Data Science

- Cloud computing can enable data science through the use of platforms such as Windows Azure, which provides access to programming languages, tools and frameworks.
- Data science is also facilitated by MapReduce tools, such as Hadoop which is used for data storage alongside retrieval tools such as Pig and Hive. Our services also enable programme writing using languages such as Python and Java.
- Our services focus primarily on open-source tools, such as R, Python, Hadoop frameworks, and several scalable machine learning tools and other more commercially available ones like MS SQL, Tableau, Oracle RDB and BusinessObjects.

Morson Praxis's services are provided at the day rates cited within our Pricing and SFIA documents.

Service Features

- Identification of data science solutions to data management problems
- Unstructured data analysis and text mining of open data
- Complex, innovative data analytics across broad and disparate datasets
- Data exploration to identify trends and facilitate actionable insights
- Predictive modelling to model future behaviour
- Statistical modelling and machine learning algorithm generation
- Predictive analytics to enable forecasting and propensity modelling
- Data visualisation and summarisation techniques for sharing key data findings
- Communication of key data findings and obstacles to stakeholders
- Proactive evaluation and adaptation of data science research

Service Benefits

- Improved understanding of available data assets and associated value
- Access to a plethora of accurate and reliable data sets
- Effective analysis of very large and fast-moving data sets
- Improved acquisition, transformation and modelling of different data streams
- Research, design and evaluation of machine learning approaches/models
- Identification of process and cost saving opportunities through expert analysis
- Accelerated analytical processes, institutionalising real-time, data-driven decision making
- Development of state of the art technical and scientific capabilities
- Improved management of ongoing and planned analytics projects

Information Assurance

Morson Praxis'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 Praxis 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 Praxis's Pricing and SFIA documents.

Combination pricing

Morson Praxis 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 Praxis'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 Praxis 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 Praxis 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 Praxis 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 Praxis'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 Praxis 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 Praxis'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 Praxis 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 Praxis 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 Praxis 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 Praxis 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 Praxis 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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