# Digital Development and Operations (DevOps)
## Service Definition Document

## About us
Through strategy-led digital transformation, Morson Projects helps organisations to accelerate benefits realisation, reimagine operations, enable innovation at scale and build resilience for the future.   By empowering every type of public sector organisation to embrace continuous change, we deliver improved outcomes for individuals and communities.

## Service Definition for Digital Development and Operations (DevOps)
Morson Projects DevOps Service accelerates digital transformation in operational teams to enable both the delivery and adoption of innovative and quality driven solutions at pace.

## Understanding business needs
Morson Projects works closely with Framework Buyers to understand whether the problem statement can be addressed through delivery in a DevOps framework.  Common problem statement themes include:

- reducing the time and effort to undertake activities.
- moving from manual to automated solutions.
- accelerating benefits realisation.

Morson Projects works with Framework Buyers to confirm whether a DevOps approach can deliver the required benefits, or whether alternative approaches are likely to be more successful.

## Highly skilled resources
If Morson Projects determines that the requirement can be delivered through our DevOps Service, the first activity we undertake is to create a team comprising of operational and development resources.  We work with Framework Buyers to establish the vision for this team and agree the framework and ways of working for the project.  Our experienced and highly skilled consultants lead the transition to this new way of working and can provide training and/ or coaching to members of the Framework Buyers teams to facilitate the successful adoption of DevOps.

## Positive change management
Morson Projects recognises that moving to DevOps represents a significant shift in ways of working which necessitates wider cultural change within the organisation.  By working with Framework Buyers to identify key stakeholders and agreeing communication, training, and support activity, we ensure the successful adoption of DevOps.  Such activities might include agreeing the agile methodology and tooling to be used, for example Scrum; and training in the responsibilities for key roles such as Product Owners.  We can also advise on the phasing of the rollout across different Framework Buyers teams and functions.

## Service outcomes

Once the framework and ways of working are established, Morson Projects works with Framework Buyers to lead the delivery of the agreed work packages, projects, and programmes. Our DevOps Service is characterised by the following benefits:

- **Shared ownership:** The merging of operational and development functions mean that every team member has responsibility for the collective outcome, rather than the project team simply delivering a product and handing it over to the operations team.
- **Workflow automation:** Identifying opportunities to remove manual process, optimise workflows (rather than follow existing processes) and build reporting / testing into delivery improves the consistency, reliability, efficiency, and velocity of work delivered.
- **Rapid feedback:** Delivering in time-limited development cycles and enabling iterative testing of development output allows for the development and operations teams to take joint decisions and agree changes based upon shared real time data.

There is no 'one approach fits all' in DevOps and Morson Projects works with Framework Buyers to align our service to meet the requirements of both the organisation and the individual pieces of work delivered through this service. Our service is also scalable, enabling flexibility in terms of the peaks and troughs of demand through delivery.

Our DevOps Services are provided at the day rates cited within Morson Projects Pricing and SFIA documents.

### Key Service Features

- Extensive network of experienced and highly skilled DevOps resources.
- One team approach to development and operations.
- Technology agnostic.
- Scalability to align with business needs.
- Business change considerations baked into all aspects of delivery.
- DevOps tools, processes, and practices.
- Training, coaching options to embed best practice.
- Automation of manual process and activity.
- Dedicated, leveraged or hybrid delivery options.

### Key Service Benefits

- Delivery and adoption of quality-driven solutions at pace.
- Accelerated Digital Advantage.
- Operational efficiency savings through automation.
- Ability to respond to changing organisational needs and priorities.
- Cultural change from siloed teams to one team approach.
- Cost reduction and increased efficiency through digital transformation.
- Reduced delivery risk and acceleration of implementation/ adoption.
- Acceleration of benefits realisation.
- Cultural change to continuous service improvement.
- Identification of opportunity for wider application of benefits.

## Information Assurance

Morson Projects' information assurance capabilities support both our internal requirements for appropriate security controls alongside 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 proud to be a Cyber Essentials Plus certified organisation.

## Data Restoration / service migration

We work closely with Buyers in the migration of data from legacy solutions to new cloud solutions.

## On-boarding and off-boarding processes / scope

Morson Projects agrees specific on and off-boarding processes for all work packages. Agreed processes are always tailored to the Buyer's individual requirements to ensure the effective transition of resources alongside the management of data, assets, corporate memory, and operational integrity.

## Pricing overview

Please refer to Morson Projects' Pricing and SFIA documents.

## Combination pricing

Morson Projects' services can be bought separately or together; combination pricing is offered accordingly.

## Account management

A G-Cloud Account Director/ Manager is allocated to each Buyer. This individual is responsible for overseeing the delivery of service(s) – closely monitoring the assignment's progress, ensuring that any risks or issues are appropriately managed to ensure that all activities are delivered in accordance with the agreed scope, deliverables, and timeframes. Through structured customer relationship management, Morson Projects' G-Cloud Account Director/ Manager remains in regular contact with the Buyer to ensure their satisfaction with Morson Projects' service(s).

## 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 Projects recommends that we enter into a performance-based Service Level Agreements with each Buyer. 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 work package. 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 performance parameters/ service levels form part of the Call-Off agreement.

## Recompense model

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

## Training

Wherever possible, Morson Projects ensures an effective knowledge and skills transfer from the consultant(s) to the Buyer. Through knowledge empowerment, Morson Projects guarantees the ongoing efficiency of the assignment and full embedding of the new system/ service.

## Ordering and invoicing

As an approved and accredited supplier to multiple government frameworks, Morson Projects is used to working with Buyers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the Buyer'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 Buyer which confirms the number of units worked/ charged for and the Buyer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

## Termination terms

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

- By the consumer: 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.

- By the supplier: In the unlikely event that Morson Projects 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 Buyer 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 Buyer prior to the commencement of the assignment.

## Trial services

If a Buyer wishes to engage Morson Projects on a trial basis, we will work with the Buyer to agree an appropriate trial period.

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

Morson Projects 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 |
|---|---|
| Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Morson Projects 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. | Environmentally sound waste management and recycling facilities are available at all Morson Projects 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. |
| Enhancing biosecurity | STEM focus |
| As part of the Morson Group, Morson Projects 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. | 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. |
| Sustainable procurement | TOMs Framework |
| Morson Projects 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. | We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value. |

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