Cyber Security Services
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 Cyber Security Services
Morson Projects offers design, implementation, assessment, audit, and training services to enable Framework Buyers to understand and safeguard against cyber security risks. We assess Framework Buyers current level of risk from cyber security threat. By working together, we design solutions and implement changes to address how to defend against these threats. We also deliver training to build workforce understanding and awareness of cyber security. This significantly reduces the risk of cyber-attacks and strengthens Framework Buyers overall cyber security posture.

Assessment
Morson Projects offers assessment services to determine Framework Buyers cyber resilience. This broadly covers the organisation's ability to protect electronic data and systems from cyber-attack, alongside the ability to rapidly resume business operations if a cyber-attack cannot be avoided.

Assessments can be delivered against regulatory requirements that apply in the UK such as NIS Regulations (Network and Information Security Regulations 2018) or against new EU standards that being introduced such as the Digital Operational Resilience Act (DORA) and NIS2 (Network and Information Security Directive) which are likely to be replicated in UK legislation.

Design and implementation
Morson Projects provides design and implementation services in relation to addressing a range of specific areas:

- Security Incident and Event Management (SIEM)
- Intrusion Detection
- Identity and Access Management (IAM)
- Security Automation and Orchestration (SAO)
- Privileged Access Management (PAM)

Our network of highly skilled and experienced resources transcends a range of technologies and specific products. This enables us to either advise Framework Buyers in product selection, or design and implement robust solutions that deliver the required controls and protection based upon the data and systems in use.

Audit
Morson Projects offers audit services which Framework Buyers can leverage for internal or external audits. Audit services cover documentation, process, system review and can include testing such as penetration testing.

Education

Organisational awareness and understanding of ever-emerging threats requires regular communication and training to ensure that organisations are protected through both technological measures and the proactive actions of staff. Morson Projects offers a range of training programmes which are carefully designed to help Framework Buyers educate staff on cyber security fundamentals as well as role-specific considerations which they need to be aware of.

Training is also delivered as standard in relation to any implementation/ upgrade work that is delivered by Morson Projects. Training can be designed to cover a specific set of requirements (new starter, role based etc.) or sessions can be delivered at regular intervals (quarterly, annually etc.) with updates made based upon changes in Framework Buyers estate, new legislation, or emerging threats.

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

Key Service Features
- Current state assessment and associated implementation plan.
- Assessment against standards (e.g. DORA, NIS, NIS2).
- Risk identification, risk mapping and risk management.
- SIEM assessment and implementation.
- IAM assessment and implementation.
- SAO assessment and implementation.
- PAM assessment and implementation.
- Cyber security training.
- Extensive resource network (highly skilled, experienced, security cleared).
- Automation of log analysis, vulnerability management and penetration testing.

Key Service Benefits
- Compliance with legislative and regulatory requirements.
- Improved protection from cyber-attack.
- Improved business continuity.
- Improved organisational/user awareness and understanding of cyber security.
- Reduced effort and increased efficiency through automation.
- Mitigation of operational risk.
- Improved data protection.
- Greater resilience and effectiveness of internal processes.
- More efficient and effective production of audit collateral.

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.

Contact

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