



Business Analysis 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 Business Analysis Services

Morson Projects delivers business analysis services from project inception through to benefits realisation measurement following acceptance into service. We work with Framework Buyers to deliver services ranging from small discrete work packages to complex programmes of work.

Resources

Morson Projects has a network of highly skilled and experienced business analysts whose collective expertise spans a range of industry and technology specialities. We tailor our services to ensure that our team, delivery methodology and tools align with Framework Buyers requirements and workplace cultures to optimise the successful delivery of the agreed outcomes.

Approach

We can provide individual resources to deliver services into a client-managed project/ programme; and we can also provide wrap around services (PMO, Project Management, Technical) to deliver a full resourced service scope. Morson Projects business analysts work closely with Framework Buyers to ensure that the option chosen to elicit information uses tools and techniques that align with business and individual preferences. We ensure that the output of their work is presented using tooling which facilitates understanding to optimise decision-making. We also provide information sets targeted at different user groups from C-suite to end user.

Strategy

Our Business Analysis Services include:

- Stakeholder identification and mapping.
- Requirements elicitation and documentation (functional and non-functional).
- Requirements traceability.
- Workshop facilitation (brainstorming, process, requirements).
- Process mapping and modelling.
- Business Case development.
- Product analysis.
- User research and development of user stories.
- Training needs analysis.
- Gap Analysis.
- Business readiness assessment.
- Benefits evaluation.



Tools and methodologies

Morson Projects uses a range of industry standard tools and methodologies aligned to Framework Buyer requirements, including:

- Business Process Modelling (BPM)
- TOGAF
- DOORS
- CATWOE
- MOST
- PESTLE
- SWOT
- MOSCOW
- SMART
- RACI
- DOORS
- UML
- Business Model Canvas
- Six Hats Thinking
- Value Stream Mapping
- Value Chain Analysis
- Agile / Waterfall / Hybrid

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

Key Service Features

- Extensive resource network (highly skilled, experienced, security cleared).
- Stakeholder identification and mapping.
- Workshop facilitation.
- Requirements identification and mapping.
- Business case development.
- Process mapping and modelling.
- User research and development of user stories.
- Best practice methodologies.
- Tools and techniques tailored to business and user needs.
- Gap analysis.

Key Service Benefits

- Clear and prioritised project requirements.
- Improved strategy and informed decision-making process.
- Reduced costs.
- Simplify business processes and increase efficiency.
- Independent data-driven assessment of requirements.
- Enhanced process efficiency.
- Stakeholder alignment.
- Effective solution development.
- Continuous service improvement.
- Enhanced understanding from tailored tools and techniques.



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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