



Service Management (ITSM & End-User Computing)

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Service Management (ITSM & End-User Computing)

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for Service Management (ITSM & End-User Computing)

Morson Praxis's Service Management (ITSM & End-User Computing) service supports organisations in establishing, improving, and operating effective service management arrangements for integrated cloud and digital services during Live operation and transition to business-as-usual. The service is typically used when services are transitioning into live operation or where existing support models require improvement.

The service focuses on designing and embedding practical service management processes that enable stable, responsive, and user-focused operation of live, integrated digital services with clear accountability and controlled service assurance.

1. What the service includes

The service typically includes:

- IT service management process design and improvement
- Incident, problem, and request management definition
- End-user computing and digital workplace support models
- Service transition into live operation planning
- Service performance measurement, reporting, and operational insight frameworks
- Operational governance and service review structures
- Supplier and third-party service coordination support
- Knowledge management and support documentation design
- Continuous service improvement and operational automation planning

2. What the service does not include

The service does not include:

- Long-term outsourced service desk provision
- Cloud platform engineering or infrastructure management
- Application development or enhancement
- 24x7 network operations centre services
- Commercial resale of support tools or licences

These activities are outside the scope of this service and, where required, may be delivered through separate services procured under the appropriate G-Cloud 15 Lots or through alternative procurement routes.

3. How the service is delivered

The service is delivered collaboratively, working with Buyer teams to assess existing service management arrangements and design proportionate improvements. Delivery is typically phased, allowing processes and controls to be introduced, refined, and embedded in line with organisational maturity.

The approach aligns with recognised IT service management best practice and existing governance and assurance arrangements, ensuring service processes are auditable, proportionate, and suitable for live environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Designing and improving service management processes
- Advising on ITSM operating models and governance
- Supporting service transition and readiness activities
- Providing independent service management expertise

The Buyer is responsible for:

- Owning live services and operational environments
- Providing access to support teams and service information
- Approving service management designs and changes
- Managing day-to-day service operation and support

5. Service outputs and deliverables

Typical outputs may include:

- Service management and ITSM process documentation
- End-user computing support model definitions
- Service transition into live operation plans
- Service performance and reporting frameworks
- Operational governance and review structures
- Knowledge base and support documentation
- Continuous service improvement recommendations

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Defined live services and support scope
- Access to service, operations, and supplier stakeholders
- Availability of existing service documentation and metrics
- Agreement on service objectives and performance measures

7. Alignment with G-Cloud Lot 3

This service aligns with G-Cloud 15 Lot 3 by supporting:

- Ongoing support and operation of cloud-based services
- Managed service readiness and service transition
- Stable and effective end-user service support
- Governance and assurance of live digital services

It enables sustainable operation of integrated cloud services without assuming infrastructure ownership.

8. Exit and transition

The service concludes with agreed service management processes, documented advisory outputs, findings, recommendations, and transition (handover) into live operation materials, aligned to the Buyer's cloud platforms and operating environment. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service is designed to support continuity of cloud operations and improvement activity while maintaining clear separation of responsibilities following engagement completion, without ongoing supplier dependency. Outputs may be used to inform subsequent cloud services procured under the appropriate G-Cloud 15 Lots or through other appropriate procurement routes.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means 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 Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 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 Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its

progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 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 all Buyers. 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 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring 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 CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. 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 Buyer 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 15, Lot 3 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.

Buyer responsibilities

Buyer 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.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



Contact

Linton Ward – G-Cloud Account Director

Linton.ward@morson-projects.co.uk

+44 (0) 7966 158 482

morson-praxis.com/services/technology-consulting/