



**Portfolio, Programme and PMO Assurance**

Service Definition Document | G-Cloud 15 | Lot 3

**morson** PRAXIS

# Portfolio, Programme and PMO Assurance

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 Portfolio, Programme and PMO Assurance

Morson Praxis's Portfolio, Programme and PMO Assurance service supports public sector organisations in strengthening oversight, control, and confidence across complex portfolios and programmes. The service is designed for organisations that require independent assurance, improved governance, or stabilisation support across delivery activity, without transferring delivery accountability.

The service focuses on assessing and enhancing portfolio, programme, and PMO effectiveness, including governance structures, decision-making, reporting, controls, and assurance mechanisms. It provides senior leaders with clear, evidence-based insight into delivery health, risks, and priorities, enabling informed decisions and timely intervention.

The service is typically used during discovery or pre-delivery phases, at mobilisation or reset points, or as part of ongoing assurance activity for major or high-risk programmes.

### 1. What the service includes

The service typically includes:

- Assessment of portfolio, programme, and PMO governance arrangements
- Review of decision-making, escalation, and accountability structures
- Evaluation of delivery reporting, controls, and management information
- Assessment of portfolio prioritisation, dependencies, and resource alignment
- Review of risk, issue, dependency, and benefits management practices
- Independent assessment of programme and portfolio delivery health
- Alignment with sector-specific standards and assurance expectations
- Identification of systemic issues and assurance gaps
- Clear, prioritised recommendations to strengthen oversight and control

### 2. What the service does not include

The service does not include:

- Hands-on programme or project delivery management
- Day-to-day PMO operational running
- Ownership of delivery outcomes or accountabilities
- Detailed solution, technology, or service design
- Resource augmentation for delivery roles

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 through a structured engagement combining desktop review, stakeholder interviews, and facilitated assurance or assessment workshops. Delivery is proportionate to portfolio scale, complexity, and risk profile, ensuring findings are focused, pragmatic, and actionable.

The approach is independent and evidence-led, providing objective insight into how portfolio, programme, and PMO functions operate in practice. Findings are validated with senior stakeholders to ensure accuracy, shared understanding, and alignment on priorities for action.

The service is designed to operate effectively in multi-supplier and federated delivery environments.

### 4. Roles and responsibilities

#### **Morson Praxis is responsible for:**

- Leading portfolio, programme, and PMO assurance activities
- Conducting independent assessment and analysis
- Facilitating stakeholder engagement and assurance workshops
- Developing structured findings and recommendations
- Providing objective advice to senior leaders and SROs

#### **The Buyer is responsible for:**

- Providing access to relevant stakeholders and artefacts
- Supporting engagement across delivery and governance functions
- Reviewing and validating findings and recommendations
- Retaining ownership of delivery decisions and outcomes

### 5. Service outputs and deliverables

Typical outputs may include:

- Portfolio, programme, and PMO assurance assessment summary
- Delivery health and assurance findings
- Identification of key risks, issues, and systemic weaknesses
- Prioritised recommendations for governance and control improvements
- Inputs to remediation, mobilisation, or reset activity

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

### 6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Access to portfolio, programme, and PMO documentation
- Engagement from senior delivery, finance, and assurance stakeholders

- Willingness to share delivery data and management information
- Appropriate sponsorship to act on assurance findings

## 7. Alignment with G-Cloud Lot 3

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

- Independent assurance and oversight of digital portfolios and programmes
- Readiness and control assessment prior to or during delivery
- Risk reduction and improved confidence in programme governance
- Decision support for senior leaders and assurance bodies

It provides advisory and assurance capability without assuming delivery responsibility.

## 8. Exit and transition

The service concludes with agreed assurance findings, documented outputs, and clear, evidence-based recommendations aligned to the Buyer's cloud delivery objectives. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

Where appropriate, outputs may be used to inform subsequent delivery, mobilisation, or capability improvement activity, while maintaining clear separation of responsibilities and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud ots or through other appropriate procurement routes.

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## 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.



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