



Secure Digital Delivery and Change Management (Defence & National Security)

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

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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 Secure Digital Delivery and Change Management (Defence & National Security)

Morson Praxis's Secure Digital Delivery and Change Management service supports Defence and National Security organisations to deliver and embed digital change within secure, regulated, and mission-critical environments.

The service focuses on enabling effective delivery, adoption, and transition of digital services where security, assurance, and operational resilience are paramount. It supports organisations operating under Defence governance, classification, and assurance constraints to adopt new ways of working while maintaining control, compliance, and continuity.

The service is typically used alongside digital transformation, cloud adoption, platform modernisation, or delivery programmes within the Ministry of Defence, Defence Digital, Armed Forces, and national security bodies.

1. What the service includes

The service typically includes:

- Secure digital delivery and change enablement strategy development
- Defence and security-context stakeholder and impact assessment
- Delivery and adoption readiness assessment within regulated environments
- Change journey and adoption roadmap aligned to secure delivery constraints
- Operating model and role impact analysis in classified context
- Ways-of-working and behavioural change enablement for secure delivery
- Transition and go-live readiness planning for mission-critical services
- Knowledge transfer and handover planning within security constraints
- Assurance-aware engagement and communications approach design

2. What the service does not include

The service does not include:

- Technical build, engineering, or system implementation
- Cyber security operations or defensive cyber services
- Managed services or live operational support
- Programme or project delivery ownership
- Accreditation, certification, or security authority sign-off

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 structured, collaborative engagement with Defence, operational, and delivery stakeholders, working within secure environments and approved ways of working.

Delivery typically includes facilitated workshops, targeted interviews, readiness assessments, and iterative development of delivery and change artefacts. All activities are tailored to the Buyer's security posture, assurance model, and organisational maturity.

Morson Praxis operates comfortably within environments requiring SC-cleared resources, restricted tooling, and proportionate information sharing, to meet security and governance constraints while maintaining delivery momentum and assurance.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Designing secure digital delivery and change enablement approaches
- Assessing readiness, impacts, and adoption risks in regulated environments
- Supporting Defence-appropriate engagement and transition planning
- Defining knowledge transfer and handover artefacts aligned to security needs

The Buyer is responsible for:

- Providing access to appropriately cleared stakeholders
- Approving delivery, change, and adoption priorities
- Leading internal command, unit, or organisational communications
- Owning operational adoption following service completion

5. Service outputs and deliverables

Typical outputs may include:

- Secure digital delivery and change enablement strategy
- Delivery and adoption readiness assessment
- Change journey and adoption roadmap
- Operating model and role impact summaries
- Transition and go-live readiness plan
- Knowledge transfer and handover artefacts
- Engagement and communications approach

All deliverables are tailored to the Buyer's context and agreed at the outset of the engagement.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Clarity of digital delivery or transformation objectives
- Access to appropriately cleared stakeholders

- Defined security and assurance constraints
- Executive sponsorship within Defence governance structures

7. Alignment with G-Cloud 15 Lot 3

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

- Secure delivery and adoption of digital services
- Change enablement within regulated Defence environments
- Readiness for live operation of mission-critical services
- Sustainable adoption without reliance on external suppliers

It enables Defence and National Security organisations to deliver digital change confidently while maintaining security, compliance, and operational integrity.

8. Exit and transition

The service concludes with documented delivery and change artefacts that support confident transition into live operation or onward delivery phases.

All outputs are provided in formats suitable for handover to internal Defence teams or successor suppliers, aligned to security and information-handling requirements. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or other 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.



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