



Digital and Technology Strategy

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Digital and Technology Strategy

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 Digital & Technology Strategy

Morson Praxis's Digital & Technology Strategy service supports public sector organisations in defining clear, practical digital and technology direction. The service is typically used at the early stages of transformation, including Discovery and pre-Alpha, or when organisations need to reassess priorities, readiness, or approach for cloud-based services. We align organisational objectives with technology, data, integration, automation, governance, and delivery considerations to ensure that digital initiatives are realistic, coherent, and structured to progress confidently into delivery, live operation, and ongoing service ownership.

1. What the service includes

The service typically includes:

- Assessment of organisational digital and technology objectives
- Review of current digital, data, integration and technology landscape
- Technology and integration principles and decision frameworks
- Cloud adoption and readiness assessment
- Data and information readiness considerations for analytics and AI-enabled services
- Identification of constraints, risks, and dependencies
- Options analysis and strategic choices appraisal
- Development of prioritised digital and technology roadmaps
- Definition of governance and decision-making approaches

2. What the service does not include

The service does not include:

- Detailed solution or platform design
- Technology implementation or configuration
- Ongoing operational or managed services
- Programme or project delivery management
- Data platform build or analytics development
- AI model development or deployment

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

3. How the service is delivered

The service is delivered collaboratively. We work closely with Buyers to understand priorities, constraints, and organisational context. Delivery is typically phased, combining structured analysis with facilitated workshops, stakeholder engagement, and iterative refinement of findings.

Our approach is proportionate to the scale and complexity of the organisation and aligns with existing governance, assurance, and delivery practices wherever possible. This ensures that outputs are consumable by delivery teams and suitable for multi-supplier environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading strategic analysis and assessment activities
- Facilitating workshops and stakeholder discussions
- Developing strategic options, recommendations, and roadmaps
- Providing independent advice and assurance

The Buyer is responsible for:

- Providing access to stakeholders and relevant documentation
- Confirming organisational objectives and constraints
- Making strategic decisions based on recommendations
- Owning outcomes and progression into delivery

5. Service outputs and deliverables

Typical outputs may include:

- Digital and technology strategy documentation
- Cloud adoption and readiness assessment
- Strategic options and recommendations
- Prioritised roadmap and sequencing plan
- Governance and decision-making framework
- Risk and dependency assessment
- Capability and readiness summary

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 relevant business and technology stakeholders
- Availability of existing strategies, plans, and documentation
- Clarity of organisational objectives and constraints
- Executive sponsorship and decision-making authority

7. Alignment with G-Cloud 15, Lot 3 Cloud Support

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

- Cloud migration planning and readiness

- Setup and preparation for cloud-based services
- Strategic governance and assurance for digital initiatives
- Capability and readiness prior to delivery and operation

It provides upstream planning and decision support for cloud adoption, integration, automation, and digital transformation.

8. Exit and Transition

The service concludes with clearly documented strategic outputs, findings, and recommendations, together with agreed next steps aligned to the Buyer's cloud objectives. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports continuity of strategic decision-making following engagement completion, while maintaining clear separation of responsibilities and avoiding supplier dependency. Outputs may be used to inform subsequent cloud-related 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/