



Secure Analytics and Insight Services (NHS)

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 Analytics and Insight Services (NHS)

Morson Praxis's Secure Analytics & Insight service helps health organisations enable analytics and insight in environments where patient data sensitivity, information governance, or security requirements restrict access and use.

The service is typically used by NHS organisations, system-level teams, research programmes, and regulated health bodies that need to generate insight from sensitive or restricted data while maintaining patient confidentiality, regulatory compliance, and clinical trust. It is particularly relevant where analytics delivery is slowed or blocked by uncertainty around acceptable data use, risk ownership, or assurance processes, including analytics delivered across federated data sources where data locality, access controls, and regulatory boundaries must be preserved.

The service focuses on enabling safe, proportionate analytics by aligning clinical, governance, and security requirements with analytical design, allowing organisations to generate insight without compromising control or assurance.

1. What the service includes

The service typically includes:

- Review of secure analytics and insight requirements in NHS settings, including population health analytics aligned to the NHS Long Term Plan, 10-Year Plan and Single Patient Record
- Assessment of clinical safety, information governance and security constraints across NHS data and analytics platforms
- Definition of health analytics use cases and user personas, covering population health, workforce (ESR and e-rostering), clinical outcomes and operational performance
- Design of proportionate access and usage models for sensitive health data, supporting real-time operational insights (patient flow, occupancy, waiting lists, resource utilisation)
- Alignment of analytics delivery with Caldicott Principles, NHS IG expectations and commissioning framework priorities
- Support for secure handling of patient-identifiable and pseudonymised data, including use within Secure Data Environments (SDEs) for research and service evaluation
- Engagement with analytics, IG, clinical, workforce and security stakeholders across NHS organisations and ICSs
- Design of scalable secure analytics operating models, integrating data from EPRs, ERP, ESR and other core NHS systems

- Guidance on assurance artefacts and NHS approval pathways for analytics supporting clinical, population health and commissioning outcomes

2. What the service does not include

The service does not include:

- Procurement or implementation of security tooling
- Long-term managed analytics or operational services
- Legal or statutory approval responsibilities
- Data platform or infrastructure build activities
- Ownership of data, access decisions, or clinical risk

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 advisory engagement, working collaboratively with analytics, clinical, information governance, and security teams. Delivery is grounded in real analytics use cases to ensure recommendations are practical, proportionate, and aligned to how insight is required in practice.

Activities are prioritised based on data sensitivity, organisational risk appetite, and analytical maturity. Outputs are developed iteratively to build shared confidence across assurance stakeholders and enable analytics teams to proceed safely and effectively.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Providing secure analytics and health sector advisory expertise
- Assessing analytics, governance, and security constraints
- Designing secure access and usage models for health analytics
- Facilitating cross-functional stakeholder engagement
- Advising on proportionate assurance and risk management

The Buyer is responsible for:

- Owning data, governance policies, and risk decisions
- Providing access to relevant stakeholders and documentation
- Approving access models and assurance approaches
- Operating analytics services following engagement completion

5. Service outputs and deliverables

Typical outputs may include:

- Secure analytics and insight assessments for health environments
- Defined analytics use cases and access models
- Secure analytics operating and delivery models
- Assurance and approval pathway recommendations

- Stakeholder-aligned design artefacts and documentation
- Handover materials supporting internal analytics delivery

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- A defined need for analytics using sensitive or patient data
- Engagement from analytics, IG, clinical, and security stakeholders
- Availability of relevant governance policies and assurance artefacts
- Alignment with organisational data, digital, and clinical strategies

7. Alignment with G-Cloud 15 Lot 3

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

- Secure use of cloud-enabled analytics services in health
- Governance and assurance for data-driven insight delivery
- Advisory support for regulated and clinical environments
- Risk-managed enablement of analytics and decision support

It enables health organisations to progress analytics and insight safely while maintaining patient confidentiality and NHS governance expectations.

8. Exit and transition

The service concludes with agreed documented advisory outputs, findings, access models, and recommendations aligned to the Buyer's cloud services and sector-specific operating context. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports continuity of secure analytics and insight use following engagement completion, while maintaining supplier independence and avoiding lock-in. Any follow-on services are subject to separate procurement decisions 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.



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