



Data Platform Operations and DataOps Support
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Data Platform Operations and DataOps Support

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 Data Platform Operations and DataOps Support

Morson Praxis's Data Platform Operations & DataOps Support service helps organisations operate, stabilise, and optimise live, integrated cloud data platforms during Live operation and steady-state service. The service is typically used once data platforms are in place and require reliable operation, monitoring, and continuous improvement to support digital services, analytics, and AI-enabled workloads.

The service focuses on embedding DataOps practices that improve data quality, platform reliability, and operational transparency while maintaining clear operational ownership and without assuming long-term managed service responsibility.

1. What the service includes

The service typically includes:

- Operational support for live, integrated cloud data platforms
- DataOps practices for integrated pipelines and data flows supporting analytics and AI workloads
- Data quality monitoring and issue management
- Metadata, lineage, and data observability support
- Performance, capacity, and cost optimisation
- Operational dashboards and service health reporting
- Incident, defect, and escalation model definition for data platforms
- Release, change, and deployment coordination
- Operationalisation of data governance controls

2. What the service does not include

The service does not include:

- Data platform architecture or build activities
- Long-term managed service desk provision
- Analytics, reporting, or dashboard development
- AI or machine learning model delivery
- Ownership of cloud infrastructure or licensing

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 collaborative operational engagement, working alongside Buyer teams to assess platform health, introduce DataOps practices, and improve operational stability. Activities are prioritised based on service criticality, data risk, and operational maturity.

Delivery aligns with existing service management, governance, and assurance processes to ensure changes are controlled, auditable, and suitable for live environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Providing DataOps and data platform operational expertise
- Designing monitoring, quality, and observability approaches
- Supporting incident, change, and release coordination
- Advising on operational improvement and optimisation

The Buyer is responsible for:

- Owning data platforms and operational environments
- Providing access to operational tooling and stakeholders
- Approving operational changes and controls
- Managing day-to-day service operation and support

5. Service outputs and deliverables

Typical outputs may include:

- Data platform operational assessments
- Data quality and observability frameworks
- Operational dashboards and reporting definitions
- Incident, escalation, and support models
- DataOps process and operating documentation
- Performance and cost optimisation recommendations
- Transition and handover artefacts

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Live cloud data platforms in operation
- Access to operational metrics and monitoring tools
- Availability of data, platform, and operations stakeholders
- Alignment with data governance standards and controls

7. Alignment with G-Cloud 15 Lot 3

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

- Ongoing support and operation of cloud data services
- Managed cloud service readiness and optimisation
- Quality, assurance, and performance of data platforms
- Reliable operation of data pipelines and services

It enables sustainable and controlled operation of integrated cloud data platforms, including those supporting analytics and AI-enabled services.

8. Exit and transition

The service concludes with documented operational assessments, DataOps maturity findings, recommended operating models, and agreed transition outputs aligned to the Buyer's cloud data platform and service management context. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed transition into data platform operations and DataOps capability uplift while maintaining clear separation from platform operation or managed service delivery and avoiding supplier dependency. Outputs may be used to inform subsequent operational, DataOps, or platform support 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.



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