



Digital Capability, Skills and Training Strategy

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Digital Capability, Skills and Training 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 Capability, Skills and Training Strategy

Morson Praxis's Digital Capability, Skills & Training Strategy service supports organisations in developing the skills, roles, and capabilities required to deliver and operate integrated, automated, cloud-based digital services across the delivery lifecycle and into Live operation. The service is typically used alongside digital transformation initiatives or where organisations need to build sustainable in-house capability.

The service focuses on defining capability needs and enablement approaches rather than delivering training directly, ensuring organisations can confidently operate, improve, and sustain digital services over time.

1. What the service includes

The service typically includes:

- Digital capability and skills strategy development
- Role, competency, and capability framework definition
- Workforce readiness and capability assessment
- Training and enablement approach design
- Alignment with digital, data, automation, and cloud-based services
- Knowledge transfer and handover planning
- Supplier and partner capability integration
- Learning governance and assurance model definition
- Transition planning for sustained capability development

2. What the service does not include

The service does not include:

- Delivery of training courses or academies
- Long-term workforce provision or augmentation
- HR policy or organisational redesign
- Programme or project delivery ownership or management
- Ongoing operational support services

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 collaborative engagement with business, technology, and delivery stakeholders. Activities typically include capability assessment, facilitated workshops, and iterative development of skills frameworks and enablement plans.

Delivery is tailored to organisational maturity and aligned to existing governance and workforce arrangements, ensuring capability approaches are practical, adoptable, and sustainable in live operation.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Assessing digital capability and skills needs
- Designing capability frameworks and strategies
- Advising on training and enablement approaches
- Supporting knowledge transfer planning

The Buyer is responsible for:

- Providing access to workforce and delivery stakeholders
- Approving capability strategies and priorities
- Owning training delivery and workforce development
- Embedding capability approaches into operations

5. Service outputs and deliverables

Typical outputs may include:

- Digital capability and skills strategy
- Role and competency frameworks
- Workforce readiness assessments
- Training and enablement approach definition
- Knowledge transfer and handover plans
- Capability governance and assurance artefacts

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Clarity of organisational objectives and delivery plans
- Access to workforce and delivery stakeholders
- Availability of existing capability documentation
- Executive sponsorship for capability development

7. Alignment with G-Cloud 15 Lot 3

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

- Capability enablement for cloud and digital services
- Setup and readiness for service delivery and operation

- Reduction of dependency on external suppliers
- Sustainable operation of cloud-based services

It ensures organisations have the skills and capability required to deliver, operate, and sustain integrated, cloud-based digital services.

8. Exit and transition

The service concludes with documented capability assessments, skills frameworks, training needs analyses, and evidence-based recommendations aligned to the Buyer's cloud services and operating context. All outputs are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed planning and prioritisation of digital capability and skills development following engagement completion, while maintaining clear separation from training delivery, operational enablement, or managed services and avoiding supplier dependency. 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.



Contact

Linton Ward – G-Cloud Account Director

Linton.ward@morson-projects.co.uk

+44 (0) 7966 158 482

morson-praxis.com/services/technology-consulting/