



AI Operations and Model Monitoring (AIOps / ModelOps)

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

AI Operations and Model Monitoring (AIOps / ModelOps)

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 AI Operations and Model Monitoring (AIOps / ModelOps)

Morson Praxis's AI Operations & Model Monitoring service supports organisations in overseeing and supporting the operation of AI solutions in live, integrated cloud environments. The service is typically used once AI solutions have been deployed, including those delivered through automation and integration services, and require ongoing monitoring, control, and operational assurance.

The service focuses on ensuring AI systems remain reliable, transparent, and fit for purpose over time, with appropriate controls in place to manage performance, drift, incidents, and operational assurance in Live service.

1. What the service includes

The service typically includes:

- Operational support for live, integrated AI-enabled services
- Model performance monitoring and alerting design
- Detection and management of data and model drift
- Incident, defect, and escalation model definition for AI services
- Model lifecycle, release, and change coordination
- Operational dashboards and AI service reporting
- Integration with platform engineering and service management
- AI operational controls and audit readiness support
- Transition planning into steady-state AI operations

2. What the service does not include

The service does not include:

- AI or machine learning model development
- Initial model training or experimentation
- AI strategy or use-case definition
- Legal, ethical, or regulatory governance ownership
- Long-term outsourced AI operations without agreement

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 AI service health, implement monitoring and controls, and stabilise live AI solutions. Activities are prioritised based on service criticality, risk exposure, and operational maturity.

Delivery aligns with existing service management, platform engineering, and assurance processes to ensure AI services are controlled, auditable, and supportable in live environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Providing AI operational and ModelOps expertise
- Designing monitoring, alerting, and control approaches
- Supporting incident and change coordination for AI services
- Advising on operational improvement and assurance

The Buyer is responsible for:

- Owning AI solutions and operational environments
- Providing access to monitoring tools and stakeholders
- Approving operational changes and controls
- Managing day-to-day service operation and support

5. Service outputs and deliverables

Typical outputs may include:

- AI operational health assessments
- Model performance and drift monitoring frameworks
- Incident and escalation process definitions
- Operational dashboards and reporting artefacts
- Model lifecycle and change control documentation
- Audit and assurance readiness materials
- Transition and handover documentation

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Deployed AI solutions operating in cloud environments
- Access to monitoring, logging, and operational tooling
- Availability of platform, AI, and operations stakeholders
- Alignment with AI governance and assurance frameworks

7. Alignment with G-Cloud 15 Lot 3

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

- Ongoing support and operation of AI-enabled cloud-based services

- Performance, reliability, and assurance of AI solutions
- Controlled operation of AI systems in live environments
- Integration with service management and operational governance

It enables sustainable and responsible operation of integrated AI services within live cloud-based digital environments.

8. Exit and transition

The service concludes with documented operational assessments, model monitoring findings, readiness evaluations, and evidence-based recommendations aligned to the Buyer's cloud and data environment. All outputs are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed oversight and readiness for AI operational management while maintaining clear separation from model deployment, live model operation, or managed AI 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/