



Digital Delivery and Capability Maturity Assessment
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Digital Delivery and Capability Maturity Assessment

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 Delivery and Capability Maturity Assessment

Morson Praxis's Digital Delivery & Capability Maturity Assessment service supports organisations in understanding their ability to successfully deliver and sustain digital change. The service is designed for organisations that need a clear, evidence-based view of their current digital delivery capability before committing to major programmes, investments, or transformation initiatives.

The service focuses on assessing organisational, delivery, skills, governance, and operational maturity, including leadership effectiveness, decision-making, delivery practices, capacity, and ways of working. It provides an objective view of how well an organisation is positioned to plan, deliver, and govern digital initiatives across their lifecycle. The service is typically used during Discovery or pre-delivery phases, or as part of assurance, reset, or readiness activity – providing a low-risk, independent assessment to inform next steps.

1. What the service includes

The service typically includes:

- Assessment of digital delivery maturity across people, process, and governance
- Review of leadership, decision-making, and accountability structures
- Assessment of delivery models, ways of working, and execution capability
- Review of digital roles, skills, and capacity to deliver and sustain change
- Assessment of organisational readiness to absorb and manage change
- High-level review of tooling and enablement supporting digital delivery
- Identification of strengths, gaps, risks, and capability constraints
- Benchmarking against recognised good practice where appropriate
- Clear, prioritised recommendations to improve delivery readiness

2. What the service does not include

The service does not include:

- Design of future operating models or organisational restructures
- Programme or project delivery management
- Detailed process redesign or implementation
- Technology, platform, or solution design
- Delivery of training, recruitment, or change programmes

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, time-bound engagement combining desktop review, targeted stakeholder interviews, and facilitated assessment workshops. Delivery is proportionate to organisational scale and maturity, ensuring findings are practical, evidence-based, and decision-focused.

Assessment covers both formal structures and lived delivery practices, providing insight into how digital delivery operates in reality, not just on paper. Findings are validated with stakeholders to ensure accuracy, shared understanding, and ownership of outcomes.

The approach is technology-agnostic and independent of any delivery or implementation agenda.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading digital delivery and capability assessment activities
- Facilitating stakeholder interviews and assessment workshops
- Developing structured findings, insights, and recommendations
- Providing independent, objective advice and assurance

The Buyer is responsible for:

- Providing access to relevant stakeholders and documentation
- Supporting engagement across delivery, operational, and leadership teams
- Reviewing and validating findings and recommendations
- Owning decisions on progression into subsequent activity

5. Service outputs and deliverables

Typical outputs may include:

- Digital delivery and capability maturity assessment summary
- Identification of key strengths, gaps, and delivery risks
- Capability and readiness heatmap across assessed dimensions
- Prioritised recommendations for capability uplift
- Inputs to strategy, operating model, or programme mobilisation activity

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 delivery, operational, and leadership stakeholders
- Availability of relevant plans, governance artefacts, and documentation
- Willingness to engage openly in assessment activity
- Appropriate sponsorship to validate findings and act on outcomes

7. Alignment with G-Cloud 15 Lot 3

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

- Early-stage readiness and assurance for digital programmes
- Independent assessment prior to delivery or investment decisions
- Capability and delivery maturity assessment ahead of implementation
- Risk reduction and improved confidence in digital delivery outcomes

It provides upstream assurance and decision support for digital transformation.

8. Exit and transition

The service concludes with documented maturity assessments, capability findings, and practical recommendations to support the Buyer's cloud delivery objectives. Outputs are designed to be portable and suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed transition into cloud delivery and improvement activity without creating supplier dependency. Outputs may be used to inform future 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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