



Digital Quality and Assurance Strategy

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Digital Quality and Assurance 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 Quality and Assurance Strategy

Morson Praxis's Digital Quality & Assurance Strategy service supports organisations in defining how quality, assurance, and readiness are embedded across integrated and automated digital and cloud initiatives across the delivery lifecycle. The service is typically used where organisations require confidence that delivery approaches, solutions, and transitions into live operation are appropriately governed and risk is actively managed.

The service focuses on designing proportionate quality and assurance frameworks that support predictable delivery and safe, assured transition into live operation.

1. What the service includes

The service typically includes:

- Digital quality and assurance strategy design
- Quality governance and assurance operating model definition
- Risk-based assurance and control framework design
- Definition of assurance checkpoints and review stages
- Non-functional, service quality, and operability considerations
- Go-live readiness and acceptance criteria definition
- Independent assurance and review approach support
- Integration with programme and delivery governance and controls
- Transition assurance into live service operation

2. What the service does not include

The service does not include:

- Test execution or managed testing services
- Ongoing operational monitoring or support
- Programme or project delivery ownership or management
- Platform engineering or service management delivery
- Ownership of delivery governance forums

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 and collaborative approach, combining assessment of existing quality practices with stakeholder engagement and facilitated design sessions. Activities are typically phased, enabling assurance models and controls to be developed, reviewed, and aligned to organisational risk appetite.

Delivery is aligned to existing governance and assurance arrangements, ensuring quality controls and assurance activities are auditable, proportionate, and decision-enabling.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Designing digital quality and assurance frameworks
- Assessing delivery risks and assurance needs
- Facilitating assurance and readiness discussions
- Providing independent assurance advice

The Buyer is responsible for:

- Defining risk appetite and assurance priorities
- Approving assurance models and controls
- Operating delivery governance and decision forums
- Acting on assurance findings and recommendations

5. Service outputs and deliverables

Typical outputs may include:

- Digital quality and assurance strategy
- Assurance operating model and framework
- Risk and assurance assessment outputs
- Readiness and acceptance criteria
- Assurance review and checkpoint artefacts
- Recommendations for assurance improvement

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Defined delivery scope and objectives
- Access to delivery and governance stakeholders
- Availability of programme documentation
- Executive sponsorship for assurance decisions

7. Alignment with G-Cloud 15 Lot 3

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

- Quality and assurance of cloud-based services
- Setup and readiness for service transition

- Risk-managed delivery of digital initiatives
- Confidence in go-live and operational readiness

It provides a structured assurance and readiness layer that supports confident delivery and transition of integrated, cloud-based digital services.

8. Exit and transition

The service concludes with documented quality and assurance assessments, findings, and evidence-based recommendations aligned to the Buyer's cloud services, delivery approach, 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 oversight and continuous improvement of quality and assurance practices following engagement completion, while maintaining clear separation from delivery execution, testing operations, 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.



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