



Cloud Service Adoption & Change Management
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Cloud Service Adoption & Change Management

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 Cloud Service Adoption & Change Management

1. Service Overview

Morson Praxis's Cloud Service Adoption and Change Management service supports public sector organisations to successfully adopt cloud-based services by embedding the behavioural, operational, and organisational change required for sustainable use.

The service focuses on enabling adoption rather than delivering cloud technology itself. It ensures that cloud services introduced through transformation programmes are understood, accepted, and effectively embedded across business, operational, and delivery teams.

The service is typically used alongside cloud migration, modernisation, or digital transformation initiatives, where there is a need to drive user adoption, readiness for live operation, and long-term organisational confidence in cloud services.

2. What the service includes

The service typically includes:

- Cloud adoption and change strategy development
- Stakeholder and user impact assessment
- Adoption readiness and maturity assessment
- Change journey and adoption roadmap definition
- Communications and engagement approach design
- Operating model and role impact analysis
- Process, ways of working, and behaviour change enablement
- Transition and go-live adoption planning
- Knowledge transfer and adoption assurance planning

3. What the service does not include

The service does not include:

- Delivery or implementation of cloud platforms or tooling
- Technical cloud migration or engineering services
- Managed services or operational support
- End-user training delivery or academies
- Programme or project delivery ownership

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.

4. How the service is delivered

The service is delivered through structured, collaborative engagement with business, operational, and technology stakeholders. Delivery typically combines discovery workshops, stakeholder interviews, readiness assessments, and iterative development of adoption and change artefacts.

Approaches are tailored to organisational maturity, delivery context, and public sector governance arrangements. The emphasis is on practical, adoptable change that aligns with existing delivery methods, operating models, and assurance processes.

5. Roles and responsibilities

Morson Praxis is responsible for:

- Assessing cloud adoption readiness and change impacts
- Designing adoption and change enablement approaches
- Supporting stakeholder engagement and communications planning
- Defining transition and adoption assurance artefacts

The Buyer is responsible for:

- Providing access to relevant stakeholders and users
- Approving adoption priorities and change strategies
- Leading internal communications and engagement execution
- Owning operational adoption following service completion

6. Service outputs and deliverables

Typical outputs may include:

- Cloud adoption and change enablement strategy
- Adoption readiness and impact assessment
- Stakeholder and user engagement plan
- Change journey and adoption roadmap
- Operating model and role impact summaries
- Transition and go-live adoption plan
- Knowledge transfer and adoption assurance artefacts

All deliverables are tailored to the Buyer's context and agreed at the outset of the engagement.

7. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Clarity of cloud transformation objectives
- Visibility of planned or in-flight cloud initiatives
- Access to business, operational, and delivery stakeholders
- Executive sponsorship for organisational change

8. Alignment with G-Cloud 15 Lot 3

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

- Adoption and change enablement for cloud services
- Readiness for live operation and service transition
- Behavioural and operational change across organisations
- Reduced risk of cloud underutilisation or rejection

It ensures cloud services are not only implemented, but effectively adopted, embedded, and sustained within public sector organisations.

9. Exit and transition

The service concludes with documented adoption strategies, readiness assessments, and transition artefacts that enable the Buyer to proceed confidently into live operation or subsequent delivery phases.

All outputs are provided in formats suitable for handover to internal teams or successor suppliers, supporting continuity and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or other 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/