



Digital Enterprise Architecture and Target Operating Model Design

Service Definition Document | G-Cloud 15 | Lot 3

morson **PRAxis**

Digital Enterprise Architecture and Target Operating Model Design

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 Enterprise Architecture and Target Operating Model Design

Morson Praxis's Digital Enterprise Architecture and Target Operating Model (TOM) Design service enables organisations to define how digital and cloud services should be structured, governed, and operated across the service lifecycle. The service is typically used following strategy definition, during discovery or pre-delivery phases, or where organisations require clarity on how technology, data, integration, automation, delivery, and operations should work together.

The service focuses on creating practical architectures and operating models that are realistic, proportionate, and aligned to organisational capability, reducing delivery and operational risk while enabling effective mobilisation, transition, and live service operation.

1. What the service includes

The service typically includes:

- Review of current ("as-is") enterprise architecture and operating model
- Definition of target ("to-be") enterprise and solution architecture
- Design of digital and cloud target operating models
- Technology, data, integration, automation, and AI dependency alignment
- Definition of governance, decision rights, and accountability
- Delivery and supplier operating model design
- Identification of transition, dependency, and capability gaps
- Architectural principles, standards, and guardrails
- Mobilisation and transition readiness considerations

2. What the service does not include

The service does not include:

- Detailed technical design or solution build
- Implementation or configuration of platforms or tools
- Programme or project delivery management
- Ongoing operational or managed services
- End-to-end service management or support

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 architectural analysis, stakeholder engagement, and facilitated design sessions. Work is typically phased, allowing architectures and operating models to be developed iteratively and validated against organisational priorities and constraints.

Delivery is aligned to existing governance and assurance arrangements and tailored to the scale and complexity of the organisation, ensuring outputs are consumable by delivery teams and suitable for multi-supplier delivery environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading enterprise architecture and operating model analysis
- Designing target architectures and operating models
- Facilitating stakeholder workshops and design sessions
- Providing independent architectural advice and assurance

The Buyer is responsible for:

- Providing access to stakeholders and existing documentation
- Confirming organisational priorities and constraints
- Approving architectural principles and operating model decisions
- Owning implementation and progression into delivery

5. Service outputs and deliverables

Typical outputs may include:

- Enterprise architecture assessment and target state definition
- Target operating model documentation
- Architecture principles, standards, and guardrails
- Governance and decision-making frameworks
- Delivery and supplier operating model definition
- Transition and mobilisation recommendations
- Capability and readiness assessment

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Availability of existing architecture and strategy documentation
- Access to business, technology, and delivery stakeholders
- Clarity of organisational objectives and constraints

- Executive sponsorship for architectural and operating model decisions

7. Alignment with G-Cloud Lot 3

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

- Cloud migration planning and architectural readiness
- Setup and mobilisation for cloud-based, integrated, and automated services
- Governance and operating model design for digital delivery
- Preparation for transition into delivery and live operation

It provides architectural and operating foundations for cloud adoption, integration, automation, and digital services.

8. Exit and Transition

The service concludes with clearly documented enterprise architecture artefacts, target operating model designs, and associated recommendations aligned to the Buyer's cloud strategy and operating context. All outputs are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service is designed to support transition into cloud delivery, migration, or operational change while maintaining clear separation of responsibilities and avoiding supplier dependency. Outputs may be used to inform subsequent cloud-related 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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