



Student Records System (SRS/SIS)

Cloud Enablement & Optimisation

Service Definition Document

G-Cloud 15

morson **EDGE**

Student Records System (SRS/SIS) Cloud Enablement & Optimisation

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Student Records System (SRS/SIS) Cloud Enablement & Optimisation

We support Higher Education institutions to configure, integrate, and optimise cloud-based Student Records Systems (SRS/SIS). Our approach enables the safe and compliant adoption of buyer-selected platform – enhancing data quality, regulatory reporting, operational efficiency, and overall student experience, whilst preserving full institutional ownership of academic policy, governance, and decision-making.

- **Discovery:** Discovery and preparation activities establish the current SIS configuration, data structures, workflows, and integration landscape across the student lifecycle, including admissions, enrolment, course and module management, assessments, awards, fees, and statutory reporting. Outputs define configuration improvements, integration requirements, and deployment scope.
- **Configuration:** We support the configuration and optimisation of cloud-based Student Records Systems such as SITS:Vision, Ellucian Banner, Ellucian Colleague, Unit4 Student Management, Workday Student, and comparable platforms. Activities include workflow configuration, rules-based automation, form and assessment setup, and reporting aligned to academic and regulatory processes. Where required, secure data migration and validation activities support transitions between environments or modules.
- **Integration:** Integration enablement focuses on supporting connectivity between the Student Records System and related platforms, including ERP, finance, HR, CRM, learning management systems, and data warehouses. Configuration activities enable interoperability and data consistency without introducing proprietary dependencies.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, data protection reviews, and secure configuration of cloud platforms, including role-based access controls, audit logging, and secure handling of personal and sensitive student data. All activities align with UK GDPR and Higher Education regulatory expectations.
- **Adoption:** Adoption and sustainability are addressed through role-based training, user guidance, and on-the-ground adoption support. Training focuses on safe and effective use of devices and applications, including how to record information during visits, manage sensitive conversations, and ensure records remain accurate and complete.
- **Optimisation:** Transition to run-state includes configuration handover, documentation, and support for internal teams to maintain and extend the digitised frontline model. Ongoing optimisation focuses on refining configurations and workflows within the selected platforms as service needs evolve.

Our project management and delivery approach for Student Records System (SRS / SIS) Cloud Enablement & Optimisation provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide general higher education consultancy, academic policy advisory services, staff augmentation, or outsourced registry operations. Ownership of academic governance, statutory reporting decisions, and student outcomes always remains with the institution.

Service Features

- Configuration/optimisation of buyer-selected Student Records System cloud platforms.
- Support for SITS:Vision/Ellucian Banner/Ellucian Colleague/Unit4 Student Management/Workday Student.
- Workflow configuration aligned to the end-to-end student lifecycle.
- Secure data migration, validation, and configuration support.
- Regulatory reporting/statutory return configuration, including HESA.
- Integration enablement with ERP/Finance/HR/CRM and learning systems.
- Role-based system training, focused on effective cloud usage.
- Information governance, DPIA, data protection configuration.
- Release, upgrade, and configuration change support.
- Scalable deployment model across faculties and services.

Service Benefits

- Improved regulatory compliance and audit readiness.
- Higher data quality supporting accurate reporting and insight.
- Improved student experience through consistent digital processes.
- Reduced administrative burden for registry and professional services teams.
- Better integration across the HE digital ecosystem.
- Increased confidence in use of cloud SIS platforms.
- More effective use of existing student systems.
- Improved operational visibility across admissions/enrolment/awards.
- Faster adoption through structured system enablement.
- Foundation for future digital innovation in Higher Education.

Exit, Transfer, and Portability

- All data remains the property of the customer.
- Data and configuration documentation can be exported in standard formats.
- Supplier transitions and internalisation of capabilities remain entirely unrestricted.
- Exit does not require ongoing paid support or proprietary tooling.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean 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 our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-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 customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. 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, 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 Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is

transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge'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 customer 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 Edge was to withdraw from G-Cloud 15, 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.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer 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 Customer prior to the commencement of the engagement.



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