



Cloud Delivery & Operations Enablement

Service Definition Document

G-Cloud 15

morson **EDGE**

Cloud Delivery & Operations Enablement

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 Cloud Delivery & Operations Enablement

We help organisations to configure, secure, and optimise cloud-native DevOps, DevSecOps, and Revenue Operations (RevOps) capabilities. Our approach ensures safe, compliant software delivery and operational automation across Central Government, Local Government, Police, Fire, Ambulance, Health, Education, Housing, and Arm's Length Bodies using modern cloud platforms.

- **Discovery:** Discovery and preparation activities assess the current cloud environment, development tools, deployment practices, security controls, and operational requirements. Outputs define configuration improvements, platform enablement scope, and deployment phases across digital services.
- **Configuration:** The service supports configuration and optimisation of DevOps and DevSecOps platforms across AWS, Microsoft Azure, Google Cloud Platform, and hybrid or UK sovereign cloud environments. Activities include CI/CD pipeline configuration, container orchestration using Kubernetes, environment automation, release management, and secure deployment practices.
- **DevSecOps:** DevSecOps enablement embeds security controls directly into delivery pipelines, incorporating automated testing, vulnerability scanning, policy enforcement, secrets management, and audit logging. These controls support secure-by-design delivery aligned with public sector security standards.
- **RevOps:** RevOps enablement supports the configuration of digital service workflows where revenue, charging, or cost recovery models apply, including integrations with finance systems, billing platforms, analytics, and reporting tools. This is particularly relevant for shared services, digital platforms, and transactional public services.
- **Integration:** Integration enablement focuses on secure connectivity between development platforms, cloud infrastructure, identity services, monitoring tools, and enterprise systems. Configuration activities enable interoperability without introducing proprietary dependencies.
- **Information governance:** Information governance and security are embedded from the outset. We support secure configuration of identity and access management, logging, monitoring, and data handling aligned with UK GDPR, public sector assurance frameworks, and sector-specific requirements for Police, Health, and Blue Light organisations.
- **Adoption:** Adoption support focuses on enabling organisations to use configured DevOps, DevSecOps, and RevOps platforms effectively. This includes platform-specific guidance, operational runbooks, and disciplined technical knowledge transfer designed to ensure safe, sustainable, and efficient operations.

- **Optimisation:** Optimisation and reporting outputs provide organisations with actionable insights that support the improved reliability, performance, and compliance of live services.

Our project management and delivery approach for Cloud Delivery & Operations Enablement 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 digital strategy consultancy, organisational redesign, staff augmentation, or outsourced development and operations. Ownership of digital services, operational decisions, and statutory accountability always remains with the customer.

Service Features

- Configuration and optimisation of cloud-native DevOps and DevSecOps toolchains.
- Support for AWS, Microsoft Azure, Google Cloud Platform, and UK sovereign cloud environments.
- Kubernetes, container, and microservices platform enablement.
- CI/CD pipeline configuration using GitHub, GitLab, Azure DevOps, and Jenkins.
- Integrated security controls including SAST, DAST, secrets management, and policy-as-code.
- Infrastructure-as-Code configuration using Terraform, Bicep, ARM, and CloudFormation.
- Observability, monitoring, and incident response configuration.
- RevOps enablement for digital services, billing, and revenue workflows.
- Role-based access controls, audit logging, and compliance configuration.
- Scalable operating models supporting multi-agency and shared service

Service Benefits

- Faster, more reliable delivery of digital services.
- Improved security through embedded DevSecOps controls.
- Reduced operational risk through automated testing and deployment.
- Increased resilience and scalability of public sector platforms.
- Improved compliance with public sector security and assurance standards.
- Better visibility of service performance and operational health.
- Reduced manual effort through automated environments.
- Improved collaboration across development, security, and operations teams.
- Scalable foundations for digital and data-driven services.
- Improved value realisation from cloud investments.

Exit, Transfer, and Portability

- All code, configurations, and artefacts remain the property of the customer.
- Infrastructure and pipeline configurations can be exported in standard formats.

- The service does not restrict supplier change or internal enablement.
- 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.

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.



Contact

Andy Wadsworth – G-Cloud Account Director
Andy.wadsworth@morson.com
 +44 (0) 7779 127 447
morson-edge.com/skills/technology/