



**Copilot Cloud Adoption & AI
Productivity Enablement
Service Definition Document**
G-Cloud 15

morson **EDGE**

Copilot Cloud Adoption & AI Productivity 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 Copilot Cloud Adoption & AI Productivity Enablement

We help Public Sector organisations, including Local & Central Government, NHS, Blue Light, and ALB's to configure, deploy, integrate, and optimise Copilot and related AI productivity. Enabling safe, secure, and compliant adoption of AI, enhancing workforce productivity, maintaining governance, data protection, full organisational control over data and outputs.

- **Discovery:** Discovery and preparation activities assess Copilot readiness, including Microsoft 365 configuration, licensing, identity and access controls, data sensitivity, and information governance requirements. Outputs define the scope of Copilot configuration, deployment phases, and adoption activities.
- **Configuration:** Configuration and deployment of Microsoft Copilot cloud services include permissions, data boundaries, security controls, and usage policies aligned to organisational standards. Copilot-specific use cases are enabled where appropriate to support productivity in frontline, investigative, and corporate functions, without replacing professional judgement or operational decision-making.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, data protection reviews, and secure Copilot configuration, including role-based access, audit logging, and monitoring to reduce the risk of data leakage or misuse. All activities align with UK GDPR and Blue Light information assurance requirements.
- **Adoption:** Adoption support is limited to enabling and responsible use of Copilot cloud services. This includes role-based system training, guidance materials, and user enablement focused on safe productivity improvements. Change activity is restricted to supporting adoption of the Copilot service itself.
- **Optimisation:** Delivery is structured around clearly defined service units aligned to Copilot deployment phases or organisational groupings. Usage insights and performance monitoring support ongoing optimisation of Copilot configuration and adoption.

Our project management and delivery approach for Copilot Cloud Adoption & AI Productivity Enablement (Blue Light) 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 AI strategy consultancy, operational decision-making, staff augmentation, or outsourced service delivery. Ownership of operational decisions, outputs, and accountability always remains with the customer.

Service Features

- Configuration and deployment of Microsoft Copilot cloud services.
- Readiness assessment for Copilot within Microsoft 365 environments.
- Copilot-specific use case configuration across operational and corporate teams.
- Information governance, security, and data protection alignment.
- Risk mitigation for data leakage and inappropriate AI usage.
- User-centric Copilot adoption and enablement planning.
- Role-based training focused on effective Copilot usage.
- Integration with existing Microsoft 365 services and controls.
- Usage monitoring and productivity insight configuration.
- Ongoing optimisation of Copilot configuration and adoption.

Service Benefits

- Improved workforce productivity and reduced administrative burden.
- Safe and compliant use of AI productivity tools.
- Faster adoption with sustained user engagement.
- Clear productivity insights from Copilot usage.
- Reduced information governance and security risk.
- Improved quality and consistency of outputs.
- Increased digital confidence across teams.
- Scalable AI productivity capability as Copilot evolves.
- Better alignment between technology and operational priorities.

Exit, Transfer, and Portability

- All organisational data remains the property of the customer at all times.
- Copilot configuration and documentation can be retained without supplier dependency.
- 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.

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.



Contact

Andy Wadsworth – G-Cloud Account Director

Andy.wadsworth@morson.com

+44 (0) 7779 127 447

morson-edge.com/skills/technology/