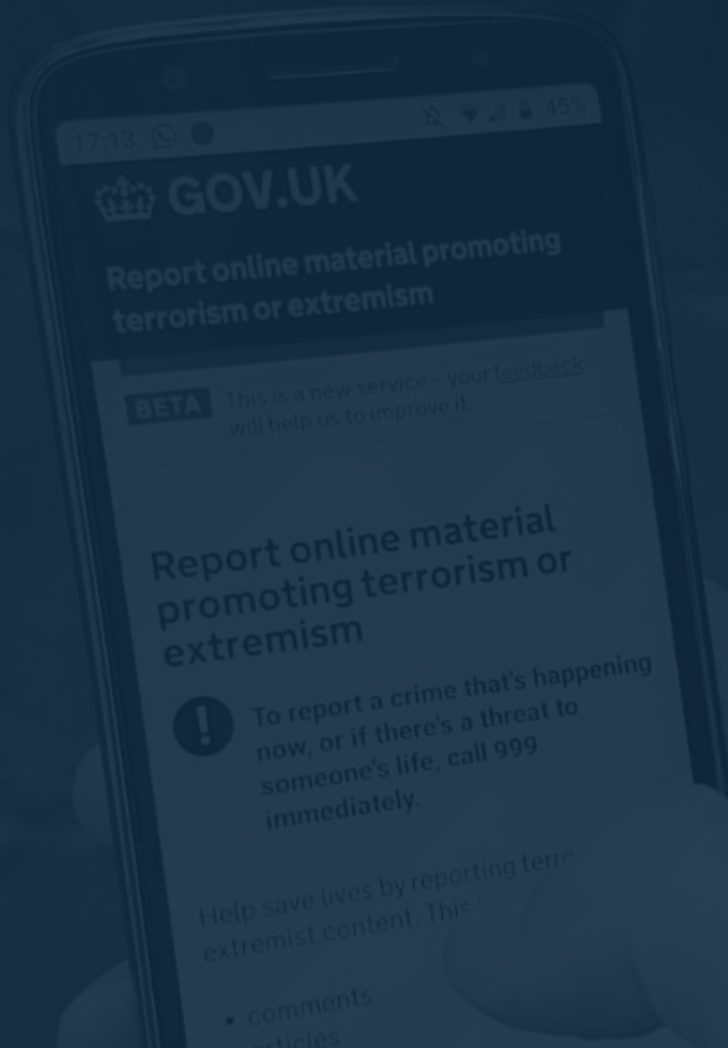


Project rescue

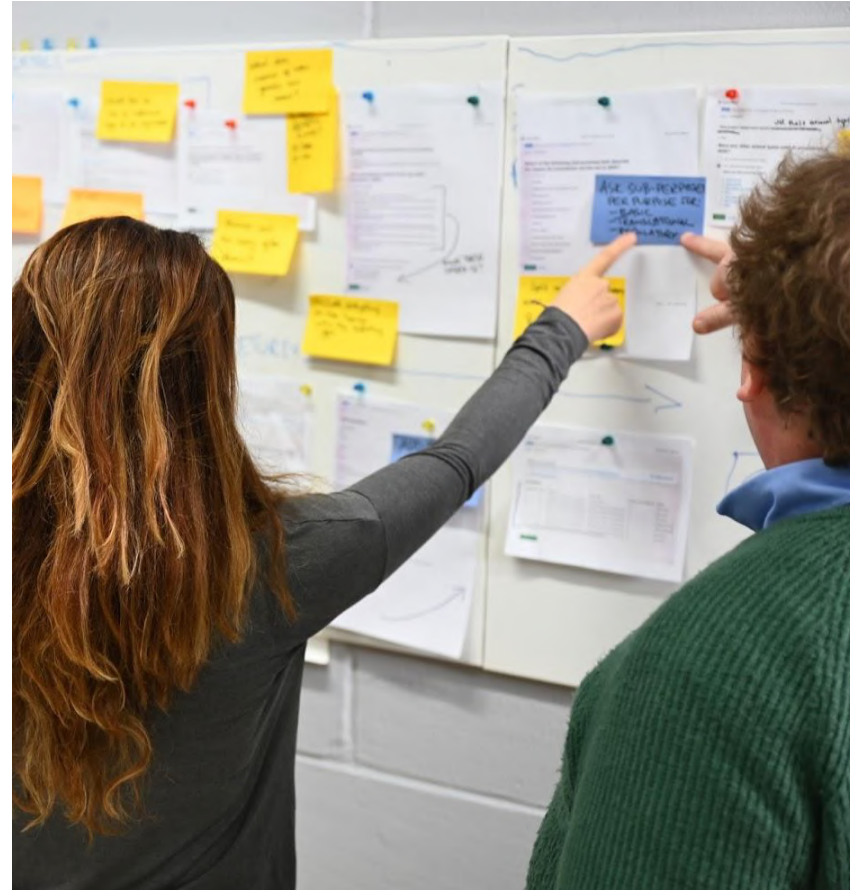
Service definition
G-Cloud 13



Project rescue

Service summary

Projects get into trouble. Key personnel leave. Deadlines aren't met. Technologies don't deliver promised benefits. Services fail to pass assessments. We offer solid experience of project rescue. We draw on deep Agile knowledge and experience, combined with a detailed understanding of the requirements for Discovery, Alpha, Beta and Live phases of service development.



Project rescue

Service summary

Features

- Work with existing team to understand current project status
- Workshops to capture scope and understand what can be delivered, when
- Agile meeting facilitation, stand-up, planning and show and tell
- Facilitation of retrospectives, for development team and wider stakeholder groups
- Multidisciplinary delivery team, replacing or enhancing the existing team.
- User research rescue plan providing quick understanding of user needs
- Design of minimum viable increments allowing early and frequent release
- Set up of continuous delivery and integration pipelines
- Transparent management of risks, issues and potential project blockers
- Weekly project reporting showing project status, progress, risks and issues

Benefits

- Whatever a project's status, we can start to help immediately
- Agile methods capture current project status and identify next steps
- Iterative and incremental approaches immediately begin to improve the situation
- Retrospectives identify real problems and allow potential solutions to emerge
- Previous service assessments feedback is used to ensure success next time
- Prioritising of highest value functionality results in maximum user engagement
- Agile approach accommodates changes in requirements, organisational structure or policy
- We provide our own team, team members or team coaching.
- Reliable indications of when functionality will be available
- Clear, honest and evidence-based communication facilitates good decision making



About us

We partner with government to build digital services that help people get things done.



About us

Marvell Consulting

Marvell Consulting is a team of digital specialists with a track record of building secure, reliable, easy-to-use products and services.

We put users at the heart of everything we do to create beautifully simple services that are responsive to their needs.

Our strength is in delivering measurable value to stakeholders whilst fulfilling our commitment to building user-centred, government-approved services.



About us

Our experience

As a small company we're proud to have been trusted by some of the UK's most recognised institutions.



About us

Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.



About us

Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

Working as a team

We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.



About us

Working together

Working with clients

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.



Working in the open

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.

Detailed specification

Information on pricing, on-boarding and service management.



Detailed specification

Overview

Ordering

Email us at gov@marvell-consulting.com or call [020 3886 0115](tel:02038860115) to discuss your requirements.

On-boarding

Onboarding is informed by the client's needs. As a minimum we would produce a statement of work defining the agreed tasks and deliverables. We would also expect to agree project milestones, working patterns, locations, access to specialist equipment and team roles and responsibilities.

Service constraints

Our services are typically delivered remotely or from our London Bridge office from Monday to Friday, 9am to 5pm. However we can accommodate onsite work and out-of-hours support as required.

Security assurance and data resilience

We have practiced methods for recovering and restoring operations in rare cases where our automated processes fail. We've worked to varied security specifications and can work with you to meet your requirements. Many of our consultants are SC-cleared and can obtain further clearance if needed.



Detailed specification

Overview

Training

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

Invoicing

To be agreed with the client.

Early termination

Terms to be agreed with the client.

Off-boarding

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.



Detailed specification

Rate card

SFIA Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1 Follow	£450	£450	£450	£450	£450	£450
2 Assist	£475	£475	£475	£475	£475	£475
3 Apply	£500-650	£500-650	£500-650	£500-650	£500-650	£500-650
4 Enable	£650-850	£650-850	£650-850	£650-850	£650-850	£650-850
5 Ensure/Advise	£750-950	£750-950	£750-950	£750-950	£750-950	£750-950
6 Initiate/Influence	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000
7 Set Strategy, Inspire, Mobilise	£950-1250	£950-1150	£950-1250	£950-1200	£950-1150	£950-1250



“Marvell Consulting has been integral in the transformation of the Home Office’s digital operations. The research, design and build has been exceptional.”

Ben Stevens, Product lead

Home Office



Things we've delivered

Some examples of what we've helped deliver with this service.

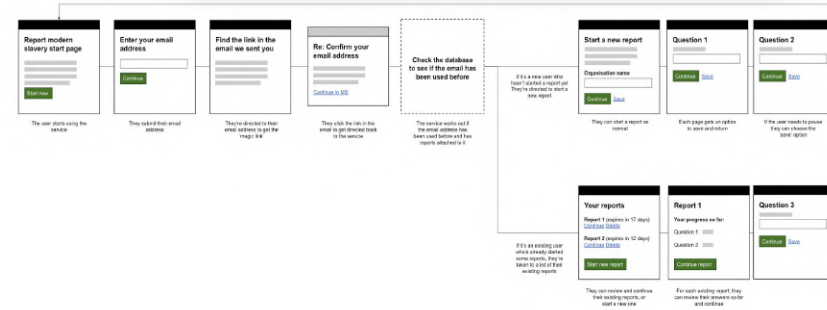
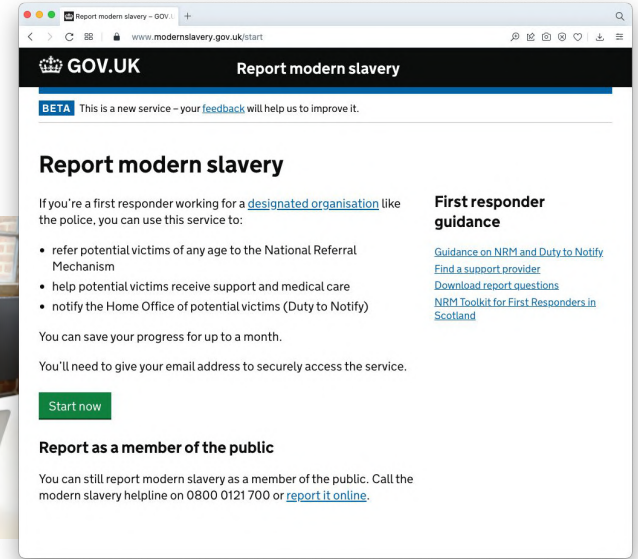


Case study

Modern slavery project rescue

The project was experiencing delays and the client needed help to develop important new features to a challenging deadline.

We were asked to provide an expert team to make improvements to the existing service on GOV.UK that allows government officials and others to report suspected modern slavery offences to the Home Office.



The current reporting process involves completing and submitting a GOV.UK form comprising 30 to 40 question pages.

Our research validated the need for users to save reports and return to them later. As frontline staff working in demanding roles they had to be prepared to mobilise quickly when needed. Being called away in the middle of making a report meant losing their progress - a frustrating obstacle for these time-poor users.

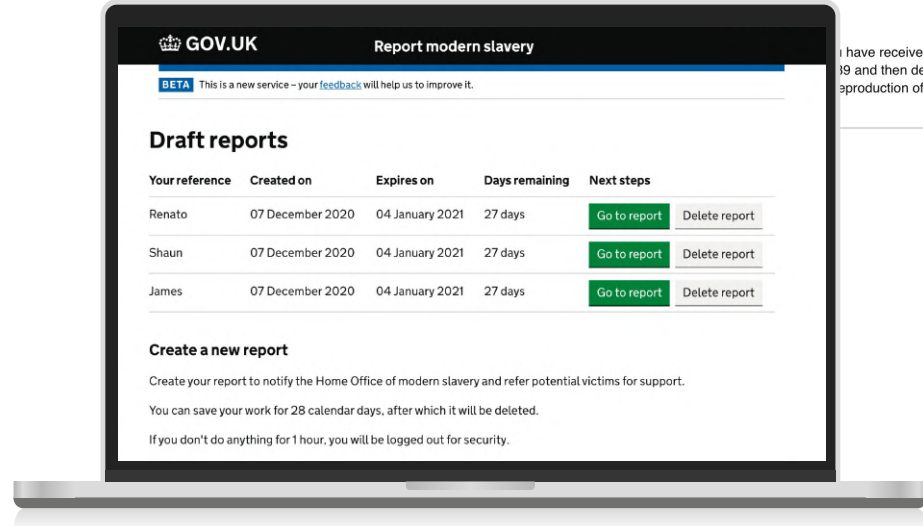
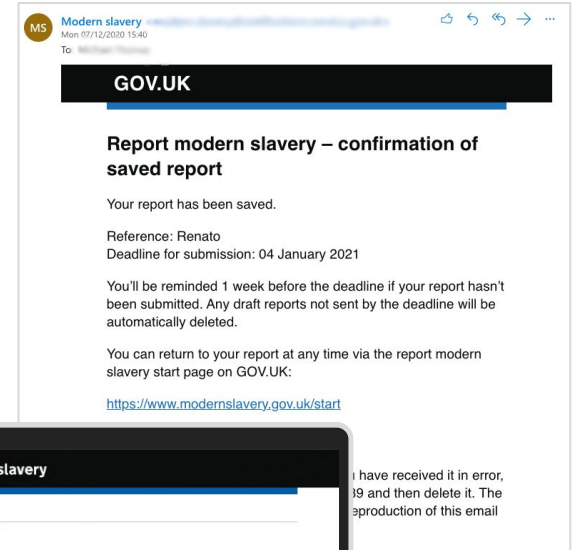
We worked closely with our client and end users to design, test and build a feature that allows users to save a report for 28 days and use an email verification journey to easily and securely return to it.

We also identified a technical fault that was causing reports not to be delivered - an issue invisible to our client - and implemented a solution to repair it.

The improved service went live in a few months with around 100 reports being saved at any one time and 100% of reports submitted successfully.



100%
of reports submitted are
now successfully received



have received it in error,
39 and then delete it. The
production of this email

Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Agile design and technical delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Delivery management
- Cloud support and operations
- GOV.UK forms
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Performance dashboards and management information services
- Project rescue
- Project delivery on time and to budget
- Project delivery using JIRA and Trello



“The work delivered by Marvell Consulting has helped transform data sharing across government!”

Product Manager

Government Digital Service



Talk to us

We're always here to answer questions or to discuss the needs of your project.

gov@marvell-consulting.com

020 3886 0115

www.marvell-consulting.com



Crown
Commercial
Service
Supplier