



# PROGRAMME MANAGEMENT

SERVICE DEFINITION  
G-CLOUD 14





# SERVICE OVERVIEW





We provide professional services enabling the transformation of industries. Using our insight we work collaboratively with stakeholders to ensure that complex markets work for everyone's benefit.

### **Delivering Programmes That Work For Everyone**

In an increasingly complex and demanding world, drawing on specialist expertise helps deliver projects and manage programmes effectively. We carry out programmes across sectors for government, regulators, industry bodies and businesses. That experience gives us insight into the latest trends, technology and challenges to shape how projects are designed and executed to achieve maximum positive impact. Working in collaboration with clients we develop operational processes and procedures to ensure the right framework is in place for a programme, how best to implement change and to successfully engage everyone involved. We have a proven track record in delivering services for complex, multi-dimensional programmes, working with clients to ensure they meet operational and business requirements and with appropriate performance controls in place.



**WE KNOW  
EVERY  
CLIENT IS  
UNIQUE**



## Working With You

### Our Programme Management Service:

- Our services span every stage of programme management. From the outset, we work with you to agree what needs to be achieved and how it will be approached.
- We recognise the importance of stakeholder management and communications, ensuring the good relationships needed to ensure programmes deliver on their aims.
- Our experience of working with stakeholders right across an industry enables us to provide insight on the issues which may arise and how to best tackle them.
- We also help you identify and implement the best tools and technology for a particular programme.
- Our services also include monitoring the performance and benefits of programmes to identify where and how improvements can be made.
- We specialise in advising on change initiatives which are increasingly inspired by the digital revolution. We ensure you can transform your vision into action, focusing on the right choices, making the right deals, to deliver the right results







# SERVICE FEATURES





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- Tailorable full lifecycle programme definition and management capability
- Establishes full business justification using best-of-breed business case approach
- Clear scope definition alongside tolerance control and robust reporting
- Robust programme governance to optimise executive engagement and stakeholder involvement
- Embeds strong management methods with supporting and proportionate governance
- Establishes delivery-focussed teams through programme mentorship and team motivation
- Close PMO engagement to enable progress reporting
- Regular business case revalidation ensures continued business justification
- Full risk management, issue outlining, and change implementation
- Comprehensive business change focussed implementation approach





# SERVICE BENEFITS





# SERVICE BENEFITS

- Proven experience delivering complex public sector business change, programme success
- Plans based on robust business justification and defined expected benefits
- Methodology driven delivery approach, influenced by management best practice
- Organisational engagement through active stakeholder management
- Expert programme managers implement flexible processes to meet business goals
- Programme best practice methods application, e.g. PRINCE2, MSP, PMP, P3O
- Knowledge library access to expedite delivery, utilising existing tools, templates
- Embed expertise through knowledge transfer, staff mentoring and staff upskilling



WHY  
GEMSERV?



# WHY GEMSERV?

**20+ years** of serving the UK Public Sector

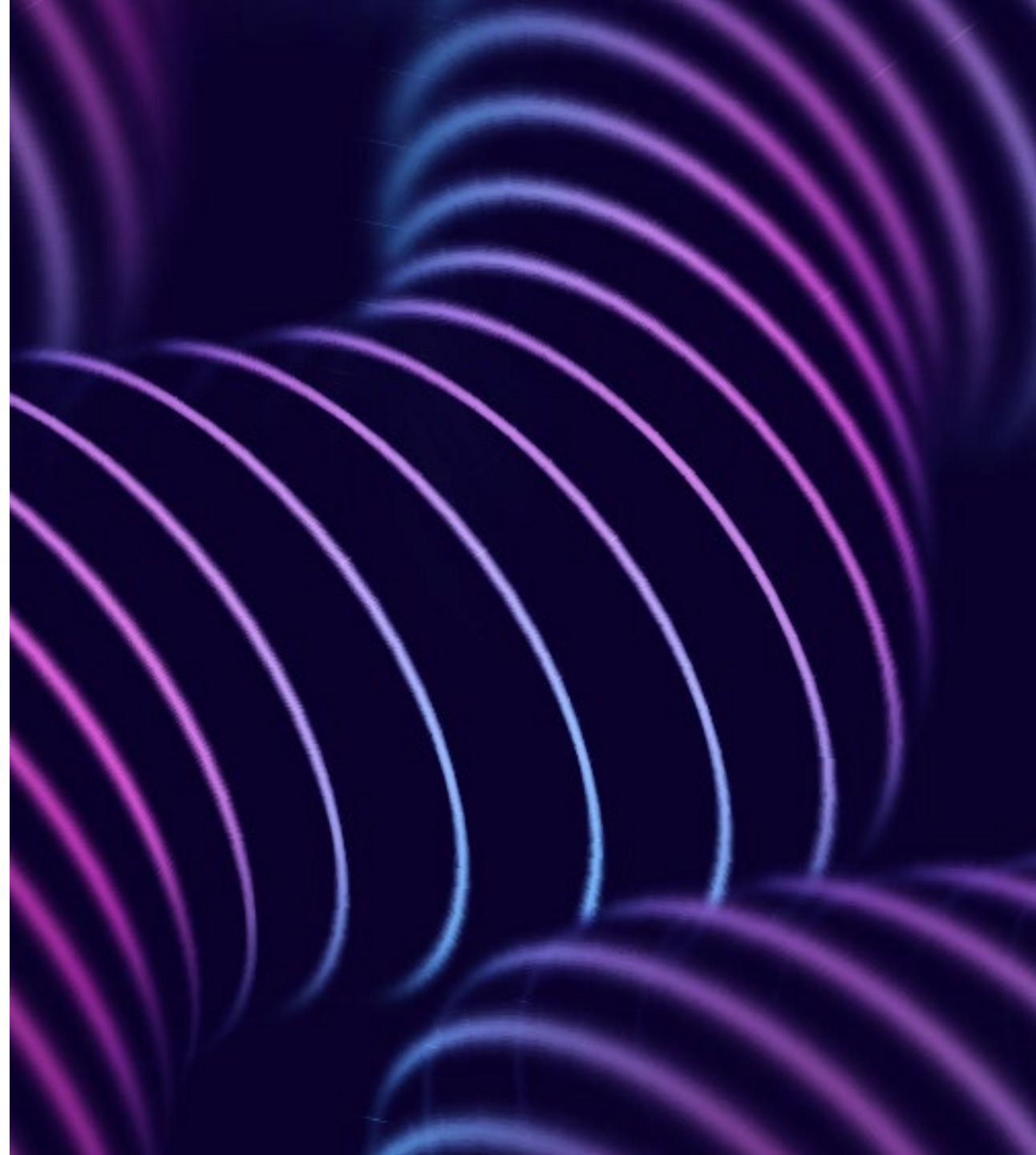
Proven experience in **translating Government policy**  
into **national schemes**

Experts in **cyber security** of UK Critical National  
Infrastructure

**B-Corp accredited** business demonstrating our  
commitment to performance and accountability

Experts in **environment and sustainability**, and bringing  
it into our Social Value

Delivered **digital and data transformation** programmes  
across public sector to drive innovation



# GEMSERV CYBER SECURITY & DATA PRIVACY SERVICES



## 4. Cyber Managed Services

- Vulnerability management
- Incident response & management
- 24/7 security monitoring/SOC
- Third party management
- Defensive cyber monitoring
- Identity & access management
- OT cyber services
- Risk treatment & management

## 3. Cyber Threat intelligence

- Cyber threat intelligence reporting
- Scanning the client's external environment & suppliers
- Providing intelligence reports on the threat trends based on activities in, for example, deep web, dark web, social media

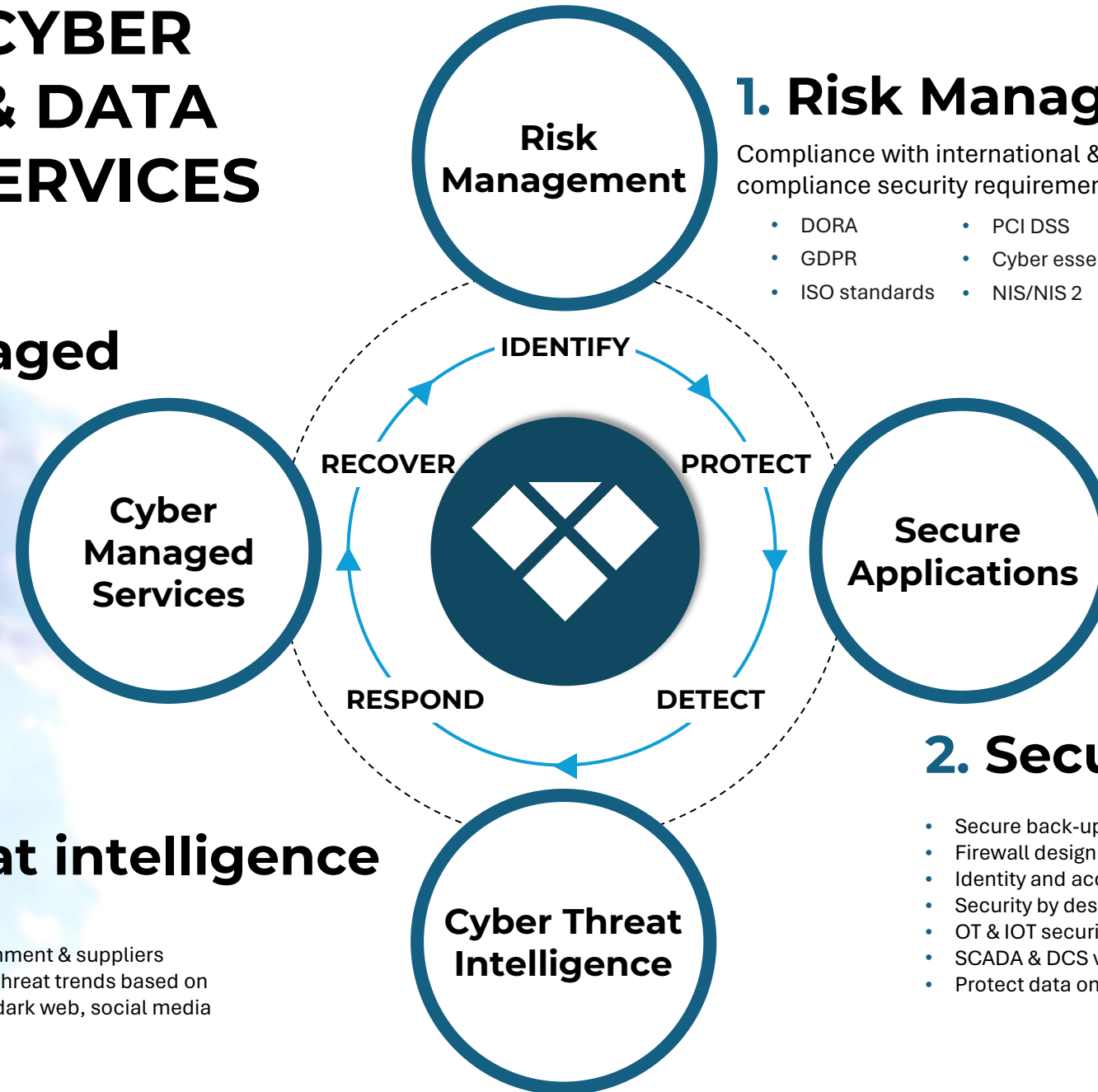
## 1. Risk Management

Compliance with international & regional regulatory & compliance security requirements, where applicable, present in:

- DORA
- PCI DSS
- SOC 2
- CCPA
- GDPR
- Cyber essentials
- NIST
- HIPPA
- ISO standards
- NIS/NIS 2
- DSPT
- CIS Controls

## 2. Security Architecture

- Secure back-up and recovery design and configuration
- Firewall design and configuration
- Identity and access management solution design
- Security by design in applications & platforms
- OT & IOT security design, controls & monitoring
- SCADA & DCS vulnerability evaluation
- Protect data on applications & systems





# SERVICE FEATURES

