PRACTICUS™

PMO as a Service using cloud-based tools Service definition

1.   What the service is

Practicus provides a cloud-based PMO as a service, using digital engagement models for both virtual and on-site delivery. The PMO can sit at any level of your organisation – Transformation Office, Enterprise Portfolio Management Office (EPMO), Programme Management Office or Project Management Office - to make sure your initiatives are delivered efficiently and effectively. Our approach focuses on tailoring a cloud-based PMO model to your requirements whilst leveraging sustainable best practice approaches, methodologies and toolkits. This enables you to reduce administrative burden on project management, provide scalable, cost effective PMO services and facilitate stakeholders confidence and engagement.

2.   The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Practicus has an enterprise standard Disaster Recovery solution of critical servers that will not disrupt live service to our client, should it be invoked. This includes a virtual recovery server, online backups, temporary network infrastructure and Terminal Services solution.

To further avoid service disruption, we can also provide additional office space in central London, Henley-on-Thames, Bristol as well as remote working in the event of a disaster. Practicus deploys on site server replication as well as offsite server images that can be deployed within our RTO of 2 hours.

3.   Any onboarding and offboarding support you provide

As part of the cloud-based PMO as a service, Practicus provides technical expertise in business analysis, solution design and security architecture to support planning and implementation. Onboarding plans can be produced and tailored using our templates leveraging industry best practice. We will also deliver coaching and training in PMO delivery to ensure that thenew model gets organically embedded into the organisation.

4.   Implementation plan

Our aim is to ensure you gain the desired outcomes from your project. All projects are different so we always tailor an implementation plan to the particular circumstances and customer needs.

Working together, we will develop and agree a Project Plan with the appropriate level of detail for the Services to be provided:

  i.   where required both Parties will hold meetings and workshops so that we gain a clearer understanding of your needs, and you gain a clear picture of our proposed solution. These meetings and workshops will provide the information needed to create a detailed specification for the Project Outcome and a Project Plan that will achieve the Project Outcome;

  ii.   we will give you a draft Scope of Work containing a Project Plan as soon as is reasonably practical;

  iii.   both Parties will use their best endeavours to agree a draft Project Plan that they believe will achieve the Project Outcome and to make sure that the Project Plan is agreed in a collaborative way; and

  iv.   the agreed, signed Scope of Work will incorporate the Project Plan.

5. Service levels: performance, availability and support hours

a) Email or online ticketing support

   Yes

b) Support response times

   Response times are variable depending on the nature of the question and time of sending. Our core office hours are 8:30am to 5:30pm, Monday to Friday but our consultants are able to respond to queries outside of normal hours. Out of hours support is available on request and subject to additional cost.

c) User can manage status and priority of support tickets

   No

d) Phone support

   Yes

e) Phone support availability

   8:30am to 5:30pm (UK time), Monday to Friday

f) Web chat support

   No

6. The ordering and invoicing process

Working with Practicus is simple and begins with a discussion of requirements with your appointed Account Director who will assist you in putting together an order through the G-Cloud process. (If you do not have an account director yet please contact info@practicus.com).

We will support you every step of the way to ensure you are confident that you are gaining exactly what you want, with a strong call-off contract for the services under the G-Cloud framework.

In terms of invoicing, we will send you an invoice on the dates that will be specified separately in the Payment Schedule or, in the unlikely event that the Scope of Work or Agreement is terminated early, i.e. for approved Services provided up to the date of termination. Each invoice will include the fees due, expenses, costs of materials, and VAT (where appropriate).

Please pay each undisputed invoice that we submit:

- within twenty eight (28) days of the invoice date; and
- into a bank account (we will give you written details of that account).

7. How buyers or suppliers can terminate a contract

Buyer to engage with a Practicus Account Director as detailed in a Scope of Work signed between us and our customer.

8. Added value

Knowledge transfer – in order to ensure lasting value, it is critical that your staff have all the knowledge they need to maintain the new ways of working. For this reason, we plan knowledge transfer at the start of the engagement, ensuring it is not a rushed activity at the end of the engagement or a reason to extend the contract any longer than is value for money.

Flexible and collaborative – we understand that the world changes and that when it does, we may need to adjust the work that we are delivering and the timescales to meet emerging needs. We aim to be flexible and pragmatic, working with you in partnership to achieve the best outcome.

Integrated – increasingly organisations want support that joins up with their teams in order to be effective. We do not work in a silo and will engage with your staff and organisational structures to ensure the work is efficient, effective and well-aligned.

Ask the community – In addition to the services with agree, you will have access to practical, independent advice from our community of subject matter experts on an ad hoc basis. They will be able to give you the benefit of their success and hindsight on particular point problems you may face.sss