

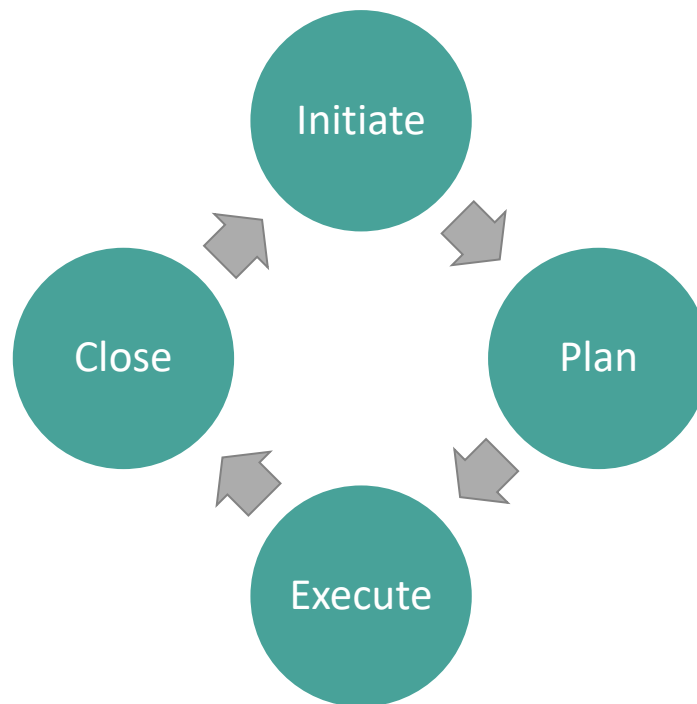
# Programme & Project Management Service Definition

Cloud Support

## 1.1. Service Definition

We have a wealth of knowledge and experience in delivering PPM services to clients across the public sector to delivery cloud transformation projects. We work collaboratively with you to ensure that the approach to delivery is in line with the organisation's delivery strategy and that tangible value is delivered across every stage of the life-cycle. Our resources are accredited in Prince 2, Agile and ITIL and can provide a flexible approach to project management and delivery in collaboration with existing internal resource or separately as an independent project or programme.

We follow a 4 stage project lifecycle to guide project from initiation through to closure.



### Initiate

- Understand requirements
- Understand priorities
- Understand deadlines
- Document risks

### Execute

- Monitor performance
- Monitor costs

### Plan

- Outline the tasks required
- Forecast the resource required
- Outline the timeline

### Close

- Analyse results
- Summarise key findings
- Plan next steps

## Planning service

Planning is key to our services as it facilitates successful delivery. Our team works with clients to plan all aspects of the work and we manage and review each project against the agreed plan. We provide a structured project & programme management approach utilising best practice methodology and will create detailed plans to support procurement, development of documentation, resources for evaluation, bidder response, technical assurance and governance processes. These plans are evolved and adapted as the project progresses through delivery and into handover to Business as Usual. We

work with clients to understand their specific organisational requirements and the potential impact across all affected end user groups.

### ***Setup and migration service***

Our experienced project and programme managers will support customers in their planning to establish or move cloud services. Our team helps clients to migrate to Cloud technologies and we use proven change management techniques to ensure that this is successful. We involve the client at every step and include extensive engagement to facilitate this. With experienced consultants and extensive performance management systems we provide in depth assistance in all aspects of cloud migration projects by providing specialist project technical and delivery resources. We have access to specialists in Microsoft Office 365 migration and data migration who can provide advice and guidance throughout the project. Technical Architects are available to the project team to evaluate designs and the build stages of the project as well as Service Managers to support service transition.

#### **1.2. Service features**

- Project initialisation, planning and delivery
- Full project lifecycle delivery
- Qualified resources; MSP P3M3, Prince2, Agile, MOR
- Management of project and programme budgets
- Standardised reporting processes and templates
- Proactive risk and issue management
- Cross department / organisation team management
- Support with procurement specification and assessment

#### **1.3. Service benefits**

- Proven track record in delivering large, complex and cloud projects
- Security Cleared resources available
- Outcome and deliverable based engagement
- Inclusive engagement of business stakeholders at all levels
- Strong and effective programme and project governance
- Experience with multiple supplier / technology services models
- Ability to operate in fully controlled project environments
- Access to both technical and operational resources

#### **1.4. Staff Clearance**

All staff are UK Based and BPSS cleared, some SC resource are available if required.

#### **1.5. On-boarding**

There are no onboarding activities for these services, providing the constraints and requirements are met our consultants can commence the Discovery & Consultation.

#### **1.6. Off-boarding**

There are no offboarding activities specific for these services however as part of the engagement close any migration tooling will be removed, and technical handovers completed. If additional supplementary services have been purchased these may have their own off-boarding activities.