Service	Programme Intervention and Problem Management
	Expert leadership to enable stakeholders to reset problematic cloud programmes or to enable programme managers to address specific delivery or quality issues. Deployment of people and practices with a strong record of problem management and recovery on complex, highly stressed, programmes for major enterprises. Content rather than process-based interventions. - Interventions led by highly experienced delivery / technical lead - Lead has extensive software development / software management experience - Wider team of senior delivery and technical personnel - Content-based approach, addresses critical detail - Full understanding of technical, functional and delivery risks - Experience across a diverse range of solution types - Very large-scale system experience - Decisive, directed, intervention responses - Programme acceleration using time-boxed objective-centric model - Direct supervision of critical recovery activities
Backup and Restore	n/a
Onboarding / Offboarding	n/a
Implementation Plan	Detailed plans are prepared for each engagement following initial discovery of the specific needs of the engagement.
Pricing	Pricing details, including volume discounts, are provided in the G-Cloud 13 pricing document.
Constraints	n/a
Service Levels	Service levels are engagement specific, appropriate service levels are agreed as part of the engagement process.
Compensation	Compensation schemes are engagement specific, appropriate compensation schemes are agreed as part of the engagement process.
Ordering and Invoicing	Initial contact and engagement shaping is done via the G-Cloud Primary Contact using the email address registered with G-Cloud. Orders are formally placed by sending an approved Purchase Order to the G-Cloud Primary Contact using the email address registered with G-Cloud. The invoicing process will be as specified by the buyer and agreed as part of the ordering process.
Termination	Termination is by submitting a formal notice to the G-Cloud Primary Contact using the email address registered with G-Cloud.
After Sales Support	Requests for after sales support, including after the service has been completed, should be made to the G-Cloud Primary Contact using the email address registered with G-Cloud.
Technical Requirements	n/a