# principleone

# Delivery Management Support Services

## Service Definition G Cloud 14

May 2024

COMMERCIAL IN CONFIDENCE

# 1. Introduction

## 1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Delivery Management Support service for G Cloud 14. For more detailed information, please contact enquiries@principleone.co.uk.

## 1.2. Principle One Overview

Principle One was founded in 2018 with a strong focus on supporting public sector clients in harnessing cloud capability to address the challenges of an increasingly complex operational environment. Our customers range from UK Law Enforcement, Justice and National Security through to Health and broader government programmes.

We work with our client to deliver their core mission outcomes, helping them to experiment, innovate and continually improve their capabilities.

Since our launch, we have built a strong reputation for deep domain knowledge, a collaborative approach and partnership working. Providing a broad range of services from systems engineering and architecture to business and programme delivery and can draw on a long track record of supporting large scale government change programmes from conception through to delivery.

We work with a diverse range of government organisations, including the Home Office, the National Crime Agency and National Health Service; we are also part of the Vivace community working across a range of government clients through the Home Office's Accelerated Capability Environment (ACE).

## 1.3. Our Services

Principle One provides a broad range of services to public sector customers which include:

- Enterprise Architecture, Solution Design and Systems Engineering support;
- Data Architecture, Engineering and Governance;
- Business and Operating Model Design;
- Discovery and Proof of Concept development;
- Stakeholder Engagement and Business Analysis;
- Programme Delivery Management and Client side support.

## 2.  Delivery Management Support

## 2.1.  Service outline

Principle One provides delivery management and support, including project, programme and portfolio management, to law enforcement, national security, health, justice and other central government customers. Our experience includes managing and assuring delivery of complex programmes including implementation of cloud-based solutions and services. We use a range of well-known delivery methodologies, including Agile and Scaled Agile (SAFe), to help deliver successful outcomes for our customers, ensuring our approaches are tailored to the scale and nature of the context; we have a track record delivering complex cloud-based projects on time and budget.

We work with key stakeholders to define the most valuable input from our delivery experts, ranging from dedicated project or programme management resource for a specific implementation to establishing governance processes or focused assurance reviews. We have significant experience of working in a multi-supplier environment, fostering a culture of collaboration whilst providing independent client-side advice and support.

Throughout our engagement we provide regular reporting on progress achieved, activities planned, and key risks and issues that require attention. This helps to steer the ongoing planning of the project and related programme work.

## 2.2.  Service Features

- Provision of highly experienced delivery managers able to lead and support projects, programmes and portfolios.
- Provision of expert knowledge and use of a range of delivery methodologies for cloud-related projects, including Agile.
- Proactive risk and issue assessment, management and mitigation.
- Design and implementation of delivery governance and assurance processes.
- Design and implementation of assurance, audit and oversight of programme plans.
- Flexible project management service provision according to customer need.
- Strong stakeholder management and engagement.

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## 2.3.  Service Benefits

- Ensures constant focus on pace and value of delivery.
- Provision of delivery tools aligned to relevant best practice appropriate to the scale and nature of the context.
- Programme and project performance maturity assessment and improvements.
- Enables benefits definition and tracking aligned to project, programme and organisational plans.
- Access to independent delivery assurance.
- Provision of independent and objective client-side support in a multi-supplier environment.
- Strategic alignment of objectives to key project milestones and deliverables.
- Supports successful business transformation.

# 3.  Project Engagement

## 3.1.  Order Process

Each customer receives dedicated account management, project management and technical SME support.

These resources will work together with the customer and key stakeholders to establish the scope, deliverables, duration, value and any other relevant terms of each project, which will be used to agree the G Cloud contractual order form (see Digital Marketplace for full guidance on the supplier assessment and contract award process).

To discuss requirements with us in more detail, please contact enquiries@principleone.co.uk.

## 3.2.  Project Implementation

On contract award Principle One will hold a kick-off meeting with the customer to establish a prioritised set of activities for the engagement. This will include gaining a detailed understanding of timescales including key milestones, deliverables and outputs.

We will then refine a detailed project plan with the customer, tailored to the agreed delivery methodology and toolsets.

At the outset of the engagement Principle One will also agree an appropriate oversight and governance schedule with the customer. This will include any reporting requirements and establishing suitable regular

checkpoints with a senior Principle One delivery resource to check on progress and satisfaction.

## 3.3.    Performance, Support and Service Constraints

Principle One will work with the customer at from the outset of the project definition stage to agree the appropriate support levels for each engagement. Each customer receives dedicated account management, project management and technical SME support.

Customers will be given contact details for a lead team contact e.g. Lead Developer / Technical Architect, an Engagement lead for general communication, commercial support and raising of questions or issues. Standard response times would be one working day, however any particular response times required would be agreed at the start of each project.

We will monitor delivery through our established assurance processes. We will also set up regular contact with the customer to get feedback and assess satisfaction, with escalation processes established to rapidly resolve issues if required.

Principle One will work with each customer to define any constraints of the particular service being provided.

## 3.4.   Additional Service Elements

On-boarding and off-boarding, data backup and restoration and disaster recovery are not core parts of this service. We will plan any such activity with the customer on a project by project basis.

Information such as Principle One's Business Continuity Plan is available on request.

## 4.  Further Information

## 4.1.   Clearance and Security

All Principle One resources hold security clearance, ranging from BPSS through to NPPV3, SC and DV.

Principle One's Information Security Policy and the broader set of information security policies and guidelines are set out in alignment with National Cyber Security Centre (NCSC) guidelines and industry best practice. We are accredited to Cyber Essentials, the UK Government scheme to reduce cyber vulnerability in businesses and organisation and

are currently progressing an upgrade to Cyber Essentials Plus alongside working towards ISO 9001, 14001 and 27001.

Our Information Security Policy is available on request.

## 4.2. Pricing, Invoicing and Commercial Terms

### 4.2.1. Pricing

All pricing for this service is based on our G Cloud 14 SFIA rate card, which is available on the Digital Marketplace.

### 4.2.2. Invoicing

Invoicing is carried out on standard 30 day terms.

### 4.2.3. Termination

Termination terms are as defined in our standard Terms and Conditions, which can be found on the Digital Marketplace for G Cloud 14.

## 5. Contact Details

For further information please contact enquiries@principleone.co.uk.