

# **PROFESSIONAL PROJECT & PROGRAMME MANAGEMENT SUPPORT SERVICE**

**G-CLOUD 14  
SERVICE DESCRIPTION**

## Overview

MLC Partners has extensive experience supporting public sector organisations undertaking key transformation projects and programmes, including NHS EPR, clinical systems and cloud implementations. We have developed a set of services under G-Cloud to provide supplementary project and programme management support through such transformations. This service allows organisations to access a full range of project and programme support services including programme management, project management, change management, project planning, project controls, risk, issues, assumptions and dependencies management and programme management office support.

For NHS and health sector customers, the service can support EPR implementation and optimisation programmes across platforms including RiO, Epic, Cerner, Nervecentre, SystemOne, EMIS Web and other clinical systems. Typical support includes governance, planning, PMO, RAID, dependency management, stakeholder coordination, training management, training needs analysis, scheduling, readiness reporting, cutover, go-live support and adoption monitoring.

## Service Description

To deliver this project and programme management support service, MLC Partners will supply a team of expert specialists with extensive experience and/or professional project and programme management qualifications. Our support can be applied to complex EPR and clinical systems programmes, including RiO and other NHS platforms, where buyers require additional delivery capacity, governance and implementation control.

Before commencing any assignment, we will agree a specific service work package to define the support required, resourcing, duration and planned deliverables. For EPR programmes this may include programme mobilisation, integrated planning, PMO, RAID and dependency management, stakeholder coordination, training management, needs analysis, role-based scheduling, readiness reporting, cutover, go-live and early life support planning.

We understand the pressures on NHS and public sector organisations and will tailor our team and support to individual needs, taking account of internal capacity and capability. We work alongside clinical, operational, digital, supplier and training teams to strengthen delivery grip, improve visibility of progress and support successful adoption of new clinical systems.

Where we deploy larger teams, we will provide a lead consultant who will manage the engagement and coordinate the work package, reporting and deliverables with the customer.

## Resourcing

The teams deployed in the provision of the services will be comprised of experienced project and programme management professionals. Often these will have recognised qualifications including PRINCE2, Managing Successful Programmes (MSP), Certified Project Management Professional (PMP) and AgilePM, and will usually be degree qualified or have achieved a level 4/5 diploma in a relevant project management related discipline.

For NHS EPR and clinical systems assignments, MLC can provide programme managers, project managers, PMO specialists, workstream leads, training managers, training coordinators, cutover leads and change-focused delivery professionals. Where platform-specific experience is required, MLC can support delivery across RiO, Epic, Cerner, Nervecentre, SystemOne, EMIS Web and other clinical systems through appropriately experienced staff, associates or partners.

Typically team members will be cleared to Baseline Personnel Security Standard but we are able to provide individuals with higher clearances where required.

## Ordering process

We aim to make the ordering process as simple and straightforward as possible. Customers can contact our account team by telephone or email and we will facilitate face-to-face meetings where required to discuss specific requirements. We are happy for customers to prepare G-Cloud 14 call off order forms or we can draft these for checking by the customer.

For EPR implementation support, we can help define the required work package around general programme delivery, PMO, training management, readiness reporting, cutover planning, go-live support or other project and programme management needs. This helps customers align the call-off with the required outcomes, deliverables and resourcing model.

## Onboarding

We aim to ensure that all teams deployed will be fully effective from the start of each assignment. To achieve this, prior to the start of each assignment we will provide a briefing to each team member on the work required, expected deliverables, key customer personnel and expectations on service standards.

At the start of each engagement, team members will introduce themselves to the key customer contacts to discuss and agree the work programme, reporting and communications. For EPR programmes this may include confirming governance routes, programme plans, RAID logs, training workstream plans, readiness reporting, stakeholder groups, supplier interfaces and go-live milestones.

## Service Constraints

This service is highly flexible. We can start service provision at short notice and flex the level of support up and down as required. The service can provide individual project and programme specialists or managed teams aligned to specific workstreams, including PMO, training management, readiness, cutover and go-live support.

MLC does not provide the EPR software product itself. Any platform-specific configuration, system build, clinical safety sign-off or supplier-owned technical activity will remain with the customer, system supplier or appropriately authorised personnel. MLC can support delivery management, governance, coordination, assurance and adoption-related activities around those workstreams.

## Service Levels

We are available to take new bookings or discuss any changes to service provision from 8.30am to 6pm Monday to Friday. We aim to acknowledge any requests for new services within four working hours of receipt and to provide the support in line with any timescales agreed with the customer. Typically we can commence service provision within three working days for urgent requirements.

For time-critical EPR programmes, including training readiness, cutover and go-live preparation, we will agree appropriate reporting cadence, escalation routes, milestone tracking and deliverable review arrangements with the customer as part of the work package.

## Termination Terms

Our usual terms for termination for convenience are 10 working days. We are happy to discuss different terms on a case by case basis.

## Customer Responsibilities

Customers are responsible for the provision of office accommodation and, where required, access to and provision of IT services for our team. Where security clearances above BPSS are required, customers are responsible for holding such clearances for team members who are already cleared or for sponsoring clearances as required.

Customers are responsible for providing clearly defined contacts within the organisation to liaise with the team and to whom the team can report progress as required. Customers are responsible for confirming satisfactory delivery of the services on a weekly basis or as otherwise agreed using systems provided by MLC Partners.

For EPR and clinical systems assignments, customers are responsible for providing access to relevant programme documentation, governance forums, supplier contacts, training plans, readiness reports, service representatives, clinical and operational stakeholders and information reasonably required to complete the agreed assignment.