



# Service Description

Project, Programme and Portfolio Management

Verbena Digital Ltd

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## Introduction

Verbena Digital are a team of high calibre specialists, each of whom brings deep expertise and specialise in different types of Project, Programme and Portfolio Management. The team has worked extensively in the public sector including at Defra, Home Office, MoJ, DWP, Local Government and within the Health System with GPs; CCGs; Mental Health and Foundation Trusts; Department of Health, NHS England and NHS Digital. One Director is a Non-Executive Director for a Community Health Trust and we bring experience of working with practitioners, specialists, technicians and the Senior Leadership Team. We are a small company with a global mindset, big ambitions, an empowering culture and are passionate about helping organisations achieve results at an affordable cost.

We work with clients to translate strategy into programmes of work, to assure their delivery and to embed the project, programme and PMO capability to support the challenges of large-scale complex change. This includes the following:

- **Portfolio, programme and project management** – support at all stages of the lifecycle.
- **Programme assurance** – use of assurance methods to evaluate the health of the programme.
- **Strategic and programme risk management** – strategy, policy and risk management.
- **PMO** – set up and management.
- **Governance** – Board level and programme governance models and implementation.
- **Benefits management** – identifying and delivering the benefits of the change activity.

## Summary service description

Verbena Digital provides project, programme and portfolio management (PPM) resources, experienced in managing delivery of complex solutions to clients from discovery to live, utilising agile, waterfall or hybrid methodologies. We will tailor PPM approaches to your governance and put you on the front foot for a successful delivery.

## Service features

- Leadership and management of complex projects, programmes and portfolios.
- Governance set up and management.
- Planning framework to create and manage project and programme plans.
- Programme controls including risk and issue management.
- Change leadership and management.
- Stakeholder engagement and communications plans.
- Project and programme assurance and recovery.
- PMO set up and management.
- Standard and custom reporting including dashboard design.
- Benefits identification and management.

## Service benefits

- Helps manage complex relationship and build collaborative working.
- Provision of decision-making capacity to ensure delivery.
- Experienced PPM specialists adding value and delivering results.
- Improve programme delivery confidence, visibility and decision-making.
- Able to blend and select appropriate tools and methods.
- Increased effectiveness of project, programme and portfolio management.
- Supports effective governance structures.
- Improved assurance to inform senior stakeholders and support delivery.
- Risks managed and mitigated to reduce impact on delivery.
- Skills transfer to your teams ahead of contract completion.

## Service definition

Helping you deliver the most challenging change initiatives in the cloud with agile, waterfall or hybrid delivery methodologies.

We provide a project, programme and portfolio management service that will:

- Bring experience and insight on projects to ensure that the benefits are realised: We have been providing client-side support for the delivery of high-profile, public sector programmes for many years. We work within programmes that adopt many different methodologies, including agile, waterfall or a hybrid.
- We will keep you permanently on the front foot: Our approach will be to engage early on key activities and risk areas, particularly external dependencies, security, hosting, continuous delivery, governance and reporting. This helps shape the programme ensuring that you meet your objectives and business case
- We will work as part of your organisation: Our team will embed ourselves within the existing programme structure, working shoulder to shoulder with you and your suppliers and transferring skills to your staff.
- We will flex our resourcing, bringing in expertise to support the needs of the programme: Bringing knowledge and skills at the right time to focus on the key activities and risks in the programme, transferring skills appropriately to your staff. We can also draw upon our wider expertise and connect you with our other clients who face similar challenges.
- We will help you to plan a transition that does not disrupt business as usual: Having worked on a number of high profile transitions, we will actively work with you to shape the programme and implementation as you move from discovery, through to live and all the steps in between. We will maintain pace, but also control, not overlooking critical aspects of business change or cloud service transition, such as SLAs, service desk and security.

Our pragmatic, agile and 'can do' approach means that we manage reality, not just a plan.

We act as a true partner, providing the expert support you need to manage projects, programmes and portfolios.

## Values and behaviours

To enable your programmes to deliver, our approach is underpinned by the following values and behaviours that we live and breathe:

- **Benefit focus** – we look at identifying and delivering benefits by focusing on it throughout the programme lifecycle, and constantly challenging how well aligned the programme or project goals are to the strategy of the organisation and the benefits of the change.
- **Collaboration** – we will promote shared understanding by all those involved in the programme, through clear communication with stakeholders and we will work alongside you in a blended team.
- **Integrity** – we will act with integrity, enabling sustainable relationships to be built based on trust. We will deal with issues consistently and in a timely manner, respecting different perspectives and taking personal ownership for delivering our promises
- **Delivery** – we will bring energy to drive delivery of project plans through passion and decisive action. This process is aided by enabling your team to gain increased confidence in driving delivery and achieving results.