

# G-Cloud 14 Service Definition

---

P3M Maturity Assessment Service

May 2024

## ABOUT US

**We are a leading and independent digital business transformation partner, helping businesses to define their tomorrow, today.**

With a focus on customer experience (CX) excellence and enterprise technology, we help organisations across various industries and public services to drive growth, efficiency, and innovation for the future.



# Key Foundations

## Expertise

We boast a team of seasoned professionals with extensive experience in digital transformation, CX strategy, enterprise technology implementation, and change management.

## Approach

We are committed to delivering exceptional value to our clients. By taking a client-centric approach, we collaborate closely with organizations to understand their goals, challenges, and opportunities, ensuring that the solutions provided align with their business objectives and exceed their customer's expectations.

## Services

Our services are designed to guide organisations through every stage of their digital transformation journey. From strategy and planning to technology implementation and ongoing support, we provide tailored solutions to meet the unique needs of each client.

## Outcomes

We are dedicated to delivering measurable results. Whether it's improving operational efficiency, enhancing customer satisfaction, or driving revenue growth, we work tirelessly to help clients achieve their desired outcomes and realise the full potential of their digital investments.



## OUR VISION

*Be the catalyst for **transformative change**, pioneering the way forward for businesses, citizens and society by leveraging cutting-edge technology and innovative strategies to define **future business models, drive growth and create lasting impact.***

# Core values

## Innovation

We embrace creativity, curiosity, and continuous learning, fostering a culture of innovation where new ideas are encouraged, and bold solutions are embraced.



## Collaboration

We believe in the power of collaboration and teamwork, recognizing that diverse perspectives and collective effort drive innovation and success.



## Integrity

We conduct ourselves with honesty, transparency, and ethical integrity in all aspects of our work, building trust and credibility with our clients, partners, and colleagues.



## Accountability

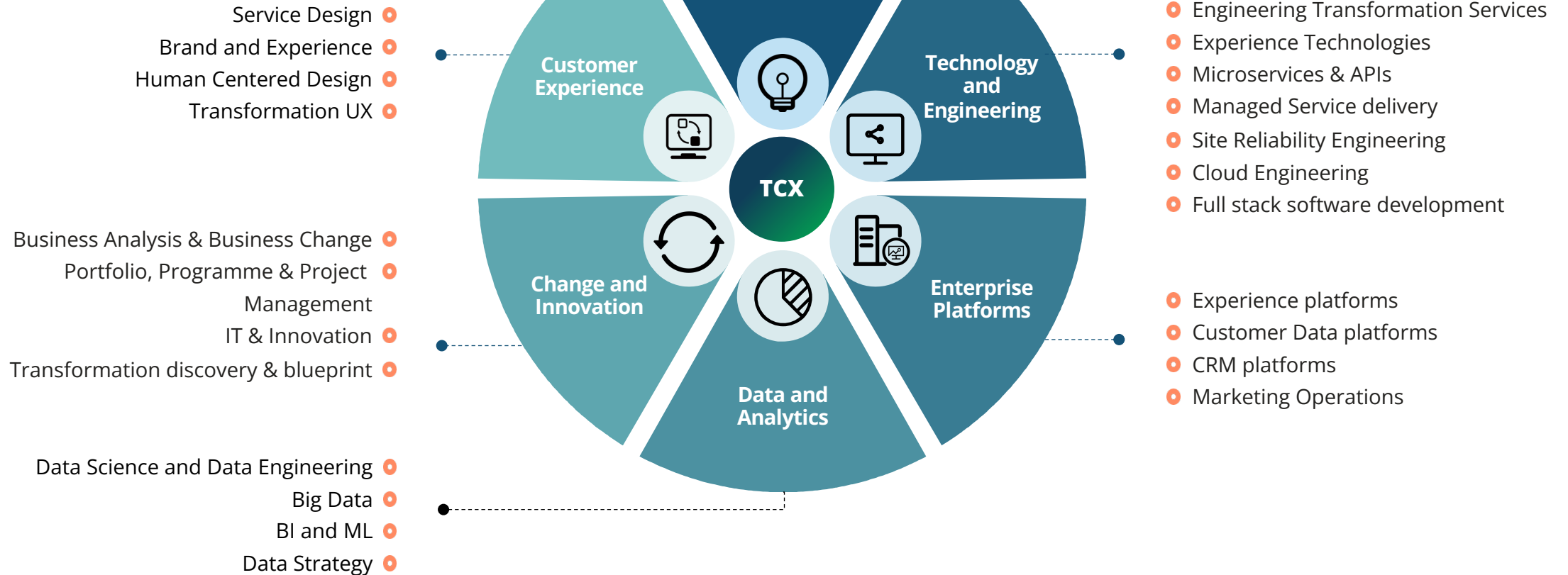
We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.

## Customer centricity

We prioritize the needs and preferences of our customers above all else, striving to deliver exceptional value and exceed expectations in every interaction



# What we do



# Our Locations

## Europe

167-169 Great Portland Street  
5th Floor, London  
W1W 5PF

Unit 6, Capital Business Park  
Manor Way, Borehamwood  
WD6 1GW

## India

Block K, Building No. 10  
Malviya Nagar  
New Delhi - 110017

## United States

Coming in 2024



# P3M Maturity Assessment Service





## SERVICE DEFINITION

## Service Description

P3M Maturity Assessment Service involves evaluating an organization's Project, Programme, and Portfolio Management (P3M) capabilities to assess their maturity level and identify areas for improvement.

This service evaluates processes, practices, and governance structures across the organization to provide insights into its ability to manage projects, programmes, and portfolios effectively.

We help organizations understand their current level of maturity in project, programme, and portfolio management and identify opportunities for enhancement. By conducting a structured assessment and benchmarking against industry standards, organizations can improve their P3M capabilities, optimize resource allocation, and increase project success rates.

## SERVICE DEFINITION

# What can it do for you?

- 1. Assessment Framework Development:** We develop customized assessment frameworks tailored to the organization's industry, size, and specific requirements. Our frameworks include criteria, indicators, and scoring mechanisms to evaluate P3M maturity across key dimensions such as governance, processes, people, and technology.
- 2. Maturity Assessment Execution:** We conduct comprehensive assessments of the organization's P3M capabilities using the developed framework. Our team collects data through interviews, surveys, and document reviews to evaluate current practices, identify strengths and weaknesses, and assess maturity levels across different areas of P3M.
- 3. Gap Analysis and Recommendations:** We perform a gap analysis to compare the organization's current maturity level with desired maturity levels or industry benchmarks. Based on the assessment findings, we provide actionable recommendations and improvement strategies to enhance P3M capabilities, address gaps, and drive organizational maturity.
- 4. Implementation Support:** We support organizations in implementing recommended improvements and initiatives to enhance P3M maturity. Our experts provide guidance, training, and coaching to help teams adopt best practices, implement new processes, and establish governance structures that support effective project, programme, and portfolio management.
- 5. Monitoring and Continuous Improvement:** We assist organizations in establishing monitoring mechanisms to track progress in improving P3M maturity over time. Our team conducts periodic reassessments to measure progress, identify areas of improvement, and refine strategies for enhancing P3M capabilities on an ongoing basis.
- 6. Experience in Public Sector:** With extensive experience in conducting P3M maturity assessments for public sector organizations in the UK, we understand the unique requirements, governance frameworks, and challenges faced by government agencies. Our team has helped public sector organizations assess their P3M capabilities, identify improvement opportunities, and develop roadmaps for enhancing project, programme, and portfolio management practices.

## SERVICE DEFINITION

## Key Features

- 1. Comprehensive Assessment:** Conduct a thorough evaluation of an organization's Project, Programme, and Portfolio Management (P3M) maturity across various dimensions, including processes, people, technology, and governance.
- 2. Customized Assessment Framework:** Utilize a customized assessment framework tailored to the specific needs, objectives, and context of the organization, ensuring relevance and accuracy in the assessment process.
- 3. Industry Best Practices:** Benchmark the organization's P3M maturity against industry best practices, standards, and frameworks such as PMI, PRINCE2, MSP, and PfM, identifying areas of strength and opportunities for improvement.
- 4. Stakeholder Engagement:** Engage stakeholders at all levels of the organization, including executives, managers, project teams, and external partners, to gather insights and perspectives on P3M practices and capabilities.
- 5. Data Collection and Analysis:** Collect data through surveys, interviews, workshops, and document reviews to assess the current state of P3M practices and capabilities within the organization, and analyse the data to identify trends, patterns, and areas for improvement.
- 6. Maturity Model Assessment:** Assess the organization's P3M maturity using a maturity model framework, such as the Capability Maturity Model Integration (CMMI), assessing maturity levels across key dimensions such as processes, people, technology, and governance.
- 7. Gap Analysis:** Conduct a gap analysis to identify the gaps between the organization's current P3M maturity and desired maturity levels, highlighting areas that require attention and improvement.
- 8. Risk and Opportunity Identification:** Identify risks and opportunities associated with the organization's P3M practices and capabilities, including risks related to project delivery, resource management, stakeholder engagement, and governance.
- 9. Recommendations and Roadmap:** Develop actionable recommendations and a roadmap for enhancing P3M maturity, outlining prioritized initiatives, milestones, and timelines for implementation.
- 10. Change Management Support:** Provide support for change management activities, including stakeholder engagement, communication, training, and organizational readiness assessments, to ensure successful implementation of recommended changes.

## SERVICE DEFINITION

## Key Features contd..

- 11. Continuous Improvement Framework:** Establish a continuous improvement framework for monitoring, measuring, and enhancing P3M maturity over time, incorporating feedback, lessons learned, and evolving best practices.
- 12. Technology Integration:** Leverage technology tools and platforms to support P3M maturity assessment activities, including survey tools, data analytics platforms, and project management software.
- 13. Training and Capability Building:** Offer training and capability building programs to enhance P3M skills and competencies within the organization, including project management, programme management, portfolio management, and leadership development.
- 14. Governance Enhancement:** Strengthen governance structures and processes to ensure effective oversight, decision-making, and accountability in P3M practices and initiatives.
- 15. Benefits Realization Management:** Implement benefits realization management practices to ensure that P3M initiatives deliver tangible business benefits and value to the organization.
- 16. Client Collaboration:** Collaborate closely with clients throughout the assessment process, soliciting feedback, addressing concerns, and ensuring alignment with organizational goals and priorities.
- 17. Scalable Solutions:** Provide scalable P3M maturity assessment solutions tailored to meet the unique needs, objectives, and constraints of each organization, regardless of size, industry, or complexity.
- 18. Regulatory Compliance:** Ensure compliance with relevant regulatory requirements, industry standards, and organizational policies in conducting P3M maturity assessments.
- 19. Post-Assessment Support:** Offer post-assessment support and guidance to assist organizations in implementing recommended changes, monitoring progress, and achieving desired P3M maturity levels.
- 20. Continuous Support and Engagement:** Provide ongoing support and engagement to organizations on their P3M maturity improvement journey, including coaching, mentoring, and knowledge sharing, to foster a culture of continuous improvement and excellence.



## SERVICE DEFINITION

## Key Benefits

- 1. Strategic Alignment:** TransformCX's P3M Maturity Assessment Service evaluates the alignment of portfolio, programme, and project management practices with the strategic objectives and priorities of public sector organizations, ensuring maximum value delivery and organizational success.
- 2. Optimized Resource Allocation:** We identify opportunities to optimize resource allocation and utilization across portfolios, programmes, and projects, ensuring that public sector organizations effectively leverage their human capital, budget allocations, and technology infrastructure to achieve desired outcomes.
- 3. Risk Management:** Our P3M Maturity Assessment Service assesses the maturity of risk management practices within public sector organizations, identifying gaps and recommending strategies to enhance risk identification, assessment, and mitigation across portfolios, programmes, and projects.
- 4. Stakeholder Engagement:** TransformCX prioritizes stakeholder engagement and collaboration throughout the P3M Maturity Assessment process, ensuring alignment of objectives and fostering buy-in for recommended improvements from key stakeholders within the public sector.
- 5. Continuous Improvement:** We help public sector organizations identify areas for improvement in portfolio, programme, and project management maturity, providing actionable recommendations and best practices to drive continuous improvement and enhance organizational capabilities over time.
- 6. Transparency and Accountability:** Our P3M Maturity Assessment Service provides transparent reporting and accountability mechanisms, giving stakeholders visibility into the maturity levels of portfolio, programme, and project management practices, fostering trust and confidence in organizational governance.
- 7. Agile Transformation:** TransformCX evaluates the readiness of public sector organizations for agile transformation within their portfolio, programme, and project management practices, providing insights and recommendations to support successful adoption and implementation of agile methodologies.
- 8. Change Management:** We support change management efforts associated with improving P3M maturity levels, helping public sector organizations manage transitions, overcome resistance to change, and ensure successful adoption of new processes and practices.

## SERVICE DEFINITION

## Key Benefits contd..

9. **Capacity Building:** TransformCX facilitates knowledge transfer and capacity building within public sector organizations, empowering teams to implement recommended improvements and sustainably enhance their portfolio, programme, and project management capabilities.
10. **Regulatory Compliance:** Our P3M Maturity Assessment Service ensures that portfolio, programme, and project management practices comply with relevant regulations, policies, and standards governing public sector initiatives, minimizing legal risks, and ensuring organizational integrity.
11. **Performance Measurement and Reporting:** We establish performance measurement frameworks and reporting mechanisms to track progress in enhancing P3M maturity levels, enabling organizations to monitor their improvement efforts and demonstrate value to stakeholders.
12. **Vendor and Contract Management:** TransformCX evaluates the effectiveness of vendor and contract management practices within public sector organizations, identifying opportunities to optimize supplier relationships and maximize value for money in procurement activities.
13. **Public Sector Expertise:** Leveraging our extensive experience in the public sector, TransformCX provides tailored recommendations and solutions that address the unique challenges and requirements of government portfolios, programmes, and projects.
14. **Benefits Realization:** We focus on benefits realization as a key outcome of improving P3M maturity levels, ensuring that investments in portfolio, programme, and project management capabilities translate into tangible benefits and value for citizens and stakeholders.
15. **Cost Savings and Efficiency Gains:** By enhancing P3M maturity levels, public sector organizations can realize cost savings and efficiency gains through improved resource utilization, reduced project delays and overruns, and enhanced delivery of strategic objectives and priorities.

# Social Value

## Social Responsibility

We recognise our responsibility to society and strive to make a positive impact through our business practices, philanthropic efforts, and advocacy for social causes that align with our values.

## Diversity and Inclusion

We celebrate diversity and foster an inclusive environment where individuals of all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

## Environment

We are committed to environmental stewardship and sustainability, minimizing our environmental footprint, conserving resources, and promoting eco-friendly practices in our operations.

## Health and Well-being

We prioritise the health and well-being of our employees, clients, and communities, promoting a culture of wellness, work-life balance, and mental health awareness.

## Digital Inclusion

We advocate for digital inclusion and accessibility, working to bridge the digital divide and ensure that everyone has equal access to technology, information, and opportunities in the digital age.

## Skill Development

We invest in education and skill development initiatives to empower individuals with the knowledge, tools, and opportunities they need to succeed in the digital economy and beyond.

ABOUT US

# Selection of our clients

---



Department  
for Work &  
Pensions

DIAGEO



JOHNNIE WALKER.



GUINNESS

ZING



**Batteries  
Plus+**  
Power it. Light it. Fix it.



## Experience of our core team

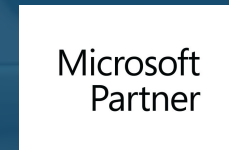


# THANK YOU

## Contact Details

For this service, please contact our Public Services team on [gov@transformcx.co.uk](mailto:gov@transformcx.co.uk)

transformCX Limited  
167-169 Great Portland Street  
5th Floor, London  
W1W 5PF



Copyright 2024, transformCX Limited

This document is the property of transformCX Limited. The information in this document is confidential and solely for the use of the intended recipient(s). Without prior written consent, no part of this document shall be reproduced or shared with a third party.

No liability or responsibility is accepted for any errors or omissions in this document.