PRAGMATICS 3D

G-CLOUD 14

SERVICE DEFINITION DOCUMENT

CONTENTS

LET US INTRODUCE OURSELVES

" **Pragmatics 3D is a dynamic project management consultancy specialising in serving the unique needs of UK law enforcement, emergency services, and the broader public sector. With a keen focus on efficiency and effectiveness, we harness the power of cloud-based tools to simplify complex changes and ensure seamless project delivery with proportionate controls.** "

Our mission at Pragmatics 3D is to blend the agility and rapid decision-making required in large-scale crime investigations with the essential governance and control mechanisms inherent to project management. We bring structure, clarity, and transparency to the project management process.

Our Vision:

Recognising the diverse challenges faced by policing and the public sector, we specialise in providing swift, cyber-secure solutions, mobilising quickly into complex projects when needed. At Pragmatics 3D, we excel at revitalising ongoing projects, offering expert assistance in replanning and exception management to ensure effective delivery. No matter the stage of your project, it's never too late to reach out to us for support.

Unlike large consultancies that often present challenges such as limited knowledge of policing, insufficient vetting, and generic project management approaches, we pride ourselves on our deep understanding of UK Policing and the Public Sector. Our passion lies in leveraging this expertise to deliver outcomes that meet and exceed expectations efficiently and effectively.

LET US INTRODUCE OURSELVES

That's why:

Vetted

Every Pragmatics 3D resource is fully Vetted to NPPV3 & SC level

Cyber Security

We have achieved Cyber Essentials & Cyber Essentials Plus

Safe Communication

We have CJSM email accounts, providing our clients with confidence in communication

Operational Understanding

We understand Policing & Law Enforcement, both Organisationally and Operationally from tactical to strategic level

Terminology

We know the terminology, the governance and the politics in public sector
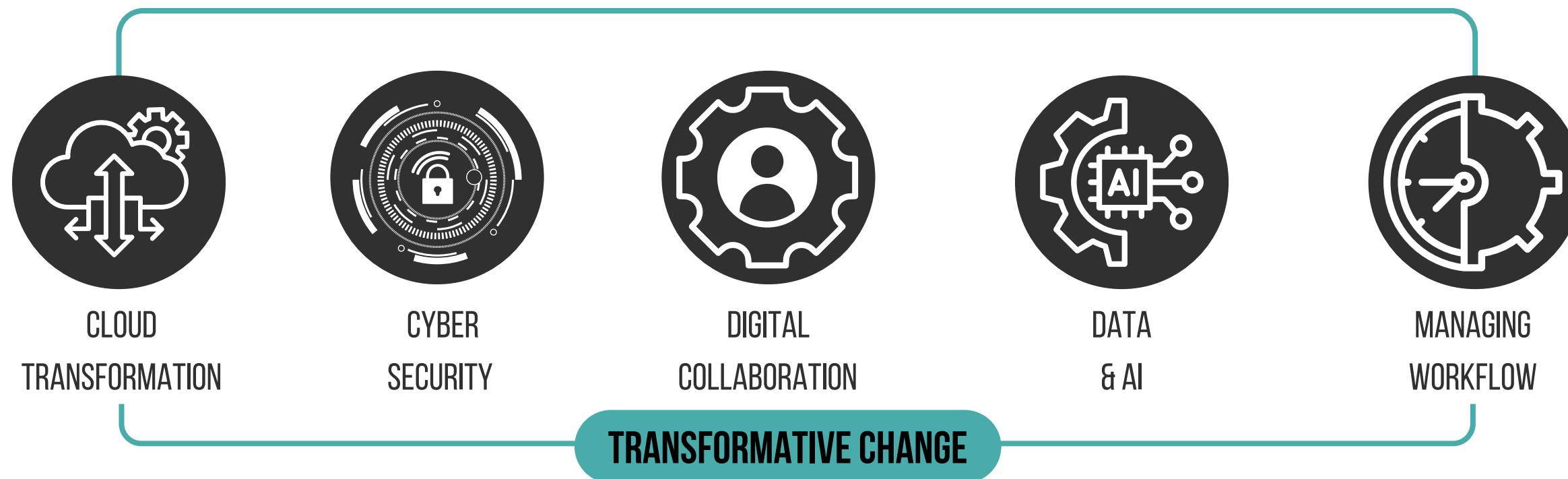
Network

We have a broad network of vetted SMEs to assist in bespoke areas within the complex world of public sector and Policing

DRIVING CHANGE

In the dynamic field of project management, the adoption of cloud technology is no longer a luxury but a necessity. Digital transformation, particularly through cloud services, is driving significant change in how project management operates.

Cloud technology facilitates real-time collaboration, allowing project teams to work together seamlessly regardless of geographical location. It provides scalable solutions that can grow with the project's needs, ensuring cost-effectiveness and flexibility.

CLOUD
TRANSFORMATION

CYBER
SECURITY

DIGITAL
COLLABORATION

DATA
& AI

MANAGING
WORKFLOW

TRANSFORMATIVE CHANGE

Our experience in complex multiagency project management, means we can assist with a range of project roles across any scale of project or programme.

DRIVING CHANGE

CLOUD TRANSFORMATION

In the fast-paced world of project management, companies of all sizes are embracing cloud transformation. Cloud services streamline the delivery of services, enhance customer engagement, and optimise project operations.

Essentially, cloud transformation is the process of migrating your project management tools, data, software, or even your entire IT infrastructure to the cloud. This enables a more efficient and effective management of projects.

CYBER SECURITY

Cybersecurity is crucial in cloud project management. As projects move to the cloud, they become accessible from anywhere, increasing the risk of cyber threats. Secure cloud platforms protect sensitive project data from unauthorised access and cyber-attacks. They ensure the integrity and confidentiality of project information, fostering trust among stakeholders.

That's why Pragmatics 3D are Cyber Essentials Plus certified, ensuring safe and secure cloud-based project management.

DIGITAL COLLABORATION

Establishing and nurturing a digital culture is a critical requirement in cloud project management, and a connected, collaborative hybrid work environment is key. A digital culture in this context goes beyond just technology, processes, and mission statements. It's a mindset that encourages increased connectivity, collaboration, flexibility, data-driven decision making, transparency, and openness. This can lead to a more robust, innovative, and productive project management organisation that is capable of achieving its objectives in the cloud.

DATA & AI

As we move away from traditional project management, data is now stored across your organisation. When the data is managed effectively , it can be used to streamline operations within the business, improving the effectiveness and efficiency of project management when working within the cloud.

MANAGING WORKFLOW

Enhancing workflow management is crucial for gaining a competitive advantage, bringing projects to fruition, and maximising resource utilisation in project management. It involves a systematic method of managing your organisation's workflows, including projects, programmes, operational processes, and routine tasks, along with project governance.
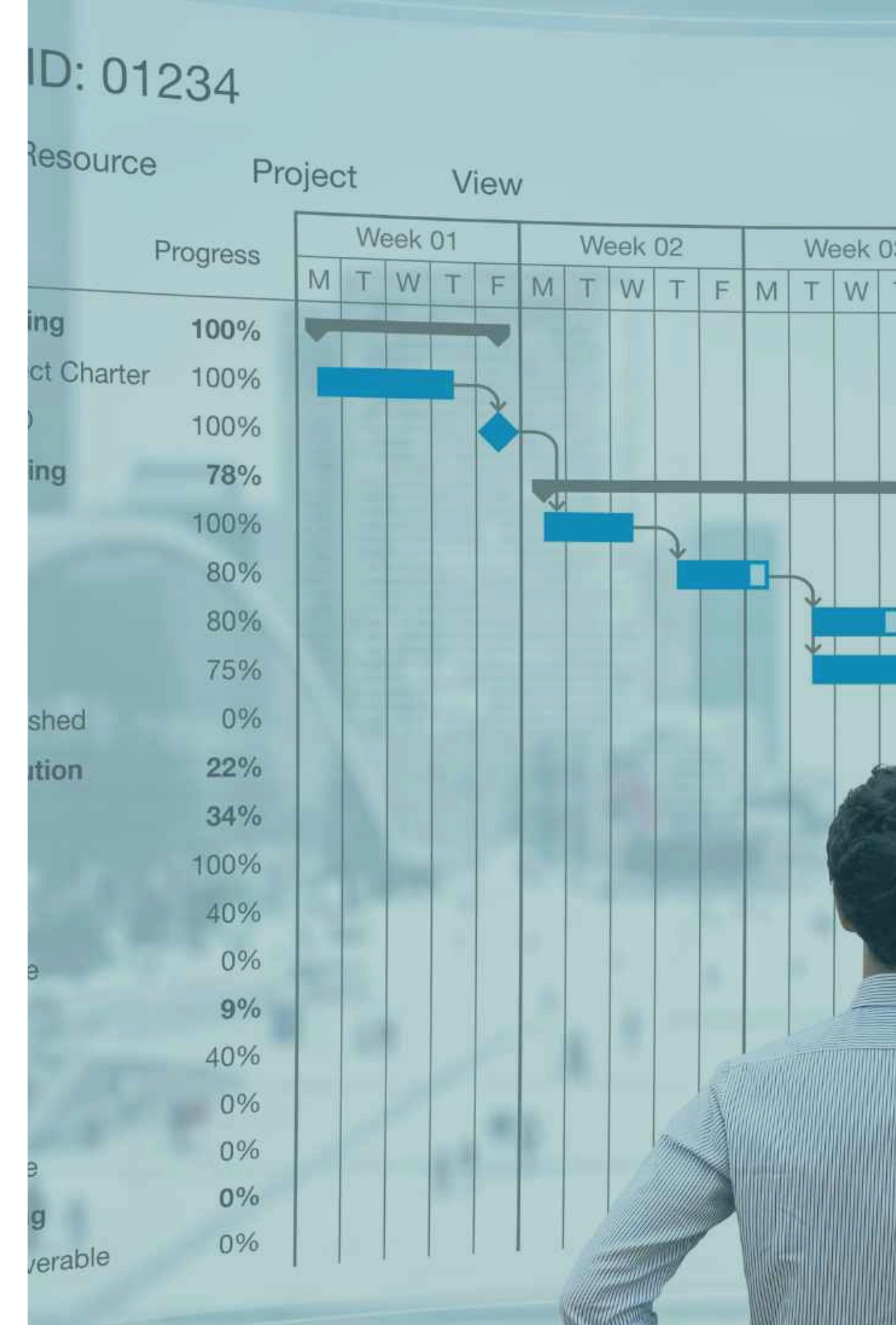
SERVICES

At Pragmatics 3D, we pride ourselves on offering a suite of comprehensive services, tailored to meet the unique needs of the **Policing Sector** and the wider public sector. Our portfolio encompasses a range of capabilities spanning **Portfolio, Programme, and Project Management** (PPM), designed to empower organisations to navigate the complexities of **change** and drive impactful outcomes.

With a steadfast commitment to excellence and innovation, we leverage our extensive expertise to deliver tailored solutions that address the multifaceted challenges faced by our clients. Whether it's overseeing projects of varying scales, **establishing Portfolio Management Offices** (PMOs), or providing guidance on organisational change management, we stand ready to support Forces at every stage of their journey.

Through a **collaborative** and adaptive approach, we ensure seamless integration with our clients' teams, fostering a culture of continuous improvement and knowledge transfer. Our services are underpinned by a deep understanding of the **operational intricacies** of the Policing Sector, enabling us to deliver insights and solutions that drive sustainable growth and success.

In the following section, we delve into the detail of our services, highlighting our expertise in Project and Programme Management, Portfolio Management and **P3O services**, Organisational **Change Management**, and **Project Assessment and Assurance**. Each offering is meticulously crafted to provide tangible value and **empower** Forces to deliver change that aligns to their **strategic objectives** with confidence.

PORTFOLIO, PROGRAMME AND PROJECT MANAGEMENT (P3M)

At the core of our offerings lies our expertise in **Project** and **Programme Management**, where we excel in overseeing projects of varying scopes and complexities. Our team comprises of seasoned project managers, boasting extensive experience within the Policing Sector and armed with certifications in **PRINCE2, PRINCE2 Agile, MoP, MSP,** and **P3O**. This diverse skill set enables us to seamlessly integrate into existing teams or spearhead direct project execution, ensuring smooth operations from inception to completion.

Project and Programme Management

We are expert in effectively managing timelines, resources, and risks to deliver successful outcomes.

We utilise a range of cloud based tools to support clear definition and monitoring of progress, automating reporting and ensuring visibility and accountability from our team and your resources.

Furthermore, our project managers serve as valuable assets, providing guidance and support to your team members, fostering knowledge transfer and skill development along the way. This collaborative ethos not only enhances project outcomes but also cultivates a culture of continuous improvement.

We are skilled in reviving and stabilising ongoing projects, and we can help your existing resources with replanning and exception management until successful delivery. You can contact us anytime, even if your project is already underway.

In essence, our Project and Programme Management services offer a comprehensive solution that combines expertise, experience, and adaptability to deliver successful outcomes, regardless of project size or complexity.

PORTFOLIO, PROGRAMME AND PROJECT MANAGEMENT (P3M)

We understand that although Forces may have some aspects of best practice in their project management functions, **Portfolio Management** can often be a harder function to perform, particularly in a Policing environment with such a focus on **operational decision making**. Our team has expertise in setting up **Portfolio Management Offices**, with all the related reporting and **governance** that UK Policing requires. Our integrated approach combines project management techniques with operational best practice and enables us to smoothly close the gap that can sometimes arise between Project Management Resources and Operational Leaders who are in charge of **Change Portfolios**.

Portfolio Management

Our Portfolio Management and P3O services are designed to guarantee the effective and efficient management of projects, and to ensure that all change is aligned to both operational necessities and the strategic priorities of Police forces.

Harnessing the power of cloud-based tools, we ensure that pertinent and concise information regarding project scope, priority, ongoing delivery, resource utilisation, costs, risks, and issues is readily available and easily accessible. This allows Senior Leaders the evidence to make informed decisions regarding their change Portfolio, without having to invest heavily in their time.

Through the utilisation of cloud-based platforms, we offer a centralised hub of information, facilitating easy access for senior leaders who are often inundated with responsibilities. This empowers them to swiftly make informed decisions grounded in evidence, even amidst their busy schedules.

Furthermore, we provide real-time tracking and monitoring capabilities for projects, fostering transparency and accountability across Forces. By enabling optimised resource allocation and strategic prioritisation, we empower Police forces to manage their portfolios effectively, thereby mitigating risks and seizing opportunities for continual enhancement and wider efficiencies.

Utilising our cloud based tools, Pragmatics 3D are also able to provide outsourced P3O functions that allow Forces to concentrate on operational delivery knowing they will have access to information and expertise that supports change delivery.

ORGANISATIONAL CHANGE MANAGEMENT

Forces with an existing pool of project management resources, often have the inhouse expertise to cope with day-to-day change management, but can sometimes lack the ability to **visualise** and understand the cumulative **impact** of **change**.

Change Management

Pragmatics 3D can help by assessing what change is being delivered across the organisation, whether it is on schedule, what the organisational benefits are, an overview of the resources and how they are being deployed, whether there is capacity and how much is needed for what is planned next. We can help you plan for future change, manage your pipeline and resource allocation, and save money in the process. From initial set up through to fully outsourced services, we can assist in developing your full change management approach.

We also offer coaching and training on cloud based tools that can support non practitioner resources in the delivery of change utilising project management best practices through our templates and workflows, resulting in a larger capacity for change delivery across organisations and an upskilling of staff.

PROJECT ASSESSMENT & ASSURANCE

We recognise that some times Forces just need a fresh view on their existing **change initiatives**. If you have a Programme or Project that has been long running, and you just can't get a **cohesive plan** that is understandable and delivers, we can help.

Project Assessment and Assurance

We undertake a variety of discovery activities including Project assurance, replanning, audit and review. We can undertake analysis and engagement to help develop plans to get projects re-established.

Alternatively, if you choose to undertake change initiatives without formal project support, we can offer ad-hoc timeboxed assistance to ensure that your change is effectively delivered, giving you the benefit of project management expertise in a proportionate way.

We also offer full auditing and review of projects to support statutory reporting or responses to HMIC recommendations.

OTHER SERVICES

Gap Analysis	We help to define current processes and performance and discover the reasons preventing desired outcomes. Providing concise and actionable evidence to support decision making.
Project management training and Senior Officer Training	We provide comprehensive project management training, Coaching and mentoring, targeted at practitioners, non practitioners, senior officers and operational leaders. We work with forces to help develop the project management and leadership skills needed to oversee successful projects.
P3M Review	Independent review and assessment of programmes, portfolios, and projects. Identifying solutions and supporting project realignment.
Assurance and Review	Providing a range of assurance roles and review to mitigate risk and build stakeholder confidence. Providing independent insight and support. We also offer bespoke services to those with governance oversight roles such as PCCs.
Leadership Assessment	Assess skills, identify gaps, and recommend improvements in organisational leadership and project leadership to deliver successful outcomes.
Portfolio Review and Analysis	Optimise portfolio performance, assess alignment, and prioritise change initiatives and projects. Create and embed streamlined processes that support organisational project delivery.
Cloud based Project Management Templates and workflows	We provide access to project management tools and workflows to support our engagements, increase visibility and ensure effective and efficient delivery, on time and to budget.

PROJECT FRAMEWORK

PROJECT FRAMEWORK/ METHODOLOGY

Discover

- Seek to understand the organisation and context of our engagement.

- Initial discovery is focused around working with clients to ensure our proposals and service will deliver required outcomes.

- Review of activity already completed by the client to utilise where possible, reducing duplication and resulting in a more efficient service offering.

- We tailor our project management style and approach to suit the organisation and type of change.

Develop

- Engage with key resources and develop and refine options, to ensure buy-in from resources and foster positive working relationships.

- We are expert in creating options for discussion and development where there is a broad and undefined scope, and use a range of cloud based applications under our P3O to achieve this.

Deliver

- Using a blend of project management styles and cloud-based solutions.

- Offering both Waterfall and Agile project management services.

- Ensuring honest and open dialogue throughout delivery, and utilise cloud-based planning tools to ensure that project progress is maintained.

- Ensure delivery occurs at pace and achieves required quality outcomes.

PROJECT FRAMEWORK

The Pragmatics 3D way: Pragmatics 3D's approach is grounded in effective and efficient project management, that adds value and removes bureaucracy without sacrificing control. We also recognise that project and change management doesn't sit in isolation and needs to be aligned to the culture, priorities and vision of the Force / Organisation. To ensure our services always align to client requirements we adopt the following approach:

Transparency → **Accountability** → **Knowledge and credibility** → **Stakeholder management** → **Positive realism** → **Problem solving** → **Collaboration**

To support this we have a range of cloud based tools to aid stakeholder engagement and training, and also project management including Project for the Web and Project Plan 3. We also utilise custom built cloud based co-pilots to support project processes and guide end users through the project management process.

Cloud based project management and Policing : We have proven experience of resetting ailing projects, programmes, and entire change portfolios across UK Police Forces. Utilising the experience of our business founders we have developed a project management approach that aligns best practice from PRINCE2 Agile, MSP, MOP and P3O with the dynamic decision making of Agile Methodologies and the National Decision Model. Our focus is on effective project management for UK Policing, and describing project activities within a Policing context increases stakeholder engagement and results in a more robust and reliable delivery model.

SECTORS

- UK POLICING
- HOME OFFICE
- NPCC'S
- UK PHYSICAL FORENSICS
- UK DIGITAL FORENSICS

SSAS PROJECT FOR NATIONAL UK POLICING

Pragmatics 3D deliver national software system to support critical operational policing.

Project overview:

The key objective of the project was to successfully implement the Shared Situational Awareness System software application into specialist teams across 43 police forces in the UK, to successfully transform the way that UK Policing utilises and manages assets, enhancing visibility, interoperability and collaborative working with wider emergency services. The SSAS project was already in flight before Pragmatics 3Ds involvement, but was experiencing several challenges and long delays. Pragmatics 3D were brought into the project to deliver our pragmatic approach to change in order to provide structure and clarity to the project.

Scope of work:

As the project management consultants for this national software system, Pragmatics 3D supported the project in various ways. Firstly, coordination of the key workstreams of the software application implementation across the 43 police forces. Pragmatics 3D also facilitated the communication and collaboration between the different stakeholders, such as users, clients, procurement and project SRO. We facilitated regular meetings, workshops and updates to keep everyone informed and aligned on the project objectives, progress and issues.

Secondly, Pragmatics 3D handled the risk management and project planning aspects of the project, identifying and mitigating potential threats and challenges that could affect the project delivery and outcomes. We developed a comprehensive project plan that outlined the scope, schedule, costs, and quality of the project, and monitored and controlled the project performance against the plan. Pragmatics 3D also implemented a change management process to deal with any changes in the project scope or requirements and ensured that the changes were approved and documented properly. Using a combination of traditional project management methodologies such as PRINCE2 and Agile along with our own techniques and strategies designed to improve project management across UK Policing.

Benefits:

Pragmatics 3D 's extensive experience in policing and our thoroughly vetted team enabled us to start the project quickly, allowing us to rapidly align with the project goals. With the large scope of this project, our "Discover, Develop, Deliver" process and our pragmatic approach helped realign and re-establish the project.

HOME OFFICE: HOLMES SYSTEM REVIEW

Proactive assessment of the Home Office HOLMES 2 contract

Project overview:

Pragmatics 3D partnered with BlueLight Commercial to conduct a proactive assessment of the HOLMES (Home Office Large Major Enquiry System) contract, which provides a system for managing and investigating complex serious crime across UK police forces. The project aim was to evaluate the current technical and contractual landscape, explore alternative supply chain options, and propose future innovation opportunities for the system.

Scope of work:

Pragmatics 3D carried out a comprehensive discovery phase, where they collected and analysed operational and commercial data, conducted market research and engagement sessions, and assessed the technical capabilities and requirements of the HOLMES system. Pragmatics 3D then developed a detailed report that presented the findings and insights from the discovery phase, along with a range of options and recommendations for the future procurement and evolution of the system. Pragmatics 3D also facilitated stakeholder communication and collaboration, established a robust project governance structure, and managed the risks and changes of the project.

Benefits:

Pragmatics 3D delivered informed and innovative recommendations for the system's functionality and interoperability beyond 2025. Ensured transparency and accountability of the project, as well as stakeholder satisfaction and alignment. Demonstrated their expertise in project management and gap analysis, as well as their understanding of the policing requirements. Their work served as a proof-of-concept methodology for future reviews of a similar nature. The report was of high quality and reflected Pragmatics 3D 's professionalism and competence.

LINCOLNSHIRE POLICE: CHANGE PORTFOLIO REVIEW

Pragmatics 3D review Lincolnshire Polices change portfolio

Project overview:

Pragmatics 3D partnered with Lincolnshire Police to review their change portfolio and implement a new approach to the management of change across the Force, including the establishment of a P3O following the end of their service delivery agreement with G4S. The project aim was to establish a consistent and effective approach to managing and prioritising change across the force, as well as improving the governance and controls of the projects.

Scope of work:

Pragmatics 3D carried out a comprehensive discovery phase, where they assessed the current teams, processes and products used by the cross-functional project teams, as well as the existing change activity and its impact and priority. Pragmatics 3D then developed a proposal for the implementation of a P3O along with a categorisation and prioritisation model, a governance and controls matrix, and a communication plan. Pragmatics 3D also supported the roll-out of the new CMO and the associated tools and documents and provided training and guidance to the staff.

Benefits:

Pragmatics 3D delivered a framework and operating procedures for managing change in the Force, based on clear and consistent principles. Providing the Force with tools and governance to align future change with strategic priorities, and to ensure adequate resourcing and accountability. The team guaranteed stakeholder engagement and buy-in, and demonstrated their expertise and understanding of policing requirements.

PRICING

	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and Skills	Relationships and Engagement
1. Follow	325	325	325	325	325	325
2. Assist	400	400	400	400	400	400
3. Apply	550	550	550	550	550	550
4. Enable	675	675	675	675	675	675
5. Ensure or advise	775	775	775	775	775	775
6. Initiate or influence	875	875	875	875	875	875
7. Set Strategy or Inspire	1,100	1,100	1,100	1,100	1,100	1,100

- Daily rates are exclusive of VAT charged at 20%.
- A working day is 7.5 hours exclusive of travel and lunch.
- Rates are valid for the duration of the G-Cloud 14 framework agreement and apply to engagements delivered on a Time and Materials basis only.
- The rates are subject to the availability of suitably skilled resources.
- Travel and subsistence is payable at the contracting organisation's standard policy.
- Pragmatics 3D will invoice the contracting organisation monthly based on the days worked in that calendar month. Invoices will be payable within 30 days.

Find out how Pragmatics 3D can help your cloud projects

Contact us today:

✉ hello@P3D.org.uk

🌐 pragmatics3d.co.uk

📞 01522 837 288

Lincolnshire POLICE & CRIME COMMISSIONER

The support Steve and Elise provided was central to the success of the project; their no nonsense, pragmatic approach built and maintained confidence and ensured all components of a complex project were delivered.

Malcolm Burch

BlueLight Commercial

Elise, Steve and the P3D team were a great support to BLC during this project. They assisted in stakeholder engagement, setting objectives and mapping out all key activity in a user friendly project plan. They supported the team to maintain momentum and to complete all aspects of the project, leading to the production of the final commercial report from BLC.

Ruth McDermott

They are able to create followship from their direct reports and can harmonise a team quickly. They are collaborative leaders who can inspire the hearts and heads of those around them.

Nancie Shackleton

Would like to formally thank Steve, Elise and the team at Pragmatics 3D, who have helped the Force to get to this position. They have re-balanced the governance around change and introduced processes for the Force to adopt. Moving forward, the Force will operate flexibly if required but there is a baseline in place which is good and fit for purpose.

DCC Julia Debenham

CYBER ESSENTIALS CERTIFIED PLUS

CYBER ESSENTIALS CERTIFIED

disability confident COMMITTED

Bloom* *Opening up procurement® Accredited Supplier

POLICE INDUSTRY CHARTER SIGNATORY