

Project Management and Programme Management Support



Purpose: To ensure delivery to the required time, cost and quality and assure benefits realisation from adopting cloud-based technologies.

Overview: Moving to or between cloud-based technologies can be a significant technical and business change which requires effective project and programme management controls to be in place. Actica provides expert, high-calibre, client-side support to implement the necessary changes for a smooth transition to cloud-based service offerings. This service enables Service and Product Owners and Programme Sponsors to be assured of smooth service migration, minimised risks to business continuity and protection for benefits realisation.

Many Government Departments have already benefited from this service through which Actica is able to deploy best practice in project and programme delivery management (PRINCE2, MSP, APMP, MoP, MoR, SAFe), benefits management, health check reviews and audits, risk management and Service Management (with many consultants qualified as ITIL practitioners). We have particular domain expertise acquired over many years in the following sectors: Justice, Defence, Education, Police, Local Authorities, and the NHS. Our service can be tailored to Discovery, Alpha, Beta and Live Phases as required.

Planning:

- Support development of project and programme plans using PRINCE2, Managing Successful Programmes (MSP), APMP, SAFe certified resources
- Compatible with Agile methodologies (Agile PM, PgM, SAFe, Scrum, DSDM)
- Compatible with GDS Service Manual
- Risk management performed in accordance with best practice (e.g. MoR)
- Benefits management performed in accordance with best practice (e.g. MoB)
- ITIL certified practitioner advice on service management aspects
- Knowledge of HTML5, CSS3, Javascript, .NET, Sharepoint and SQL Server
- Knowledge of key hosting technologies including VMWare, AWS, Azure, Google and Oracle

Set-up and Migration:

- Project and Programme Health check reviews, audits and maturity assessments
- Transition planning and support to assist transition
- Conduct benchmarking to identify areas for improvement
- Advise on best practice across the full spectrum of project/programme management using PRINCE2, MSP, APMP, MoP, MoB, MoR, Agile PM & PgM, DSDM
- Ensure compliance with Digital Services Standard and Technology Code of Practice

Ongoing Support:

- Conduct project and programme health checks
- Provide BaU support to monitor, review, improve and report on benefits realisation
- Provide management support for service operation and continual service improvement
- Partnership working and skills transfer to enhance your capability

Related Security Services

- Security Strategy
- Cyber Security Consultancy

Maintaining a tolerable level of security risk is frequently a Critical Success Factor when delivering projects that are transitioning to or between cloud services. Our related security services can provide specialist security related input to managing this highly specialised source of project and programme risk.

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Information Assurance: Project management and programme management support can be provided for the planning and implementation of services of any classification including SECRET and above.

Pricing: This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- **Firm price.** The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- **Limit of liability.** The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints: Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery: Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding: For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process: Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement Actica will send a fully priced proposal detailing the services to be provided. Once approved a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities: To liaise with the Actica lead consultant and support stakeholder (especially at the senior level) engagement in governance structures.