

## Consulting Services G-Cloud – Service Definition

# **Project & Programme Recovery**

Version 1.0

## 1. About Us

Valcon is a full-service provider that works at the intersection between consultancy, technology, data, advanced analytics and strategy. Situated in The Netherlands, The United Kingdom, Denmark, Sweden, Germany and Croatia, Valcon forms a European community helping clients across national borders. We focus on end-to-end transformations in which we create long-lasting and sustainable value together with a human approach.

We know that every link matters in improving an organisation value chain. We support our clients in pursuing the right change in people, system, and process. Our involvement is based on deep knowledge and experience, working shoulder to shoulder with many different organisations. We do not blindly follow a methodology; we follow through on getting things done. Who have deep expertise in operationalising strategy, process design, data and analytics, technology, and change.

## 2. Service offering

Valcon understand that getting cloud programmes back under control needs people with real delivery experience and insight. We are skilled at turning around in-flight programmes and averting the high cost of failure. We adopt experience and risk based rapid diagnostic tools, focussing on stabilising fast and building sustained evidence-based improvement.

### Features

- Focus on business outcomes and critical success factors
- Governance of the full supply chain and initiative environment
- Experience and tool-based assessment to establish the status
- Creates an environment that allows teams to confront reality
- Use risk-based approaches for data collection to deliver control
- Proactively hunts down risks to success
- Actively involve stakeholders in the development of the recovery plan
- Establish 'Proof Points' to provide objective evidence of recovery
- Drive recovery activity against predefined success criteria

### Benefits

- Reduced complexity, fact-based approach, cutting through the fog of opinion
- Stabilises fast to avoid further delays and benefit erosion
- Increased confidence in recovery by re-establishing and demonstrating baselines and controls
- Improved recovery actions and management systems that assure the future

## 3. Approach

It is important that the sponsor navigate the politics of the replacement of leadership teams appropriately and establish a transition plan explaining how all elements should be handed over. They should communicate to the team and introduce the recovery leadership. Valcon can help to outline this communication and transition plan.

Typically the recovery process starts with a rapid assessment of the current situation including auditing the project material and meeting with key stakeholders. The reasons for the recovery request may be a lack of confidence in the controls or the schedule, quality or cost aspects of the project. The assessment will understand the key risks, interdependencies, business change readiness, confidence in the solution and suppliers, and any quality concerns. Depending on the situation, the incumbent project leadership, and

the priority issues facing the project, there will be a number of short term interventions suggested. Once agreed by project governance, these will be actioned and as the project starts to stabilise additional improvements will be identified and made.

Our approach for cloud project and programme recovery is to have experienced delivery professionals take on the leadership of the project and to get to work quickly on an assessment and action a plan. Taking the reins of a project will typically involve allowing current critical activity to proceed, alongside the assessment and transition of leadership, although there will be some situations where the activity has been paused. In these situations there will be a short planning and remobilising phase, with the appropriate Go/No-Go decision points.

Valcon have a long and well-established credibility in Programme Leadership, Design & Mobilisation, Governance, Recovery and Delivery. With our extensive experience and tool sets we are well placed to help your programme to recover.

## **4. Effort and Cost**

Effort will be scoped between Valcon and the client based on the skills mix required. See the Pricing Document for the current rates.

Rate card prices are exclusive of VAT. Expenses are re-charged at cost. Expenses will be evidenced by receipts and will include reasonable travel, accommodation and subsistence costs. The payment schedule will follow milestone completions as agreed in the Statement of Work.

## **5. Assumptions**

The successful delivery of and engagement is dependent on the key assumptions identified through collaboration between the client and Valcon. These will be documented and agreed as a part of the Statement of Work.