

IBM Complex

Programme Delivery

IBM specialises in leading successful business transformations enabled by significant IT programmes, involving multiple stakeholders and suppliers across complex technical hybrid multi-cloud environments, to time, cost and quality, successfully delivering our client's outcomes and business case.



Contents

- 3 Service Overview
- 4 Addressing Business
- 5 Needs Service Definition
- 6 Service Approach
- 8 About IBM

IBM Complex Programme Delivery

Service Overview



| | |
|---------------------|---|
| Features | <ul style="list-style-type: none">• Programme management delivery encompassing waterfall, agile, SAFe and hybrid approaches• Experienced teams specialising in complex delivery to government organisations• Management of multi stakeholder and vendor programme• E2E delivery integration of hybrid multicloud and multi-vendor technology services• Accelerators and tools for fast track programme start-up• Design authority build/run for robust business and IT decisioning• Comprehensive release and implementation management approaches• Business Change and stakeholder management to drive successful delivery• Factory delivery models for repeatable solution component delivery |
| Benefits | <ul style="list-style-type: none">• Increased certainty of outcome realisation, delivery time and costs• Scalable and flexible approach is tailorable to scope and culture• Access to world experts in cloud and enterprise integration delivery through IBM's Global partnerships with hyperscalers and product vendors• Cloud vendor agnostic approach to implementing complex solutions• Lower integration costs• Approach drives fewer surprises late in the delivery lifecycle |
| Key Differentiators | <ul style="list-style-type: none">• Increased system reliability and dependability through robust delivery• Holistic integrated planning directs all parties to the same goal• Global dedicated practice of delivery leaders with expertise in delivering major complex programmes across all industries and to meet critical deadlines• Rigorous and proven delivery methodology, assets and certified complex programme management professionals (including PRINCE2, PMI and equivalent accreditations)• Extensive experience working with UK government clients, architecting and delivering solutions to meet government standards and successfully leading cross-supplier collaboration and integration |

IBM Complex Programme Delivery Addressing Business Needs



We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

Achieving certainty in delivery of complex and transformational programmes

Providing delivery services that enable your business to meet critical delivery dates, execute transformational change and manage integrated delivery activities across a complex array of services, locations and stakeholders.

Addressing strategic requirements

Bringing expertise to work as a partner with your teams and suppliers, bringing intelligent insight to help ensure outcomes align with business strategic requirements and quality standards for delivery are defined, measured and achieved.

Maximising value for money

Use IBM's Garage Method to co-innovate and identify high value business opportunities to optimise planning and delivery activities, driving increased value for money alongside providing the programme delivery control to manage delivery scope, risk and budget.



We provide full transformation and integration services, covering business change and technology systems integration.

Complex Programme Delivery provides the services necessary for the successful delivery of complex programmes including:

- Programme definition
- Managing programme mobilisation and stakeholder engagement
- Establishing programme management office controls and processes
- Programme planning, risk management and optimisation
- Integrated Testing, Cutover & Transition
- Portfolio management and governance
- Complex systems integration across many internal and external systems and suppliers
- Alignment of different delivery methodologies and compliance with standards
- Risk identification and mitigation scenario planning
- Financial and baseline scope control
- Quality management and programme assessment reviews

Services are based on industry-specific experience across UK government. Services may be provided based on delivery outcomes or on a resource basis to augment existing programme

IBM Complex Programme Delivery IBM Approach



We bring the benefit to you of having worked with the world's largest organisations, transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities. We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods, linking to industry recognised standards such as PRINCE2 and PMI.

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments
- Access to specialists who understand the lessons and risks for transformation
- Being able to advise, support and transfer knowledge with your teams
- Implementing strong governance, defined collaboratively within the context of robust methods and processes
- Bringing an integrated and controlled planning approach and Programme Design
- Proactive identification and management of risks and issues based on experience
- Working across complex existing and new platforms
- Experience with the latest technologies, tools and delivery methods

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.



The ability to manage successful delivery depends upon robust methods. IBM Complex Programme Delivery provides access to the IBM MOSAIC method – a global complex systems integration and delivery methodology which provides a proven, balanced approach for delivering complex programmes.

Complex programmes will often have many different delivery teams, each needing to utilise best practice methods for their areas of delivery. Across this, there needs to be standard integrated controls in place to bring together the planning and management of these workstreams into a single programme.

The IBM MOSAIC method is designed to address this need to integrate a variety of implementation methods into a cohesive programme. It brings together workstreams that are waterfall, iterative or agile and aligns teams using package implementation models so that there is a single programme structure with key overarching methods to drive workstream integration.

The method incorporates systems engineering practices with gated processes – such as design and readiness reviews – enabling quality assessment throughout delivery. We bring proven assets, templates and experience. Our processes help identify and mitigate risks early, provide consistency and control in management and communications, and enable better alignment of stakeholders.

In Complex Delivery, our approach centres on collaborative working where we:

- Work closely with you to understand priorities
- Provide a single, achievable integrated plan and provide structure to controlling your transformation
- Offer strong leadership across all parties based on major programme and transformation delivery experience
- Act as your trusted advisor
- Support the integration of Business and IT
- Drive an integrated transformation approach
- Quickly respond to the need for change, providing a controlled baseline and assessing impact and risk

We align with specific vendor methods and offer innovative solutions that support management of complex integration for cloud services – from identifying connected services, stakeholders and impact, to optimising cloud migration and modernisation planning and delivery.

We can work together with you locally and virtually, bringing collaboration tooling for remote teamworking and the experience of successfully delivering programmes with teams based all around the UK and worldwide.











Complex programmes are led by IBM trained and certified Complex Program Managers, bringing a track record of expertise and experience.

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people’s lives.

Government Services Supported by IBM

| | |
|---|----------------------------|
|  | Defence and Intelligence |
|  | Public Safety and Policing |
|  | Healthcare |
|  | Life Sciences |
|  | Tax and Revenue Management |
|  | National Infrastructure |
|  | Social Care |
|  | Education |
|  | Works and Pensions |

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today’s enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

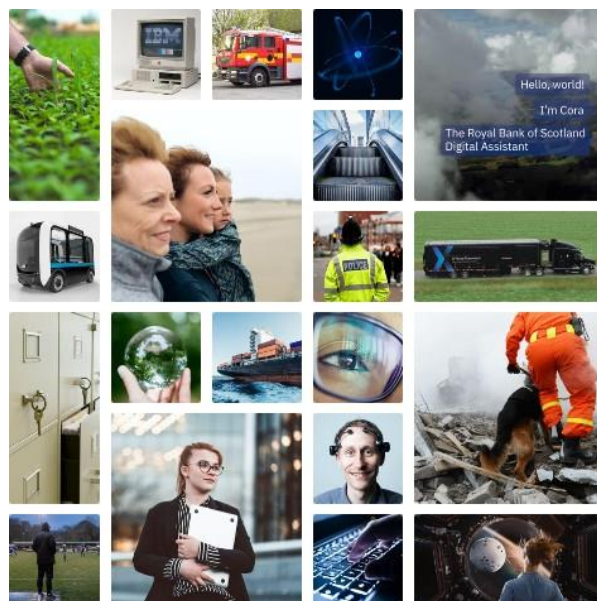
We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world’s leading vendors

About IBM

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM **invests £170 million in R&D** each year



Quantum

IBM Q, the world's most **advanced quantum computing initiative for commercial use**, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**

We are here to help

This document provides an overview of our service with context about how our services can support you and how we work. You can also find out more about us and our work at ibm.com. However, every organisation faces unique challenges and our specialists are available to answer your questions and discuss how our services can be tailored to your needs. You can reach us by email and we are here to help.

Anne-marie Wheeler
ukcat@uk.ibm.com
www.ibm.com