

# G-Cloud 14 Service Description

Critical Friend Review



## Critical Friend Review

Methods’ Critical Friend Review service uses our proven 7-Step model to identify any issues impacting project and programme delivery and provide evidence-based recommendations to get your project or programme back on track, ensuring that you deliver on time, to budget and with all benefits fully realised.

## What is the Service

Our aim is to help you ensure that projects and programmes can deliver on time, to budget and realise the expected benefits.

Methods’ proven 7-Step Critical Friend Review combines our over 30 years of public sector experience with central government best practice to identify issues impacting project and programme delivery and provide evidence-based recommendations on how to get your project or programme back on track.

Our people use their vast Portfolio, Programme and Project Management (P3M) expertise to identify the root cause of delivery issues and provide insightful and practical recommendations to make a positive impact as quickly as possible.

## What can it do for you

There are a number of reasons why projects and programmes might struggle to deliver to budget, on time and with the intended outcomes.

Working with your teams, Methods’ experienced consultants will explore the seven key factors that impact on delivery and performance, including: strategic alignment, scope, change readiness, leadership and governance, stakeholder engagement, resourcing, and use of best practice.

We provide an independent healthcheck of a project or programme, with fully developed recommendations to get your project or programme back on track and assurance that delivery is on the best footing possible to return on investment.

## Service Features

1. Collaborative approach focusing on change and improvement
2. Scalable service depending on your needs
3. Access to P3M experts with 30 years public sector experience
4. Collaborative agreement of approach and scope
5. Stakeholder mapping and engagement plan
6. Document review, based on government best practice and our expertise
7. Assurance assessment, utilising Infrastructure and Project Authority (IPA) best practice
8. Stakeholder interviews and structured insight into factors affecting performance
9. Status and issue analysis combining qualitative and quantitative data
10. Development of recommendations and options in report format

## Service Benefits

1. Provision of an independent, ethical assessment of your project or programme
2. Assurance to stakeholders that delivery is on the right footing
3. Confidence that leadership, delivery and funding are strategically aligned
4. Shared understanding of problems and possible solutions
5. Clear, evidence-backed recommendations and options for moving forward
6. Increased knowledge of available support and best practice
7. Increased engagement and buy-in from key stakeholders
8. Full realisation of project or programme benefits
9. Clearly defined roles and responsibilities and increased effectiveness of decision-making
10. Optimal project resourcing and profiling, creating the conditions for success

## Contact details



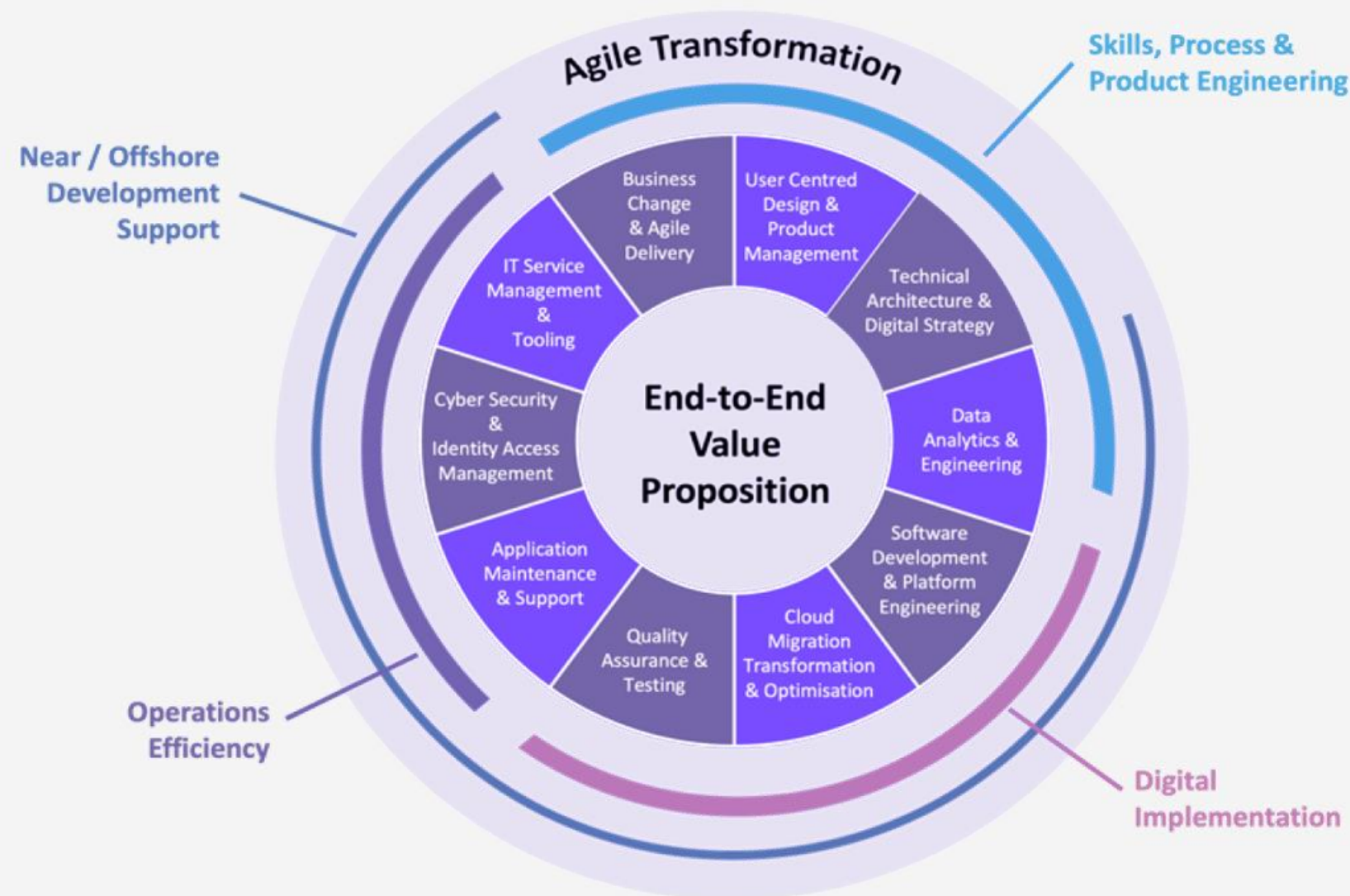
# End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

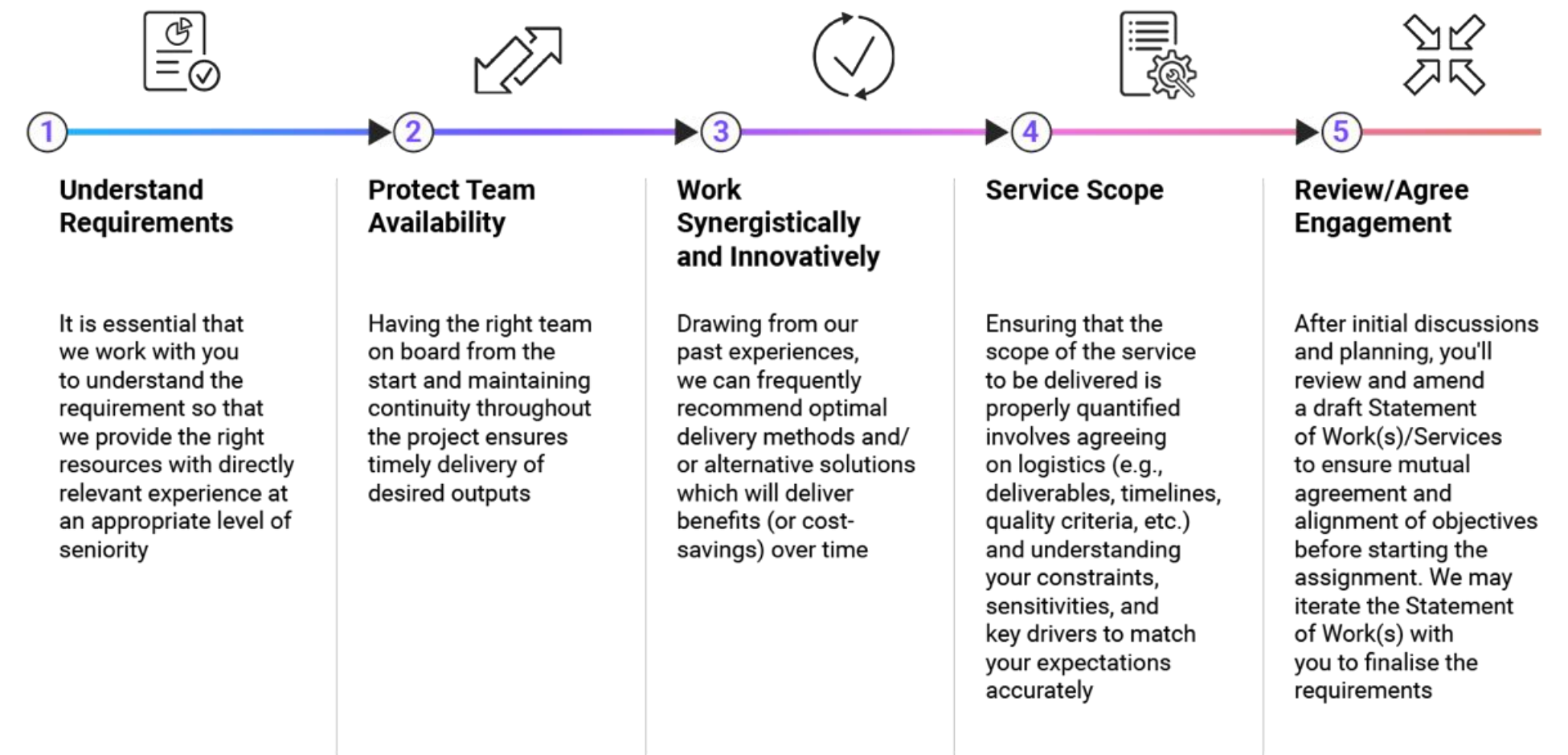
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



## Onboarding and offboarding process



### Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



### Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.



# Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



# Customer stories



Stopped a Central Government high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS



Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE