

# Cloud Critical Friend Advice and Assurance

AtkinsRéalis

## What We Do

The role of the Critical Friend is to provide structured, objective advice and support to your delivery team or service management group. We will work with your strategic leadership and service providers, building trusted relationships and providing a consultancy service that drives delivery and service performance improvements to your Cloud services. Through detailed analysis, matched with coaching, mentoring, advice and support we provide practical solutions and guidance so that you can build your capabilities for Cloud-enabled transformation.

We use strong people-centric discovery methods, provocative questioning and the provision of critiques to build confidence through you to your consumers, securing engaging and constructive feedback. In the role of trusted advisor, we will build clear options and recommendations together to increase delivery confidence and the likelihood of operational success. Understanding the business value and the potential benefits of change are important, we can provide case studies and 'reach-back' to deep Subject Matter Experts, from within our organisation, to lead the resolution of difficult to crack issues.

As well as providing advice and support, our critical friend service will provide assurance to the leadership team that they have taken appropriate measures to manage their delivery or service risk, perhaps in preparation for more formal or external assurance review, such as GDS. Knowledge transfer is always a feature of the relationship providing the opportunity to contribute to personal development and the enhancement of skills.

## Why us?

Finding a sensible source of advice and support in the digital world is always challenging. Not only is the message important but how it is delivered and by whom. AtkinsRéalis consultants take time to develop strong working relationships with stakeholders, to understand their challenges and to provide advice that is tailored to the local culture and ways of working.

AtkinsRéalis consultants are individually selected for each advisory role, bringing with them a high level of credibility, from a broad experience base, and the gravitas to share what are often difficult messages.



We have a unique cross-government presence providing critical friend services as a trusted partner of first choice to a broad number of departments and local authorities. We have strong P3M, business change and service management credentials with an enviable track record, both in consultancy support and delivery. That strong link to delivery ensures a supportive and pragmatic approach.

We pride ourselves on our cultural and integrity values ensuring our guidance accurately represents our findings, we act as a neutral and independent source of truth providing your senior management with factual unbiased information from which sound informed decisions can be made.

