



Transition Management

Gcloud 14



Transition Management

About this service

BMT provides transition management, continuity planning, intelligent customer capability and resource planning. Our service is based on industry best practice such as MSP, ITIL v4 (Service Transition), Agile, PRINCE2, ISO15288 and TOGAF to ensure that ICT transformation solutions are effectively implemented and transitioned to business as usual to realise the benefits aligned to organisational strategy. We do this by planning and managing change effectively taking a collaborative approach with key stakeholders.

When to use this Service

Use this service through the change lifecycle, but in particular when commencing transition planning, to help understand the risks and issues and deliver within agreed timescales, ensuring that business and ICT change is delivered successfully. Further, use this service:

To ensure your ICT transformation project, particularly when Cloud related, realises benefits that are aligned to organisational strategy.

To minimise complications, risk and resistance to change associated with such implementations by managing effectively and delivering changes to the processes, technology, organisation, information and facilities required.

To communicate effectively with your stakeholders and end-users to ensure they understand the potential benefits and the impact, scope and scale of change needed during implementation to bring about transformation.

What we deliver

- An implementation approach applicable across the entire organisation which codifies the relationship between changes, strategy and governance.
- The establishment or improvement of an intelligent customer function.
- The implementation of a benefits realisation plan and status tracking.
- Contingency plans and risk mitigations, showing how the organisation can continue to deliver business as usual during the period of change.
- Implementation strategies and plans showing the logical steps and timing / tranches required to successfully deliver the ICT transformation.
- Report comprising recommendations and an implementation plan.

Our assumptions and your obligations

- Stakeholders are engaged and fully committed.
- Access to the relevant documentation as requested.

How we work with you

BMT provides a scalable service with flexible, skilled resources delivered via a Managed Service mechanism. Our outcome-based delivery to cost, time and quality is managed by a dedicated manager who is assigned to you.

Our team works with you and your key stakeholders to ensure your requirements are understood and met at both a strategic and tactical level. We develop an approach that draws on our experience and best practice from a range of related disciplines such as Programme Management, Systems

Engineering and Enterprise Architecture. We combine and tailor these to the requirements and risks, within an appropriate life cycle model such as Agile, 'V' model or waterfall (or hybrids).

Our approach ensures we retain and use our knowledge and understanding of your organisation effectively. Performance and quality of service delivery is monitored, assessed, measured and assured, and by maintaining frequent, regular contact and dialogue with you, we seek feedback and assess your satisfaction with our performance, with the capacity to escalate issues rapidly if required.

Our aim is always to deliver a sustainable solution and we work with you to ensure we transfer knowledge and skills to your staff, enhancing your in-house capability and maximising the benefit you gain from your engagement with us.

How we deliver this service

Where we differentiate ourselves is in our understanding and experience in combining programme and project management best practice with technical expertise such as Systems Engineering, ITIL and TOGAF. This allows us to use the right tools and techniques to deliver an effective implementation service.

We offer a combination of approaches to the delivery of the Transition Management service that are most appropriate in your particular situation:

- Fully managed service - we manage the ICT implementation and report back to you on agreed metrics at agreed intervals.
- Consultancy - through the provision of specialists into your implementation teams to provide specific skills where there is a deficit.
- Mentoring – upskilling of your implementation team through mentoring to enable the team to deliver the required implementation.
- Implementation Training - working with you to design and, if required, deliver training to upskill your implementation team when a greater degree of upskilling is required.

Previous customers who have used this service

We have worked on various implementation projects for the Ministry of Justice as well as the Data Communications Company (DCC).



www.bmt.org

Contact details

Edyta Redfern

Head of Bidding

E: bidding.uk-europe@uk.bmt.org

T: +44 (0)1225 473600

