

Dec.2025

Cloud Programme Management Office and Planning

Service Definition

V1.0





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Document owner

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Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

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1 Service Overview

BIP provides a Programme Management Office, Project Management Office, Project Support Office and planning service for the selection and deployment of cloud software, platforms, infrastructure and solutions.

This service supports a range of initiatives including national Home Office, police force, policing, Borders and law enforcement transformation programmes and projects involving data and intelligence gathering and analysis.

The selection and deployment of new cloud-based and digital solutions requires delivery management, governance and business and technical assurance expertise.

These solutions can have a major impact on the IT and working environment, both during their implementation and live operation.

BIP ensures the deployment project or programme is initiated and run correctly so that solutions transition seamlessly into the live environment with good stakeholder buy-in.

We use a collaborative approach to change management to gain consensus from the users and stakeholders.

We help clients to plan and implement the different types of transformation and change for example: short-term quick wins, medium-term change and longer-term major transformations.

We actively engage with staff to transfer skills and knowledge, allowing them to become more self-sufficient.

The services we offer include:

- Portfolio Management Office, Programme Management Office, Transformation Office and Project Support Office set-up and operation
- Business case development, benefits mapping and realisation, and RoI measurement
- Initiation and mobilisation
- Project and workstream coordination
- Budget setting and management, cost justification and tracking
- Governance, management reporting, progress tracking
- Resource profiling and allocation, team creation, staff coaching and mentoring
- Templates, PM tools evaluation, Project management (methodology agnostic - waterfall, agile or blended), Programme Management, PM tools evaluation
- Delivery management, vendor management, integrator management, release and deployment management
- Stakeholder engagement, business liaison and communications
- Transformation strategy and planning, and change management
- Workshop planning and facilitation
- Model office set up
- Service testing and user liaison
- Architecture and Solution assurance
- Agile/iterative, waterfall/predictive and blended methodology delivery assurance

Our management style embraces all the dimensions of delivery including people, organisation, culture, systems, information, process, benefits, costs and time.

2 Track Record

A small selection of our track record is shown below:

Programme & Project Management Leadership in a highly regulated environment – AWE

We provided senior programme and project management leadership for a multi-year national transformation within a highly regulated organisation operating under intense assurance, governance and compliance requirements. Delivery activity spanned multiple interdependent workstreams and involved close coordination between internal teams and specialist external partners.

Our role extended beyond PMO operation. We held overall accountability for shaping the delivery approach, setting programme and project management standards and actively directing progress across the portfolio. This included line management and professional oversight of project managers, direct intervention where delivery was at risk and continuous alignment of outcomes with strategic and regulatory expectations.

We designed and led a delivery model that combined strong programme discipline with practical, hands-on project management. Governance and controls were proportionate and effective, supporting pace while meeting audit, regulatory, and assurance requirements. The Programme Management Office operated as an integrated part of programme leadership, providing accurate insight and enabling timely, evidence-based decision-making.

Key Responsibilities Included:

- Leading programme mobilisation, defining scope, delivery approach, and success measures across multiple complex projects.
- Establishing programme and project management standards covering planning, governance, reporting, and assurance
- Developing and maintaining integrated programme plans that linked strategic objectives to project-level milestones and deliverables.
- Owning programme-level management of risks, assumptions, issues, and dependencies, ensuring mitigation activity was proactive and effective.
- Managing programme resources and specialist capability, including forecasting, capacity planning, and continuity in constrained environments.
- Leading senior governance forums with concise, decision-focused reporting that enabled timely intervention and course correction.
- Managing interdependencies with related programmes and portfolios to protect delivery and maintain alignment.
- Overseeing project initiation, assurance, and closure, ensuring work was well-defined, controlled through delivery, and closed with learning embedded.
- Client coaching & mentoring programme and project managers to strengthen delivery capability and consistency of approach

As the programme progressed, we supported portfolio-level leadership by standardising programme and project management approaches across related initiatives. We acted as a trusted adviser to senior stakeholders, translating delivery intelligence into clear options, risks, and recommendations.

Programme and Project Management – National Finance Transformation

We also led programme and project management for a national finance transformation within a large, federated UK religious organisation. The programme required strong central coordination alongside sensitivity to local autonomy, with multiple workstreams delivering data, process, technology, and change outcomes in parallel.

We provided end-to-end programme leadership, supported by a PMO that enabled control, transparency, and coordination across a complex stakeholder landscape. The focus remained on driving delivery, resolving issues early, and maintaining alignment between national objectives and regional delivery activity.

Key Responsibilities Included:

- Defining and leading the programme delivery framework, including governance, planning, and control mechanisms suited to a federated environment.
- Managing a portfolio of projects across regions and suppliers, providing active oversight and hands-on support to project leads.
- Building and maintaining an integrated programme plan reflecting dependencies, milestones and critical decision points.
- Establishing disciplined risk and issue management processes that supported constructive challenge and timely escalation.
- Providing clear, consistent reporting to sponsors and leadership teams, improving confidence in progress and decision making.
- Supporting governance design and facilitation to ensure forums were outcome focused and action oriented.
- Leading stakeholder engagement and communications planning to sustain momentum and shared understanding.
- Planning and managing key programme milestones, including readiness assessments and formal assurance activity.
- Acting as a trusted peer to the programme sponsor and leadership team, offering pragmatic advice grounded in delivery experience.
- Embedding sustainable programme and project management capability through coaching mentoring and structured transfer of processes and tools.

Across both engagements, our approach to programme and project management was delivery-led and pragmatic. By combining clear structure with active leadership, we ensured plans translated into progress and teams remained focused on outcomes rather than administration.

3 Contacts

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4 About us

Who We Are

BIP is a fast growing global management consultancy (backed by CVC Capital Partners), employing over 6,000 professionals across 27 offices in 12 countries.

We operate across Europe, the Americas, and the Middle East; including here in the UK, Italy, France, Germany, Spain, Portugal, Switzerland, Austria, Brazil, Chile, Colombia, the UAE, and the US.

We help organisations tackle complex challenges, outpace their competitors, and build a sustainable future through strategic insight, operational excellence, and technology innovation.

In the UK, BIP has been recognised by *The Times* and trusted by FTSE 100 companies, government departments, and industry leaders, establishing itself as one to watch in the consulting landscape.

Our Philosophy: Value, People and Technology

At the heart of everything we do lies a powerful combination: **value, people and technology**. These three pillars enable us to deliver meaningful, scalable, and lasting outcomes for our clients.

We are value creators and business integrators, combining strategic insight with implementation excellence to help organisations move the dial at pace.

Our work is powered by deep expertise in digital transformation, AI, cloud, and technology-led change, ensuring every solution drives sustainable progress *and* measurable impact.

Our Approach: Design to Deliver

We are doers and makers, NOT just PowerPoint writers.

Everything we do is designed to deliver real, measurable change within defined timelines. We ideate, test, and learn, working closely with clients and partners in an open, collaborative way to ensure every solution is built to last.

Our goal is not only to deliver outcomes, but to transfer knowledge, and empower clients to continue their transformation independently.

This partnership model offers long-term value and enables us to focus on where we can make the next biggest impact.

Our Expertise

With deep sector experience across

- Financial Services
- Government & Public Sector
- Defence & Industries
- Energy, Utilities & Resources
- Telecoms & Media
- Retail & Services
- Life Sciences
- Commercial Real Estate

We bring sharp insight, proven delivery experience, and technological edge to every engagement.

The recent integration of Verco and Riskcare into BIP UK further strengthens our offering, adding market-leading expertise in net zero strategy, sustainability advisory, and financial risk technology.

Here to Dare

“Here to dare” is more than a motto, it is our mindset.

We dare to think and act differently, to explore beyond limits, and to create opportunities through bold innovation and collaboration.

We believe in shared journeys, celebrating results, milestones, and even challenges, because true responsibility means growing together.

We imagine a future where business thrives through the synergy of technology, humanity, and sustainability.

The BIP World

BIP is a world of innovators, designers, data engineers, change managers, producers, and marketers, all working together, contaminating each other with ideas, energy, and passion.

We want to leave a mark with what we do and share a journey with every company we work with.

We're 6000 people, 47 nationalities, 12 countries, united by a drive to empower organisations through technology and passion.

Our people, the BIPers, are the heart of our success. They thrive in an environment that encourages self-expression, growth, and balance, inspiring them to engage clients with the values they live by.

5 Other Information

The scope of our G-Cloud Service

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

Are we a reseller?

BIP is not a reseller and it is totally independent of all product vendors and solution providers.

Support provided to buyers

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

How users work with this G-Cloud service

Users can use this service to obtain professional advisory support for their GenAI needs. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

Service onboarding and off-boarding process

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

Pricing

We provide services and our day rates are shown in the SFIA rate card for this service.

Service definition and how it will be delivered

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

Our security certifications and standards

BIP has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

Our approach to personnel security

BIP's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. BIP maintains an extensive pool of appropriately security cleared consultants.