FuturePaths

G-Cloud 15 Service Definition

Service Line 10

Programme and Delivery Management

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Service Definition Document:

Any questions regarding this document should be directed to:	
Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
Version	v1.0
Date	January 2026

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1. Introduction

FuturePaths provides Programme and Delivery Management to help organisations plan, govern and deliver complex digital, cloud and service transformation initiatives. This service supports programmes where strong leadership, control and coordination are required to deliver outcomes successfully across multiple teams, suppliers and stakeholders.

The service is designed to improve delivery confidence, manage risk and ensure programmes remain aligned to strategic objectives and operational readiness.

2. Service Overview

The Programme and Delivery Management service provides experienced leadership and control across complex change initiatives. FuturePaths works with sponsors, senior stakeholders and delivery teams to establish clear governance, manage dependencies and drive progress against agreed objectives.

The service focuses on programme leadership, delivery assurance and mobilisation rather than technical implementation. It provides structure and oversight where complexity, scale or risk require strong delivery discipline.

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3. What the Service Does

FuturePaths provides structured programme and delivery management support by defining and leading:

- Programme and project management leadership
- Delivery governance, controls and reporting
- Planning, scheduling and dependency management
- Risk, issue and change control
- Supplier, stakeholder and executive coordination
- Mobilisation and transition management support

The service ensures delivery activity is controlled, transparent and focused on achieving agreed outcomes.

4. Benefits

This service enables organisations to:

- Improve delivery certainty and predictability
- Establish clear accountability and governance
- Reduce delivery risk and disruption
- Improve coordination across teams and suppliers
- Strengthen executive visibility and decision-making
- Ensure delivery aligns to strategic and operational objectives

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5. How the Service is Delivered

FuturePaths delivers this service through senior-led, vendor-independent delivery management. We work closely with sponsors, programme teams and suppliers to provide leadership, structure and control throughout the delivery lifecycle.

The service typically follows a structured delivery framework:

- Programme initiation and mobilisation
- Governance and control framework setup
- Planning, dependency and risk management
- Delivery oversight and assurance
- Transition and handover support

Delivery is led by a Principal Consultant or Senior Consultant, ensuring experienced leadership throughout the programme lifecycle.

6. Service Scope

In Scope

- Programme and project management leadership
- Delivery governance and reporting
- Planning, scheduling and dependency management
- Risk, issue and change control
- Stakeholder and supplier coordination
- Mobilisation and transition support

Out of Scope

- Hands-on technical implementation
- Operational service delivery
- Tool configuration or development
- Ongoing managed services
- Supplier delivery execution

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7. Service Levels

Service levels, milestones and reporting arrangements are agreed at the start of each engagement and typically include:

- Agreed engagement objectives and scope
- Scheduled executive briefings or workshops
- Clear recommendations and decision outputs
- Regular progress updates where applicable
- Senior consultant oversight throughout delivery

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

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10. Onboarding and Offboarding

Onboarding

- Initial scoping discussion to confirm sourcing objectives
- Agreement of engagement approach, milestones and governance
- Identification of stakeholders, dependencies and constraints
- Confirmation of reporting and decision-making structure

Offboarding

- Delivery of programme artefacts and status outputs
- Handover to client delivery or operational teams
- Final review of outcomes and lessons learned
- Formal engagement close-out

11. Service Constraints

- Delivery is advisory and vendor independent
- The service does not include operational service integration or SIAM operation
- Tool implementation and configuration are not included
- Access to relevant service documentation, data and stakeholders is required
- Outcomes depend on organisational engagement and supplier cooperation

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.

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