



Digital Transformation Programme Management

ESTABLISHED

2016

REFERRALS

100
%

WORD OF MOUTH

SECTOR
EXPERIENCE

200+
YEARS
COMBINED

CERTIFIED

CE+
CYBER ESSENTIALS

CONTENTS

PART A: SERVICE-SPECIFIC

- [A1 Service Summary](#)
- [A2 Features](#)
- [A3 Benefits](#)
- [A4 Platform Expertise](#)
- [A5 Case Study](#)

PART B: COMPANY STANDARDS

- [B1 About BetterGov](#)
- [B2 Delivery Approach](#)
- [B3 Service Management](#)
- [B4 Security & Compliance](#)
- [B5 AI & Automation](#)
- [B6 Service Levels](#)
- [B7 Onboarding & Exit](#)
- [B8 Customer Responsibilities](#)
- [B9 Technical Requirements](#)
- [B10 Training](#)
- [B11 Social Value](#)
- [B12 Reporting & KPIs](#)
- [B13 Pricing](#)
- [B14 Ordering & Invoicing](#)
- [B15 Business Continuity](#)
- [B16 Data Protection](#)
- [B17 Accessibility](#)
- [B18 Contact Us](#)

PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Digital Transformation Programme Management

Service Description

BetterGov delivers transformation programme management across central government, devolved administrations, Crown Dependencies, and local authorities. We bring clarity and coherence to complex transformations – not the management consultancy theatre of endless workshops and PowerPoint decks, but practical programme delivery that secures funding, passes Gateway Reviews, and achieves outcomes for Ministers and Members alike.

We manage programmes that span years, not quarters – and we deliver at every scale.

Crown Dependencies & Local Authorities: States of Jersey: 30 months coordinating a portfolio of projects across government – Children's Mosaic implementation, EMIS contract renegotiation, Adult Social Care system analysis.

Lancashire: 25 projects over 39 months across Adults, Children's, and Corporate services. **Kent:** 7+ years continuous partnership through reorganisations, strategy changes, and multiple administrations. **DHSC:** Crown Commercial Contract developing the national Adult Social Care Case Management specification – 61 Local Authorities engaged, 150+ stakeholders coordinated.

Central Government & Devolved Administrations: When the Scottish Government needed to transform their student finance systems, we secured £15M in ministerial funding and led a 24-month digital transformation programme – Gateway Reviews passed, delivery on track. When **MOD Defence Digital** needed to exit a contract and transition 2 million users to new identity services, we delivered assured transition with DV-cleared consultants. **UK Parliament's** technology modernisation pre-programme audited 439 applications. **Cabinet Office's** Commercial Data Systems improvement mapped 1,020 fields across the Government Commercial Function.

Our programme managers are PRINCE2 and Agile practitioners who understand the constraints – spending controls, Gateway assurance, political sensitivities, election purdah. Board reporting that satisfies Ministers and Members. Risk management that protects programmes without paralysing decisions. Governance frameworks that provide assurance while enabling delivery.

We embed with your teams, understand your organisation, and provide continuity that internal restructures and competing priorities cannot disrupt.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Digital Transformation (F-200-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

Full Programme Management: End-to-end programme leadership for complex transformation – governance design, board reporting, benefits realisation, risk management. Multi-workstream coordination.

PMO Services: Project office capability without permanent headcount – reporting frameworks, resource planning, financial tracking, dependency management.

Programme Setup & Governance: Business case development, spending control navigation, Gateway Review preparation, governance framework design.

Assurance & Compliance: Gateway Review support, IPA assurance preparation, spending control submissions, security assurance (IL3/IL4/SECRET), DV-cleared delivery.

Specialist Capabilities: Ministry of Defence (SC/DV cleared), Scottish Government, Parliamentary delivery, NHS programme management.

Exit & Transition: Contract exit management, knowledge transfer, service transition, supplier coordination.

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Long-Term Strategic Partnership States of Jersey: 30 months and multiple contract extensions. Kent: 7+ years continuous. Lancashire: 39 months across 25 projects. We build relationships that span administrations, reorganisations, and strategy changes.	Gateway-Assured Delivery Programmes that pass Gateway Reviews first time. SAAS: Gateway Reviews cleared, £15M funding secured. We understand IPA assurance requirements, spending control processes, and the documentation that satisfies reviewers.	Security-Cleared Teams DV and SC cleared consultants for sensitive government programmes. MOD Defence Digital: delivered with DV-cleared team. Contract exit, identity services transition. All engagement models fully IR35 compliant.
Multi-Workstream Coordination Lancashire: 25 projects coordinated across Adults, Children's, and Corporate services. Complex dependencies, multiple suppliers, competing priorities - PMO services that enable delivery, not bureaucracy.	Governance That Works Board reporting that satisfies Ministers and Members without drowning them in detail. Risk management that protects programmes without paralysing decisions. Governance frameworks that provide assurance while enabling delivery.	Hybrid Methodologies & Capability Building PRINCE2 governance with Agile delivery. Sprint-based workstreams within stage-gated programmes. Embedding capability that outlasts our engagement: CCS Delivery Management earned a 4-month extension through agile maturity building.
A3 BENEFITS		

EMBEDDED
NOT EXTERNAL

We become part of your team, not an outsourced function. Institutional knowledge that survives restructures. Continuity that internal teams often can't maintain.

MULTI-SECTOR
DELIVERY

Central government (DHSC), Crown Dependencies (Jersey), county councils (Lancashire, Kent), London boroughs. Programme management that works across public sector contexts.

100%
WORD OF MOUTH

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Councils find us because other councils recommend us.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
PRINCE2 ; MSP ; Agile	Expert	All programme managers PRINCE2 Practitioner certified. MSP capability for complex multi-project programmes. Certified Scrum practitioners. Hybrid approaches that balance agility with accountability.
Central Government Programmes	Expert	MOD Defence Digital: DV-cleared delivery, ATLAS exit, identity services transition. SAAS: ministerial funding secured, Gateway Reviews passed. Cabinet Office, CCS, UK Parliament.
PMO Services	Expert	Lancashire (25 projects), States of Jersey (30 months), DHSC (61 LAs coordinated). Planning, tracking, reporting, resource management, benefits realisation.

A5

CASE STUDY

CLIENT SUCCESS

UK Parliament

Challenge: Parliamentary Digital Service planning major technology modernisation needed comprehensive understanding of application landscape. 439 applications across multiple platforms, unclear dependencies, varied ownership. Required Master Roadmap for 3-year transformation.

Solution: Technology Architecture & Capability Discovery. 439 applications audited for cloud readiness, dependency mapping, migration pathway recommendations. D365 & Power Platform strategic assessment. ServiceNow positioning.

Outcome: Complete technology landscape documented - platforms, integrations, dependencies, costs. Master Roadmap delivered. Foundation for evidence-based technology investment decisions.

CLIENT SUCCESS

SAAS (Scottish Government)

Challenge: Student Awards Agency for Scotland needed comprehensive digital transformation of student finance systems. Complex legacy landscape, ministerial priority, significant funding required.

Solution: 24-month digital transformation programme. Business case development. Gateway Review preparation and support. Agile delivery leadership.

Outcome: Gateway Reviews passed. Programme delivery on track with clear benefits realisation.

CLIENT SUCCESS

States of Jersey

Challenge: Crown Dependency required portfolio of projects coordinated across government - Children's Mosaic implementation, EMIS contract renegotiation, Adult Social Care system analysis. Different stakeholders, different suppliers, different timescales.

Solution: 30-month programme management engagement. Hybrid PRINCE2/Agile delivery. Multi-stakeholder coordination across Health and Social Services, Ministry of Social Security, GP practices. Governance frameworks tailored to island context.

Outcome: Children's Mosaic go-live achieved within 10 months of contract award. On-time, on-budget delivery. Multiple contract extensions. Portfolio of projects successfully coordinated. Crown Dependency expertise demonstrated.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

CONTACT US

Better Group Limited (trading as BetterGov)

Telephone: +44 (0)20 3289 4203

Email Opportunities@bettergov.co.uk

Web www.bettergov.co.uk **Company** 10241361

Digitally Driven, Socially Empowered

© BetterGov. All rights reserved.