



Portfolio Management Service

Service Definition G Cloud 15

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1. Introduction

1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Portfolio Management service for G Cloud 15. For more detailed information, please contact enquiries@principleone.co.uk.

1.2. Principle One Overview

Principle One was founded in 2018 with a strong focus on supporting public sector clients in harnessing cloud capability to address the challenges of an increasingly complex operational environment. Our customers range from UK Law Enforcement, Justice and National Security through to Health and broader government programmes.

We work with our client to deliver their core mission outcomes, helping them to experiment, innovate and continually improve their capabilities.

Since our launch, we have built a strong reputation for deep domain knowledge, a collaborative approach and partnership working. Providing a broad range of services from systems engineering and architecture to business and programme delivery and can draw on a long track record of supporting large scale government change programmes from conception through to delivery.

We work with a diverse range of government organisations, including the Home Office, the National Crime Agency and National Health Service; we are also part of the Vivace community working across a range of government clients through the Home Office's Accelerated Capability Environment (ACE).

1.3. Our Services

Principle One provides a broad range of services to public sector customers which include:

- AI Adoption Service;
- Business Analysis and Product Management Service;
- Business Design and Change Support Service;
- Cloud Software Engineering Service;
- Data Architecture and Engineering Service;
- Delivery Management Support Service;
- Discovery and Proof of Concept Service;
- Portfolio Management Service;
- Solutions Architecture and Technical Architecture Service;
- Synthetic Data Service.

2. Portfolio Management

2.1. Service outline

Principle One offers a range of services to support project, programme and portfolio management (PPPM) delivery. Taking a whole systems approach, we support the design, management and governance of complex PPPM delivery, tailoring our approach to the scale, complexity and environment of each customer's delivery challenges. Our experience is centred around public sector delivery.

We work across both business-led and technology-enabled transformation programmes from inception, through discovery, procurement and delivery. We have experience in providing client-side advisory services with a particular focus on managing programme delivery across multiple third-party suppliers and providing proxy product owner service on behalf of our public sector customers. We have experience in setting up programme engineering teams and managing the interface and assurance cycles with central design authorities on behalf of our customers.

Our staff have extensive experience and accreditation in agile delivery and applying these techniques at scale within the public sector, including through the application of scaled agile methodologies (SAFe). We can provide PMO and governance services and have experience in developing Key Performance Indicators and supporting dashboards and tooling to track programme delivery and enable effective tracking, escalation and mitigation of risks.

We also have experience of developing Treasury Green Book compliant business cases and developing a core set of metrics to measure programme delivery. Through taking a holistic approach to programme design, we ensure that there are processes in place for effective working between different delivery disciplines of business change, engineering, design, security, legislative compliance, software development, test and live services. We have experience in the transition from programme-led management into business as usual sustainment and supporting the customer through programme close down.

2.2. Service Features

- Delivers mission outcomes, from discovery to full project lifecycle delivery.
- Planning, executing and monitoring of cloud hosting services.
- Adoption of agile methodologies at scale.
- Procurement support and third-party supplier management.

- Governance and monitoring of deliverables against time, cost and quality.
- Communication and collaboration across multi-agency strategic delivery.
- Reporting – dashboards, highlight reports to ensure informed decision making.
- Finance – business case, budget planning and implementation.
- Resource planning and optimisation.
- Benefits identification, mapping and realisation.

2.3. Service Benefits

- Effective tracking and mitigation of risk.
- Programme alignment across multiple stakeholders and suppliers.
- Rapid programme design and mobilisation.
- Effective programme controls and governance.
- Increased maturity levels in project and programme management.
- Effective engagement with assurance and compliance requirements.
- Easy access to metrics for measuring programme delivery
- Support to Treasury Green Book compliant business cases
- Wide public sector experience and multi-skilled security cleared resources.
- Full lifecycle programme support, including transition into sustainment.

3. Project Engagement

3.1. Order Process

Each customer receives dedicated account management, project management and technical SME support.

These resources will work together with the customer and key stakeholders to establish the scope, deliverables, duration, value and any other relevant terms of each project, which will be used to agree the G Cloud contractual order form (see Digital Marketplace for full guidance on the supplier assessment and contract award process).

3.2. Project Implementation

On contract award Principle One will hold a kick-off meeting with the customer to establish a prioritised set of activities for the engagement. This

will include gaining a detailed understanding of timescales including key milestones, deliverables and outputs.

We will then refine a detailed project plan with the customer, tailored to the agreed delivery methodology and toolsets.

At the outset of the engagement Principle One will also agree an appropriate oversight and governance schedule with the customer. This will include any reporting requirements and establishing suitable regular checkpoints with a senior Principle One delivery resource to check on progress and satisfaction.

3.3. Performance, Support and Service Constraints

Principle One will work with the customer at from the outset of the project definition stage to agree the appropriate support levels for each engagement. Each customer receives dedicated account management, project management and technical SME support.

Customers will be given contact details for a lead team contact e.g. Lead Developer / Technical Architect, an Engagement lead for general communication, commercial support and raising of questions or issues. Standard response times would be one working day, however any particular response times required would be agreed at the start of each project.

We will monitor delivery through our established assurance processes. We will also set up regular contact with the customer to get feedback and assess satisfaction, with escalation processes established to rapidly resolve issues if required.

Principle One will work with each customer to define any constraints of the particular service being provided.

3.4. Additional Service Elements

On-boarding and off-boarding, data backup and restoration and disaster recovery are not core parts of this service. We will plan any such activity with the customer on a project by project basis.

Information such as Principle One's Business Continuity Plan is available on request.

4. Further Information

4.1. Clearance and Security

All Principle One resources hold security clearance, ranging from BPSS through to NPPV3, SC and DV.

Principle One's Information Security Policy and the broader set of information security policies and guidelines are set out in alignment with National Cyber Security Centre (NCSC) guidelines and industry best practice. We are accredited to Cyber Essentials Plus, the UK Government scheme to reduce cyber vulnerability in businesses and organisation and hold ISO 9001, 14001, 20000 and 27001.

Our Information Security Policy is available on request.

4.2. Pricing, Invoicing and Commercial Terms

4.2.1. Pricing

All pricing for this service is based on our G Cloud 15 rate card, which is available on the Digital Marketplace.

4.2.2. Invoicing

Invoicing is carried out on standard 30 day terms.

4.2.3. Termination

Termination terms are as defined in our standard Terms and Conditions, which can be found on the Digital Marketplace for G Cloud 15.

5. Contact Details

For further information please contact enquiries@principleone.co.uk.