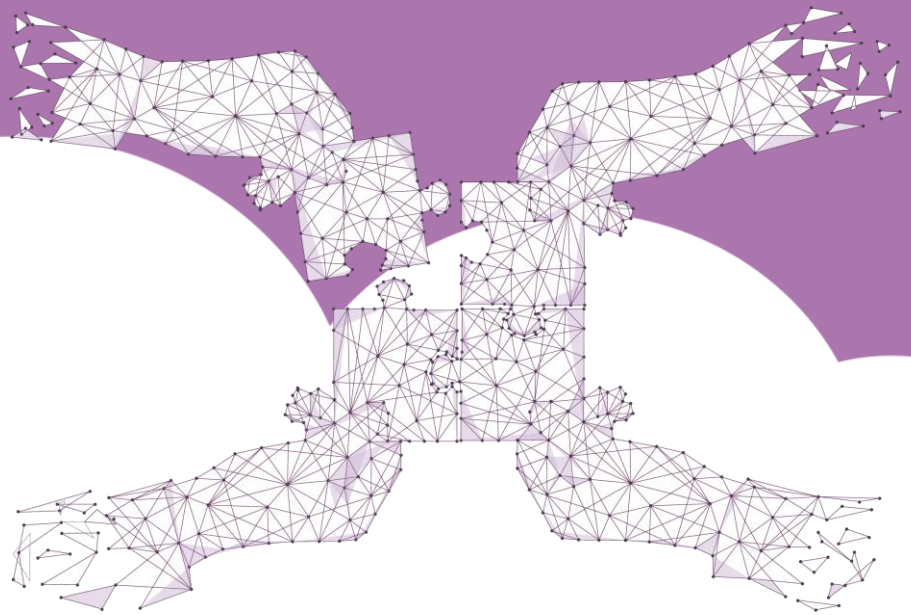
G Cloud - Support

Service Definition Document

Programme and Project Management



quorum

SERVICE DESCRIPTION

This is the provision of Programme and Project Management services. These services provide management, governance and reporting. Typically, a Project Manager will manage a single project or several smaller work packages or engagements. A Programme Manager will normally oversee a very large project, or several projects grouped together to form a programme of work.

Programme and Project Managers will produce plans, reports and other documentation using industry standard software. Where available, they will use client licenced software, where not available they can either recommend software to be acquired or use Quorum purchased software for the duration of the engagement.

Quality assurance and process management are built in to all our company operations and service delivery methodology. Supporting our quality assurance and service delivery, we have key team members qualified in the following areas:

- **ITIL** (Information Technology Infrastructure Library)
- **PRINCE2** (Projects IN Controlled Environments)
- **COBIT** (Control Objectives for Information and Related Technologies): IT management and governance good-practice framework



SERVICE FEATURES

Planning	Full lifecycle planning and appropriate delivery approach agreed, be it waterfall, agile or a hybrid model and the appropriate tools used to create a plan against which the project or programme will deliver. The full scope of the project or programme will be defined and documented to ensure full clarity between the client and the project/programme manager.
Resource Management	Resourcing plan aligned to the full delivery lifecycle. Developed to forecast, manage and consume all resources required to meet the needs of the full project or programme lifecycles. This may include internal and / or external resources.
Reporting	Reporting standards, templates and content established. This allows the stakeholders and groups to remain informed of the progress of the project or programme throughout its full lifecycle.
Risk, Assumption, Issue & Dependency Management (RAID)	Using a comprehensive and integrated management tool, all risks, assumptions, issues, and dependencies will be recorded and managed throughout the full project or programme lifecycle. The governance and reporting framework will allow the appropriate RAID items to be communicated to or escalated to the appropriate stakeholders or groups for awareness/resolution. RAID management is integrated throughout the full Quorum delivery framework and utilises best practice processes to manage all aspects of the RAID process.

SERVICE FEATURES

Management of Budgets	Budget tracking, change control and cost control measures established from the outset and fully integrated across the appropriate governance forums. Opex and Capex costs managed using a single integrated management tool, which allows for the appropriate tolerances to be established, and escalation/approval thresholds agreed to ensure the full project or programme lifecycle is managed. Actual, forecast and scenario-based cost models allow for a mature set of processes to manage budgets regardless of their scale or complexity.
Stakeholder, Communications and Engagement	A strategy will be defined to agree the scope and approach to manage every stakeholder within the project or programme. It will also manage the communications and engagement sessions that may be required to ensure the in-scope recipients are kept informed of the impending change. Roles and responsibilities within the project, programme or existing communication teams will be agreed within the strategy and a detailed communications plan created, which aligns with the overarching plan. Planning and preparation around communication are integrated across the delivery framework including standards, quality assurance and delivery.
Quality Assurance	The project or programme lifecycle will include all appropriate quality assurance activities. Critical Success Factors and Key Performance Indicators will be embedded and monitored, as well as qualitative measures to ensure that any deliverable is assured prior to delivery. Project Management Office activities will oversee and support the Quality Assurance activities of the project or programme to provide a level of independent review of the project or programme.
Governance	The governance model for the project or programme will be established from the outset. Working Groups, Project Meetings/Boards or Steering Groups will be identified, and Terms of References (TORs) agreed ensuring attendees, purpose, roles and responsibilities align to the needs of the governance model and overall project or programme. Full alignment and integration of reporting, RAID Management, Budget Management, Benefits Management and tracking against plan will be threaded throughout the full governance model. This ensures all stakeholders and governance groups are supported throughout the full project or programme lifecycle.

SERVICE PROVISION & SUPPORT

Onboarding

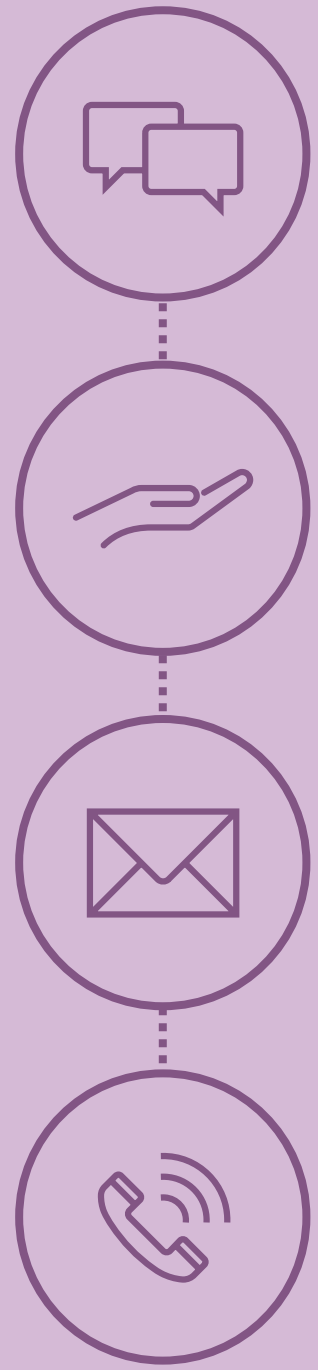
- Quorum would normally deliver this on a project basis, where the delivery team is supplied by Quorum. This team would work with the relevant areas of the client organisation. Should the client choose to manage aspects of this work, Quorum can augment the client team.

Key Roles

- Programme Manager
- Project Manager

Account Management

- Ongoing after sales account management is provided to allow the service or elements of the service to be delivered in the future.





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