

Technoivity G-Cloud 15 Service Definition Document

Supplier: Technoivity Ltd

Framework: G-Cloud 15

Service Name: Project / Programme Management

Lot: 3 – Cloud Support



Service Overview



Technoivity provides strategic project and programme management services for UK public sector clients delivering digital, HR, IT, or infrastructure change. We lead projects with a structured but adaptable approach, balancing robust governance with responsive stakeholder engagement and agile delivery methods. Our experienced project leads ensure alignment to operational and strategic goals—delivering outcomes on time, within budget, and with measurable value.

Whether supporting a new cloud platform rollout or orchestrating multi-vendor digital transformation programmes, Technoivity embeds project discipline, accountability, and momentum from start to finish.

Key Features & Benefits

Service Features

- System design and implementation planning
- Vendor selection, procurement, and contract coordination
- Cross-functional delivery leadership across HR, IT, and infrastructure
- Stakeholder engagement and change management strategy
- Agile, waterfall, or hybrid delivery methodologies
- Full risk, issue, and dependency management
- Supplier oversight and systems integration assurance
- Benefits realisation and value measurement
- End-to-end delivery and governance execution
- Programme board reporting and assurance documentation

Service Benefits

- Projects delivered on time and on budget
- Reduced risk across scope, timelines, and stakeholder alignment
- Faster, clearer decision-making with structured governance
- Improved stakeholder confidence and engagement
- Better alignment between delivery and organisational priorities
- Smoother adoption and change implementation
- Clear accountability and ownership for delivery success
- Optimised supplier performance and contract value
- Tangible, trackable outcomes linked to investment
- Reduced pressure on internal delivery teams

Service Scope & Delivery Model

This service is tailored to your project or programme's scale, complexity, and objectives. It is typically delivered in the following phases:

01

Initiation & Planning

- Define objectives, scope, success criteria, and governance
- Identify key stakeholders, risks, and dependencies
- Select delivery methodology (agile, waterfall, hybrid)
- Develop roadmap, schedule, and communications plan

02

Execution & Control

- Lead delivery teams across workstreams and vendors
- Monitor progress, dependencies, and milestones
- Coordinate stakeholder engagement and internal alignment
- Resolve blockers, escalations, and competing priorities
- Maintain risk logs, decision registers, and actions trackers

03

Close & Handover

- Confirm delivery against scope and success measures
- Support operational transition and knowledge transfer
- Finalise benefit tracking and project documentation
- Conduct post-project review and lessons learned

Service Constraints

Services are primarily delivered remotely; on-site support is available by agreement

Delivery is limited to UK business hours unless otherwise agreed

Scope and pace of delivery rely on timely access to relevant stakeholders, data, and decision makers

Support & Service Levels

Support Element	Details
Support Type	Embedded project-based support (not standalone product support)
Email Support	Yes – acknowledged within 1 UK business day
Phone Support	Yes – available Mon–Fri, 9:00–17:00 UK time
Web Chat Support	No
Support Ticket Management	Not offered

Support Model



Support is delivered as part of the active project, not via a separate service desk. A named project lead is assigned to coordinate all support, communications, escalations, and progress tracking. Support intensity scales according to project phase and risk profile—e.g. more availability during UAT or go-live.

All queries are triaged and prioritised within the project's governance structure (e.g. via RAID logs or steering groups), not via fixed SLAs or "bronze/silver/gold" tiers. Additional technical specialists are engaged where cloud platforms or systems are involved, but project ownership remains with the Technoivity delivery lead.

Staff Security

Category	Status
Staff Screening	Not performed
Government Security Clearance	None

Pricing & Discounts

- Pricing is provided based on the size, scope, and complexity of the engagement
- Educational discounts are not currently offered under this service
- Full rate card is available in the Technoivity Pricing Document

Onboarding & Offboarding

Onboarding includes:

- Discovery and alignment workshops
- Governance structure and delivery model definition
- Key stakeholder mapping
- Setup of delivery documentation and cadence

Offboarding includes:

- Final status reporting and benefits tracking
- Handover of artefacts, logs, and documentation
- Knowledge transfer and lessons learned workshop
- Optional light-touch post-project support

Contact Details

Website

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[Available upon request]

G-Cloud Profile

[To be inserted once published]