



ITNextGen Limited
Digital Technology Specialists

G-Cloud 15 Service Design Document

Programme Management Service

ITNextGen Limited

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Service Overview

ITNextGen's Programme Management Services provide experienced programme managers who coordinate complex, multi-project technology programmes for public sector organisations. We deliver governance, stakeholder management, dependency coordination, and benefits realisation ensuring programmes meet strategic objectives, stay within budget, and deliver intended outcomes.

Service Description

Our consultants establish programme governance, manage stakeholder expectations, coordinate dependencies across projects, track benefits, manage risks and issues, and provide executive reporting. We apply MSP methodology adapted for government context, ensuring alignment with GDS Service Manual and HM Treasury business case guidance.

Service Benefits

- Coordinated delivery across multiple interdependent projects and workstreams
- Improved strategic alignment ensuring programmes meet organisational objectives
- Better risk management with programme-level oversight and mitigation
- Enhanced stakeholder engagement through structured governance and communication
- Increased benefits realisation via tracking and measurement frameworks
- Lower delivery risk through dependency management and issue escalation
- Stronger governance with programme boards and decision-making frameworks

Service Features

- UK-based programme managers with public sector transformation experience
- MSP and P3O framework expertise for programme management
- Programme governance establishment including boards and reporting structures
- Benefits management and realisation tracking across programme lifecycle
- Dependency management coordinating across multiple projects and suppliers
- Stakeholder engagement and communication planning at strategic levels
- SC/DV eligible programme managers for sensitive government programmes

Service Scope

The service covers programme initiation, governance setup, stakeholder management, dependency coordination, risk and issue management, benefits tracking, and programme closure. We specialise in transformation programmes, technology enablement, multi-supplier coordination, change management, and executive reporting. Consultants provide strategic oversight and delivery leadership.

Deliverables

Typical deliverables include programme briefs, business cases, governance frameworks, programme plans, RAID logs, benefits realisation plans, stakeholder maps, dependency matrices, highlight



reports, programme closure reports, and lessons learned. All documentation follows HMT Green Book and GDS programme management guidance.

Onboarding and Offboarding

At service initiation, ITNextGen agrees scope, roles, SFIA levels, delivery approach, and reporting cadence with the buyer. Consultants are onboarded in line with buyer security and access processes. On completion, structured handover and knowledge transfer are provided, and access to buyer systems is removed in accordance with agreed offboarding procedures.

Security and Compliance

The service operates in alignment with ISO/IEC 27001 information security principles and UK government cloud security guidance. Consultants follow role-based access controls, least-privilege principles, secure change management, and incident reporting processes. Where required, consultants may be SC/DV eligible and comply with buyer-specific security requirements.

Service Constraints

Delivery is UK-based and remote-first; on-site engagement is available by agreement. Buyer access to relevant systems, environments, and data is required. Use of specific tools or platforms may require buyer-provided licences. Performance depends on timely buyer feedback, approvals, and access to subject matter experts.

Exit Management

At the end of the engagement, ITNextGen provides agreed deliverables, documentation, and knowledge transfer. All access to buyer systems is removed in line with buyer offboarding policies and contractual requirements.