

Service Definition – Change Delivery

Fimatix UK Ltd

G-Cloud 15 Lot 3 Cloud Support

Change Delivery and Transformation Service

Supplier

Fimatix UK Ltd

Service overview

This service supports public-sector organisations to deliver complex change and transformation programmes safely and effectively. It combines experienced programme and delivery leadership with modern DevSecOps practices and AI-assisted tooling to help buyers manage risk, maintain control, and achieve measurable outcomes.

The service is suitable for organisations undertaking digital, cloud, and operating-model change where strong governance, stakeholder engagement, and delivery assurance are critical to success.

What the service includes

The service can include the following activities, tailored to buyer needs:

- Programme and project management for digital and organisational change
- Onboarding and offboarding teams onto DevSecOps toolchains and ways of working
- Delivery management across Agile, hybrid, and traditional environments
- Integration of identity, security, and platform capabilities where required
- AI-assisted delivery support for planning, reporting, and financial control
- Requirements prioritisation and backlog management
- Risk, issue, assumption, and dependency (RAID) management
- Delivery assurance, progress reporting, and governance support
- Knowledge transfer to internal teams

This is a professional change and delivery support service.

Typical use cases

Buyers typically use this service when:

- Delivering large or high-risk change programmes
- Integrating digital delivery with organisational governance
- Transitioning teams to Agile or DevSecOps ways of working
- Managing multiple suppliers, platforms, or delivery streams
- Requiring independent assurance of delivery quality and progress

Service delivery approach

Delivery is outcome-driven and aligned to the buyer's governance structures. Experienced delivery leaders work closely with stakeholders to plan, prioritise, and control change activity, using clear metrics and transparent reporting to support decision-making.

AI-assisted tools may be used to support planning, financial tracking, reporting, and insight. These tools enhance visibility and efficiency but do not replace human judgement or buyer accountability.

Service features

- Experienced Project and Programme Managers supported by AI tooling
- Delivery integrated with organisational and financial governance
- Multidisciplinary teams combining people and delivery tooling
- Sensitive and motivational people management
- Comprehensive stakeholder communication and engagement
- PRINCE2 and Managing Successful Programmes (MSP) expertise
- Accurate delivery metrics to track progress and control outcomes
- Comprehensive delivery assurance frameworks
- End-to-end requirements prioritisation and management
- Structured RAID tracking and proactive risk management

Service benefits

- Cost-effective delivery aligned to agreed budgets and priorities
- Strong alignment between delivery activity and organisational governance
- Motivated and productive teams focused on outcomes rather than process
- Engaged stakeholders supporting smooth business change
- Early visibility of delivery risks enabling timely corrective action
- Improved quality and maintainability across delivery outputs
- Effective coordination of Agile, traditional, and AI-supported delivery approaches
- Increased stakeholder confidence through transparent reporting and metrics
- Independent assurance of delivery quality and progress

Data protection and information assurance

Fimatix operates an information security management framework aligned with ISO/IEC 27001 and ISO 9001 and holds Cyber Essentials certification. Services are delivered in accordance with UK GDPR and the Data Protection Act 2018.

Any access to systems or data required for delivery is agreed in advance and limited to what is necessary.

Onboarding and offboarding

At service start, scope, governance, access requirements, and ways of working are agreed. A named delivery lead acts as the primary point of contact and coordinates onboarding activities.

At service end, agreed materials and documentation are transferred to the buyer, and knowledge handover is completed to support continuity.

Service levels

This is a professional support service and does not include technical uptime or availability SLAs. Service performance is managed through agreed objectives, milestones, and regular progress reviews.

Pricing and commercial model

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price delivery for defined outcomes may be agreed where appropriate.

Invoicing is monthly in arrears.

Service constraints

- This service provides change and delivery support and does not include long-term hosting or live service operation
- AI-assisted tools support planning and insight but do not make automated or statutory decisions
- Delivery effectiveness depends on timely access to stakeholders and information
- Final decisions on scope, release, and implementation remain with the buyer

Customer responsibilities

Buyers are responsible for:

- Providing access to relevant stakeholders and information
- Making timely decisions and approvals
- Operating and supporting live services unless otherwise agreed

Experience

Fimatix has supported UK public-sector organisations to deliver complex change and digital transformation programmes, including multi-supplier and cloud-enabled initiatives. Experience includes delivery aligned to GDS standards and public-sector governance models.

References and case studies are available on request.

