



Service Definition Document

Programme Management

About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help organisations deliver complex change programmes, improve delivery confidence and realise benefits across digital, data and cloud-enabled initiatives.

Service Overview

Our Programme Management service supports organisations to plan, govern and deliver complex portfolios, programmes and projects. We provide end-to-end programme management support across the full lifecycle, helping organisations manage risk, maintain alignment with strategic objectives and realise measurable benefits.

What we deliver

Our programme managers work alongside senior leaders, programme boards and delivery teams, applying proportionate governance aligned to organisational maturity and context.

Core capabilities include:

- Business case development and investment justification
 - Programme and portfolio planning and strategic alignment
 - Risk, issue and dependency management
 - Programme status reporting and management information
 - Benefits identification, tracking and realisation
 - Programme board support, advice and facilitation
 - Executive and delivery team coaching
 - Programme and portfolio assurance
 - Application of recognised delivery frameworks including MSP, PRINCE2, APM, PPM, MoR, Agile, Lean and Waterfall
 - Knowledge transfer and internal capability development
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Service Benefits

- Improves control and visibility across complex programmes
 - Reduces delivery and investment risk
 - Supports successful delivery of digital, technology and cloud initiatives
 - Enables clearer prioritisation and decision-making
 - Improves benefits realisation and value for money
 - Flexible and scalable delivery aligned to programme needs
 - Builds sustainable internal programme management capability
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Working Approach

We tailor our approach to the scale, complexity and risk profile of each programme. Our programme managers can embed within existing governance structures or help establish new ones where required.

We support activity across Discovery, Alpha, Beta and Live, working closely with policy, operational, digital and data teams. Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- Business cases and investment documentation
 - Programme and portfolio plans
 - Governance frameworks and reporting packs
 - Risk, issue and dependency logs
 - Benefits management frameworks and reports
 - Assurance reviews and recommendations
 - Executive briefings and decision papers
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What sets us apart

- **Proportionate governance** — controls tailored to delivery context, not bureaucracy
 - **Public sector expertise** — deep experience operating within government governance and assurance environments
 - **End-to-end delivery support** — from business case to benefits realisation
 - **Integrated working** — close collaboration with PMO, delivery, change, digital and data teams
 - **Capability uplift** — focus on building confident, self-sustaining internal teams
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Service Onboarding

We use a structured onboarding approach covering objectives, delivery context, governance, stakeholders, reporting needs and success measures. Ways of working and escalation routes are agreed from the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, knowledge sharing and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Alignment with recognised programme and project management good practice
- Experience working within public sector governance and assurance frameworks
- Compliance with UK GDPR and confidentiality obligations
- Security and data handling aligned to Buyer requirements

Get in touch, we would love to hear from you!

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