

SERVICE DEFINITION

AGILE DELIVERY & CLOUD PROGRAMME MANAGEMENT

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Service Overview

Agile Delivery & Cloud Programme Management provides cloud support services to help public sector organisations plan, govern and deliver cloud-based initiatives successfully. The service focuses on agile delivery management, programme leadership and governance to enable predictable, transparent and well-controlled delivery of cloud services.

This service is offered under G-Cloud 15 – Lot 3 (Cloud Support Services).

Scope of Service

This service supports buyers across the delivery lifecycle of cloud programmes and initiatives, from initiation and planning through to live delivery and transition into operation. Services are delivered at the delivery, governance and assurance layer, rather than at infrastructure or hosting level.

The service includes:

- Agile delivery management for cloud programmes and projects
- Programme and portfolio delivery management
- Scrum Mastery and agile facilitation
- Delivery planning, road mapping and prioritisation
- Governance, reporting and delivery assurance
- Risk, dependency and issue management
- Stakeholder engagement and communication management
- Coordination across internal teams and third-party suppliers
- Continuous improvement and delivery maturity reviews
- Transition support from discovery into live delivery

The service works alongside buyer-owned cloud platforms and third-party cloud providers.

Service Exclusions

This service does not include:

- Provision or ownership of cloud hosting or infrastructure
- Managed infrastructure, platform or hosting services
- Software licensing or cloud subscriptions
- 24/7 managed service desk or operational support
- Ownership of cloud budgets, contracts or supplier agreements

Buyers remain responsible for cloud services, contracts and operational decisions.

Service Delivery Approach

Services are delivered using agile, collaborative and outcome-focused delivery approaches. Delivery is iterative and tailored to the buyer's organisational context, maturity and objectives.

Engagements may be delivered as time-boxed support, ongoing delivery management or fixed-scope assignments. Delivery activities and governance arrangements are agreed at call-off and reviewed regularly.

Services are delivered remotely from Collabify offices by default, with on-site delivery support available by agreement.

Service Features

- Agile delivery management for cloud programmes
- Programme and portfolio governance frameworks
- Scrum Mastery and delivery facilitation support
- Delivery planning and roadmap management
- Risk, dependency and issue management
- Stakeholder engagement and communication management
- Delivery assurance and reporting frameworks
- Coordination across multi-supplier environments
- Continuous improvement and maturity reviews

Service Benefits

- Improves predictability of cloud programme delivery
- Reduces delivery risk across complex initiatives
- Improves coordination across teams and suppliers
- Increases transparency for stakeholders and leaders
- Accelerates delivery of cloud-based outcomes
- Improves governance without reducing team autonomy
- Enables faster decision-making and issue resolution
- Improves alignment between strategy and delivery
- Supports successful transition into live services

Support Levels

Support levels are flexible and agreed at call-off. Standard support is provided during UK business hours, Monday to Friday, and includes scheduled meetings, delivery reporting and access to experienced delivery professionals.

Enhanced support arrangements can be agreed where required, including increased availability or additional delivery leadership capacity.

A named delivery lead, such as an Agile Delivery Manager or Programme Manager, can be provided as the primary point of coordination.

User Support

- Email or ticket-based support during UK business hours
- Phone support available during UK business hours by agreement
- Web chat support is not provided as standard

Response times and engagement arrangements are agreed at call-off.

Security and Compliance

Staff screening is performed in line with BS7858:2019. Staff can obtain Security Clearance (SC) where required by the buyer.

The service aligns with relevant NCSC guidance and public sector security expectations. Any access to buyer information is agreed in advance and managed in accordance with applicable data protection and security requirements.

Onboarding

Onboarding typically includes:

- Initial service initiation and discovery
- Confirmation of scope, objectives and success measures
- Agreement of roles, responsibilities and governance
- Access to relevant documentation, tools and stakeholders

Offboarding and Exit Management

Offboarding and exit activities are agreed at call-off and may include:

- Knowledge transfer and documentation handover
- Final reporting and delivery summary
- Support for transition to internal teams or alternative suppliers
- Secure return or disposal of buyer information

Pricing

Pricing is transparent and agreed at call-off. Pricing models may include:

- Time and materials (day rates by role)
- Fixed-price delivery for defined scopes

All pricing complies with G-Cloud framework requirements.

Service Availability

The service is available to:

- Central government departments
- Local authorities
- NHS and health bodies
- Education organisations
- Emergency services and arm's-length bodies

Discounted pricing for educational organisations can be agreed at call-off.