

# Hawkrose

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## Project Readiness Level (PRL) Tool

Service Definition





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# 1 Project Readiness Level Tool

## 1.1 Service Description

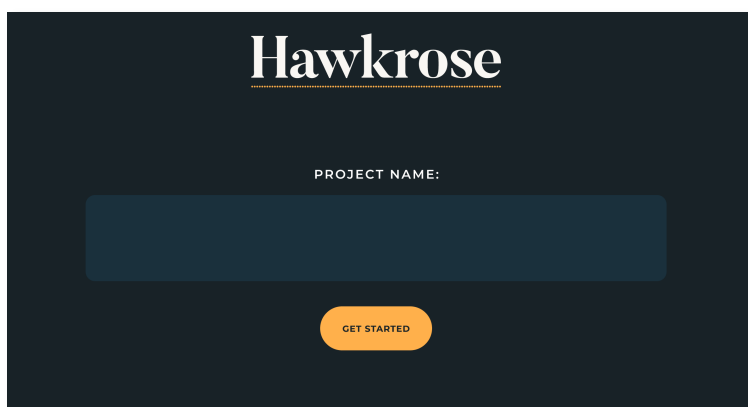
The Project Readiness Level (PRL) tool provides an electronic audit of all decisions made, by whom, across a project lifecycle.

The User-friendly interface of the application ensures multiple users from a Project Team can input information – and the system contains the ability to fill in MOD Scrutiny’s mandated use Excel tool, directly via an API. This means the application works ‘hand and glove’ with MOD Scrutiny’s requirements.

Critically, the application provides all parties the ability to forecast the likely time and cost implications of meeting certain requirements. For example, a project could be set 59 “Strategic Outline Case” (SOC) requirements – the application will estimate the critical path for this work and the resource implications. **This functionality allows PTs in DE&S and DIO to have an evidence-based discussion about the time and resource implications of scrutiny requirements.**

### 1.1.1 Functionality and Benefits

1.1.1.1. Each project has its own password protected area.



User management can be assigned to a Project Lead – and permissions (User/administrator) can be assigned – ensuring sustainability of the system across the project’s lifecycle.

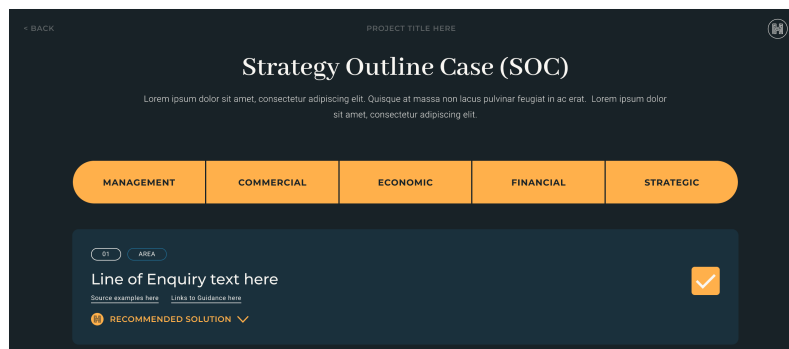
1.1.1.2. User friendly nature of software UI



The User Interface ensures all parties – PTs and MOD Scrutiny – can understand what has been agreed.

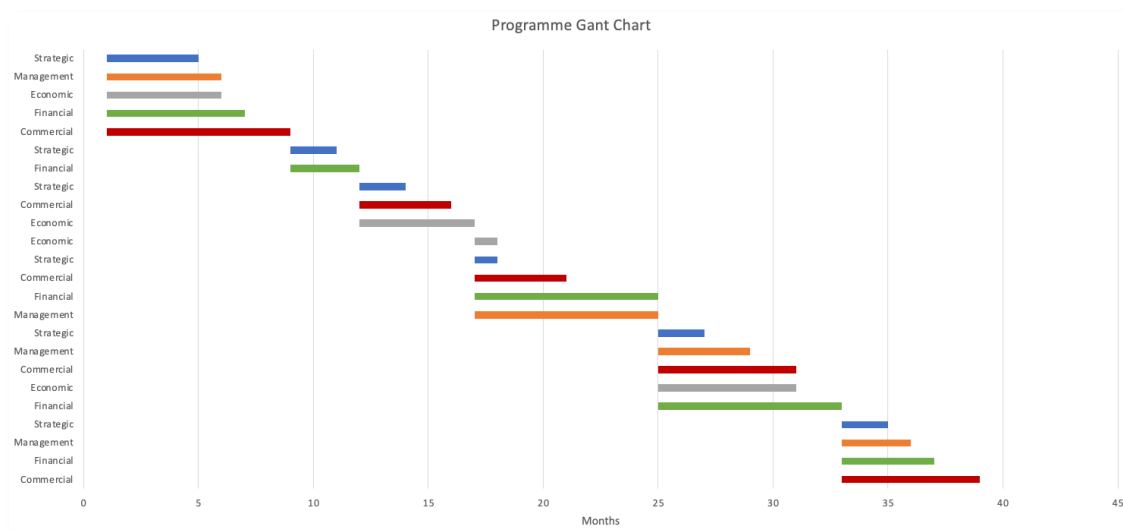


### 1.1.1.3. Auditability of software



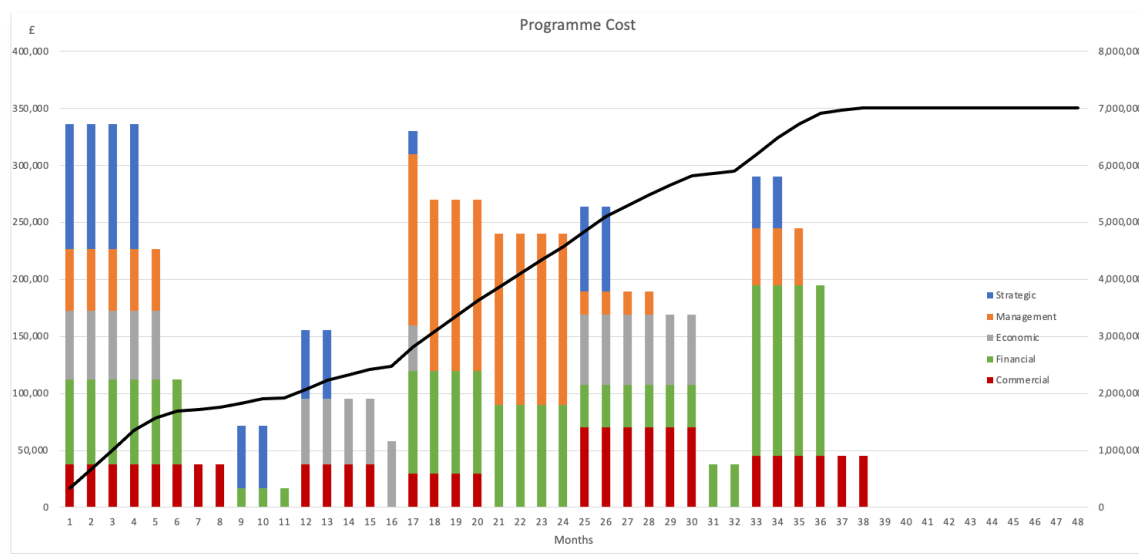
The software can reside on MODNET and provide a clear, historic audit of what decisions were made, by whom, when.

### 1.1.1.4. Highlighting time consequences of selecting Evidence requirements for scrutiny.



Provides realistic estimate of the likely timescales for Project Delivery – and ability to change timescales by changing scrutiny requirements.

### 1.1.1.5. Highlighting cost consequences of choosing and selecting Evidence requirements for scrutiny.





Provides realistic estimate of the likely OPEX resource budget for Project Delivery – and ability to change budget by changing scrutiny requirements or affordability envelope.

### 1.1.2 Customisation

The PRL tool is designed to be highly customisable and configurable. Customisable elements include:

- Assets
- Reference data
- Data structure
- Page flow
- Project details

The platform is designed to be reconfigured and customised for each decision, transformation programme analysis or investment evaluation.

New data can be configured through the UI or uploaded via CSV.

### 1.1.3 Onboarding

The PRL tool can be delivered as a hosted managed service or deployed into a customers' hosting environment. If deployed into a customer hosted environment a deployment guide is provided and training given to support system upgrades.

User guides are provided as standard, and training can be purchased as an additional service. This can be online or onsite, depending on customer requirements. Hawkrose also offer continuous user support packages where Hawkrose consultants can act as expert users.

## 1.2 Service Support

### 1.2.1 Support Levels

Support models are tailored to customers' requirements and based on agreed SLA's. Response times and support coverage is agreed and documented in a managed service agreement and tailored to the requirements of each customer and system deployment.

The Hawkrose standard approach is to offer three levels of support:

- **Bronze** – UK Office hours support with email-based fault notification
- **Silver** – Extended hours (7:00 – 22:00) 7 days per week with email-based fault notification and trouble ticketing system
- **Gold** – 24/7 support 7 days per week with email and phone-based fault notification and trouble ticketing system

Bespoke support packages can be agreed based on a Service Level Agreement with time to respond targets if required.

All customers are allocated a technical account manager to act as a point of escalation if required.