



PM AS A SERVICE (PMAAS)

Service Definition Document



Service Overview

A flexible, on-demand project delivery service providing fractional access to experienced project professionals. PMaaS enables organisations to rapidly scale delivery capacity by supplementing existing teams with specialist resources.

Service Scope

- Fractional Programme Managers
- Fractional Project Managers
- Fractional Project Coordinators
- Short-term or long-term assignments
- Delivery support across programmes and projects
- Integration with client teams and governance
- Hybrid delivery: remote, on-site, or blended
- IR35 Compliant

Features

- On-demand project resources
- Fractional engagement model
- Multiple role options
- Rapid mobilisation
- Flexible delivery locations

Benefits

- Scale delivery capacity quickly
- Access experienced professionals
- Control delivery costs
- Maintain delivery momentum
- IR35 Compliant

Onboarding and Setup

- Role and capability definition
- Rapid resource matching
- Induction into client environment

Service Level Agreements

- Service hours aligned to client needs
- Clear role responsibilities and reporting lines
- Regular performance check-ins
- Ongoing resource management
- Replacement, Cover for Leave/Absence or scaling as required

Security and Compliance

- Data retained within client systems
- Compliance with client security policies
- GDPR and UK Data Protection alignment

Exit Plan

- Planned transition or disengagement as per client needs
- Documentation and status handover
- Secure offboarding and access removal