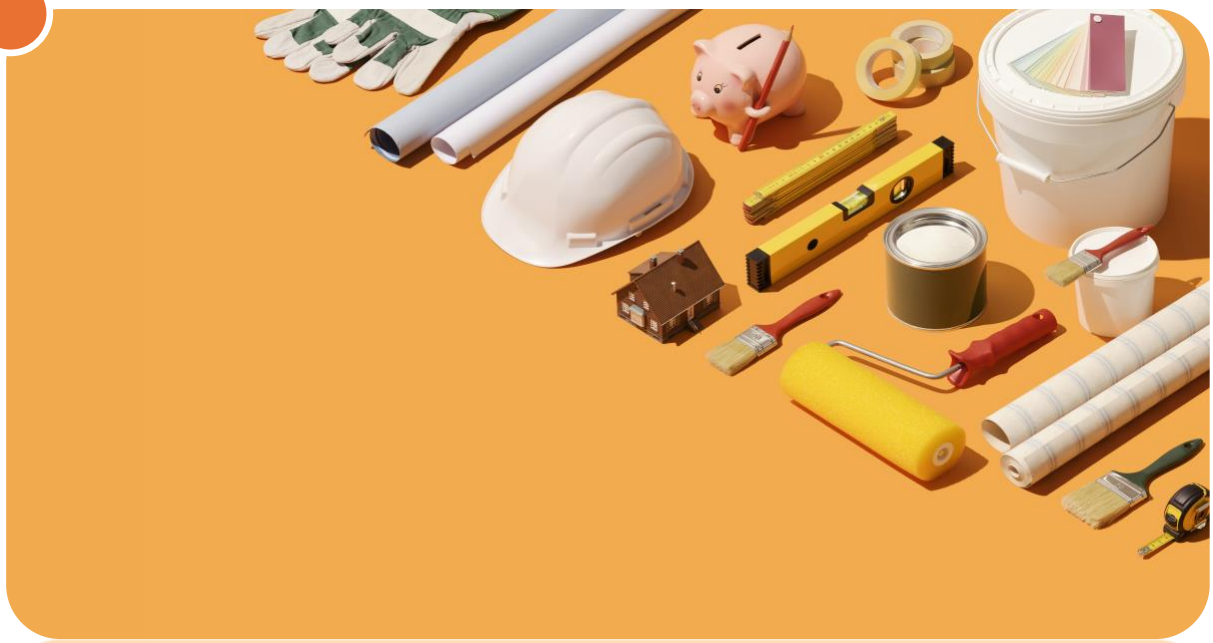
Foresight - Service Definition

(G-Cloud 15, Lot 2b: Cloud Software)



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Supplier: Foresight Works Ltd (FSW Workspace)

Contacts: commercial@foresight.works • support@foresight.works • DPO: dpo@foresight.works

Note: This document is structured to the Crown Commercial Service (CCS) expectations for Service Definitions.

FORESIGHT
PEOPLE BUILD FASTER WITH AI

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1. Executive summary

Foresight is a UK-hosted SaaS platform that ingests Microsoft Project and Primavera P6 schedules and transforms them into reliable, decision-ready insight. It combines descriptive and diagnostic analytics with predictive and prescriptive views so programme leaders can see what has happened, why it happened, what is most likely to happen next, and where to intervene. The platform addresses schedule quality (DCMA 14-point and extended realism checks), change intelligence (full delta analysis), prioritisation (graph-based criticality and risk density), and forecasting (CPM plus machine-learning estimates).

Foresight is designed for Mega-scale portfolios and complex supply chains. It mobilises quickly because it is off-the-shelf, browser-based and requires only light configuration (roles/permissions, business areas, and initial project cohorts). It is delivered with a success-led operating model-dedicated CSMs, ongoing training, and 24/7/365 helpdesk-so that adoption is sustained and benefits are realised, not just promised.

2. Service overview and outcomes

Foresight's core objective is to improve schedule realism and on-time delivery across large programmes. It does this by combining rigorous quality checks, transparent change tracking, and forward-looking analytics, with hands-on support to embed new ways of working. Target outcomes include: earlier detection of slippage, clear prioritisation of the few activities that drive most delay, faster remediation of quality defects, higher confidence in milestone forecasts, and consistent, auditable reporting to senior stakeholders.

The platform works directly on native schedule files (.xer and .mpp) and common exchange formats (XML/CSV/JSON). It does not require wholesale data migration or a heavy IT programme to start; quality checks and insights are available immediately after the first uploads. Over time, customers can automate ingestion, build API integrations and adopt webhooks to power near-real-time views of change.

3. Detailed capabilities

3.1 Schedule ingestion & model

Users upload Primavera P6 (.xer) or Microsoft Project (.mpp) files via a guided interface. The importer validates encodings and structural assumptions, normalises calendars and units, and builds a canonical graph representation of activities, milestones and relationships. Where both ecosystems are present, users can switch between versions and tools; the same analytics are available regardless of origin. Additional formats include XML/CSV/JSON; Asta Powerproject is supported via interchange.

3.2 Quality and realism (DCMA+)

Foresight calculates a composite quality score drawing on the DCMA 14-point assessment and extended realism tests. The DCMA set includes Logic Density, Hard Constraints, Lead/Lag, Negative Float, High Float, etc.; we extend this with checks for critical path congestion, dangling tasks, duplicate relationships, and resource integrity. Each rule returns pass/fail and a severity; users can filter failures, export remediation lists to Excel, and trend improvements over time.

- *Tolerance: policy-based thresholds can be tuned (e.g., allowable relationships per task, lag caps).*
- *Remediation: exports include contextual metadata (WBS, predecessor/successor snippets, rationale).*
- *Governance: dashboards show quality trajectories by project, supplier and workstream.*

3.3 Forecasting & predictive views

Forecast dates are presented from two complementary perspectives: CPM-based forecasts derived from the actual network logic, and ML-estimated dates trained on chained schedule updates. This pairing delivers both structural transparency (CPM) and behavioural patterns learned from history (ML). Confidence intervals and deltas to baseline are surfaced at milestone and activity level; trends reveal whether slippage is accelerating or stabilising.

3.4 Change intelligence & baselining

Foresight tracks every posted schedule version and exposes deltas across dates, durations, critical paths, floats and logic. View-scoped comparisons allow users to slice change by WBS, workstream, month or supplier. Structural drift (e.g., increasing leads/lags, mounting float erosion) is highlighted so that governance forums can intervene. Wherever possible, commentary is auto-generated to explain what changed and why it matters, and exported together with the underlying data for audit.

3.5 Prioritisation, risk and early warning

The platform computes network-based criticality using graph algorithms (degree, betweenness, PageRank) to identify activities that disproportionately drive delay risk. Heatmaps reveal months with high risk density, and a prioritisation matrix classifies candidate actions by importance and urgency. Milestone Completion Plans convert insights into tracked actions, with ownership, due dates and progress telemetry.

3.6 Resource & throughput views

Resource views highlight concurrency peaks, bottlenecks and potential conflicts across specialist trades or constrained assets. Users see whether slippage is due to logic errors, resource contention, or external constraints; this informs triage and recovery planning.

3.7 Dashboards & reporting

Executives receive concise dashboards (quality, change, forecast confidence, risk density); teams drill into activity lists and corrective actions. Standard reports can be exported as CSV/JSON/PDF/PPT. Monthly tailored reports, aligned to Order Schedule 14, summarise availability, platform performance, engagement, support and training metrics, and licence uptake.

3.8 Interoperability & APIs

Besides native file ingestion, Foresight offers APIs and webhooks for automation and integration, enabling continuous ingestion, data lake export, and notifications when key thresholds are breached. Data portability is a design principle: customers can obtain full tenant exports on request and at any time.

3.9 Scale & performance

Typical schedules of 2,000–5,000 activities are processed within minutes; schedules up to ~10,000 lines complete within approximately ten minutes; extremely large schedules containing 100,000+ line items are supported. Performance depends on logic density, calendar complexity and enabled analytics.

4. Architecture and security

4.1 Hosting & tenancy

Foresight is hosted in the UK (AWS Europe – London, eu-west-2). Authority data is stored and processed within this region; cross-region data transfer is disabled. Tenants are segregated logically; business-area isolation is enforced in storage and access layers.

4.2 Perimeter & data protection

Perimeter protection is provided by Cloudflare Web Application Firewall with network-level segmentation and intrusion detection. All traffic uses TLS 1.2+; data at rest is encrypted (AES-256) with AWS KMS-managed keys. Logs (access, audit, API) are retained in encrypted storage for investigation and compliance. Endpoint controls include centrally managed EDR on approved devices.

4.3 Identity & access management

Role-based access control (RBAC) supports granular scoping by role and business area with least-privilege defaults. Administrative accounts require MFA. Single sign-on federates with Authority IdPs (Active Directory, Azure AD, Okta) using SAML/OIDC. Access can be IP-allow-listed and geo-restricted. Comprehensive audit trails record who did what and when for all administrative and configuration operations.

4.4 Assurance & testing

Foresight operates under ISO/IEC 27001:2013 and Cyber Essentials Plus. Third-party penetration testing is conducted regularly on the platform and supporting infrastructure; additional AI-specific testing exercises attack classes such as model inversion, data poisoning and adversarial inputs, aligned to OWASP and MITRE ATLAS guidance.

5. AI/ML methods and governance

We apply supervised learning for milestone forecasting, graph algorithms for criticality, and NLP embeddings for reference-class comparisons. Training sets are curated from chained schedule updates; out-of-sample testing is used to demonstrate generalisation. Model updates pass non-regression criteria before deployment; AI components are included in security testing with dedicated controls for input validation, access and monitoring. Customer data is never used to train models unless the Authority explicitly approves.

6. Data protection and privacy

In the service context, the Authority acts as Controller of schedule and user data; the Supplier acts as Processor. Personal data categories are limited to what is required to provision and operate the service-typically first/last name, business email, username, role and schedule resource identifiers (e.g., resource names/codes). Data stays in the UK region. On exit the Authority can request a complete export; residual copies are securely deleted after confirmation and any legally required retention.

We support standard transfer mechanisms should any cross-border processing be requested, but by default data residency remains UK. DPO contact: dpo@foresight.works.

7. Onboarding and mobilisation

Mobilisation follows a cohort-based plan with early value delivered to the first cohort while later cohorts are prepared. This de-risks change, allows training to be targeted, and shortens time-to-value. The plan below is representative and will be tailored for each buyer:

Milestone / Action	**Indicative timing**
Contract Award / Kick-off meeting with stakeholders	*Day 0*
Initial planning workshop; roadmap & stakeholder mapping	*Week 1*
Instance setup & allow-listing; RBAC & business areas	*Week 1*
Identify successive cohorts (e.g., 5 projects per cohort)	*Week 1*
System setup for first cohort (users, roles, permissions)	*Week 2*
First cohort kick-off meetings; start role-based training	*Week 4*
First cohort reports produced/presented; iteration	*Weeks 5–10*
First cohort full live service; allow-listing complete	*By ~Week 10–12*
Second/Third cohort rollout (10/15 projects), quarterly reviews	*Months 4–8*
Final cohort rollout (20 projects) and portfolio is fully live	*Months 9–10+*

8. Training, support and service levels

Training is role-based (executive, planning/scheduling, risk management, delivery). For each module we typically provide two 1-hour sessions with live demonstrations adapted to buyer-specific workflows, along with workshops and e-learning. A repository of up-to-date user guides, workflows and explanatory documents is available in-platform. Customer Success Managers (approx. one per seven projects) run monthly reviews using usage data to target refresher training and adoption support.

Helpdesk support is available 24/7/365 via the in-product portal and email; telephone support operates 08:00–18:00 UK time, Monday to Friday. Availability target is 99.5% monthly, excluding planned maintenance. Incident priorities and targets are defined as follows:

Severity	**Target response**	**Target resolution (objective)**
Sev 1 - Critical outage	*1 hour*	*Same business day*
Sev 2 - Major degradation	*2 hours*	*1 business day*
Sev 3 - Minor impact	*1 business day*	*5 business days*
Sev 4 - Requests/How-to	*2 business days*	*As scheduled*

Monthly performance reports (availability, responsiveness, usage, support, training progress and licence uptake) are provided as part of service management.

9. Technical requirements

Supported browsers: current Microsoft Edge and Google Chrome. JavaScript and cookies must be enabled. Network: outbound HTTPS (443). Optional IP allow-listing is available; published IP addresses can be provided for firewall rules.

10. Import/export and exit management

Import supports .xer/.mpp and XML/CSV/JSON. Export supports CSV/JSON/PDF/PPT, with options to export lists of failures, deltas, and full tenant data. The Authority may request a complete export at any time. At contract end, data is transferred via secure methods (e.g., SFTP or encrypted cloud storage) and, once confirmed, residual copies are securely deleted in line with NIST SP 800-88/ISO/IEC 27040 practices.

11. Maintenance and change

Quarterly releases introduce new capabilities and improvements, with release notes and updated documentation. Where a change may materially affect user workflow, communications and training material are provided at least 20 days in advance. Emergency security changes may occur out of hours

with short notice when necessary. AI model changes follow non-regression gates and risk assessments prior to deployment.

12. Accessibility

The user interface and documentation are designed with accessibility in mind and aim to meet WCAG 2.1 AA. Complex charts are accompanied by text explanations. Accessibility feedback is welcomed via the support channel.

13. Dependencies and constraints

Performance and runtime depend on schedule size, logic density and enabled analytics. Customisation is limited to supported configuration (data model settings, roles, dashboards) and published APIs/webhooks. Customer-side prerequisites include browser and network compatibility and SSO federation details.

14. Roles and responsibilities

Party	Responsibilities
Supplier	*Provide SaaS, security, support and training; monitor and report service performance; deliver updates and releases; assist with data export and exit.*
Customer	*Provide schedules and user lists; approve access; own data quality; participate in change/release windows; nominate super-users to manage RBAC.*

Appendix A - DCMA 14-point tests (overview)

The following summarises common DCMA 14 checks used by Foresight. Exact thresholds are configurable per buyer policy.

- *Logic: all tasks (except start/finish milestones) have at least one predecessor and one successor.*
- *Leads/Lags: minimal use of leads; reasonable lags; review negative lags.*
- *Hard constraints: avoid MSO/MFO; use constraint types appropriately.*
- *High/Negative float: investigate drivers; validate calendars/logic.*
- *Long/Short durations: align with governance rules for task sizing.*
- *Resources & calendars: check realism and conflicts.*

Appendix B - Incident severities and targets (reference)

Severity	Target response	Target resolution (objective)
Sev 1 - Critical outage	*1 hour*	*Same business day*
Sev 2 - Major degradation	*2 hours*	*1 business day*
Sev 3 - Minor impact	*1 business day*	*5 business days*
Sev 4 - Requests/How-to	*2 business days*	*As sch eduled*

Appendix C - Specification mapping (extract)

Spec area	Capability summary	Where described
Schedule insight & forecasting	*Baselines, forecast vs ML estimates; trends and deltas*	*§3.3*
Prioritisation & early warning	*Criticality, risk density heatmaps, Completion Plans*	*§3.5*
Change intelligence	*Delta/compare across versions; change trends; exports*	*§3.4*
Quality & realism	*DCMA 14 + extended realism; remediation lists*	*§3.2*
Interoperability	*Ingestion (.xer/.mpp), export (CSV/JSON/PDF/PPT), APIs*	*§3.1 & §3.8*
Security & hosting	*UK AWS, TLS, AES-256/KMS, Cloudflare WAF, SSO/MFA*	*§4*
Onboarding & support	*Cohort rollout, CSM ratio, 24/7/365 helpdesk, SLAs*	*§7–§8*