

Service Definition Document

Agile Digital Specialist Augmentation (Project Management)

Supplier	Francioni Limited
Service ID	FRAN-PM-008
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Experienced project managers and delivery leads to strengthen your digital transformation programmes. Our specialists integrate with your teams, bringing agile delivery expertise and a track record of successful government project delivery.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- Scrum Masters and Agile Coaches for team effectiveness
- Project and programme managers for complex initiatives
- Senior government stakeholder management experience
- Proactive delivery risk identification and mitigation
- Appropriate governance without bureaucracy
- Clear status reporting for leadership
- High-performing team building

4. Service Benefits

- Increased project success rates with experienced managers
- Lasting agile capabilities built in your organisation
- Professional stakeholder expectation management
- Proactive risk management preventing costly issues
- Flexible management capacity scaling
- Skills development for your permanent team

5. Technologies

Jira, Confluence, Azure DevOps, Trello, Miro, Agile/Scrum, SAFe, PRINCE2

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

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