



Service Definition Document

2025

About Prospect Change

Prospect Change specialises in providing essential PMO (Project, Programme and Portfolio Management Office) direction, advice, guidance and support to organisations, to enable the successful delivery and realization of strategic change. We are well-versed in enabling change projects and programmes across all industries and sectors.

We pride ourselves on our bespoke approach to change. Our priority is in understanding the nature and personality of an organisation and its level of strategic ambition. In this way, everything we design, and deliver will be culturally aligned and values centric.

We offer tailor-made PMO solutions that align with an organisations unique needs and objectives. Our approach is to understand, enable, embed and empower. We are excited by the prospect of change and our passion is making great change happen in the best possible way.

Our Values

Accountability



Integrity



Quality



Transparency



Progression



PMO Services

Overall, the PMO serves as a central hub for project/programme management excellence, providing guidance, support, and oversight to ensure that projects and programmes are delivered on time, within budget, and to the desired quality standards, while also contributing to the achievement of strategic objectives

Project & Programme Management Methodology Application Developing and implementing standardised project and programme management methodologies such as Agile and Waterfall.	Risk and Dependency Management Identifying, assessing, and mitigating risks to minimise potential disruptions and optimise outcomes. Identifying, planning, and monitoring the delivery of dependencies to ensure these do not delay project delivery.	Quality Management Establishing quality standards, processes, and metrics to ensure that project deliverables meet or exceed stakeholder expectations.	Stakeholder Management Engaging with stakeholders to understand their needs, expectations, and concerns, and effectively communicating project progress and outcomes.
Performance Monitoring and Reporting Providing timely and accurate reporting on project or programme status, milestones, and key performance indicators (KPIs) to stakeholders and senior management.	Change Management and Organisation Readiness Managing changes to project scope, schedule, and budget by evaluating impacts, obtaining approvals, and ensuring effective communication, stakeholder engagement and business readiness.	Knowledge Management: Capturing, documenting, and sharing lessons learned, best practices, and other project-related knowledge to facilitate organisational learning and continuous improvement.	PMO Training and Development Providing training, coaching, and professional development opportunities for project managers and team members to enhance their skills and competencies.
Governance and Compliance Establishing governance frameworks, policies, and procedures to ensure compliance with organisational standards, regulatory requirements, and industry best practices.	Benefits Realisation Management Tracking and measuring the realisation of project benefits and outcomes to ensure that investments deliver expected value to the organisation.	Vendor Selection and Procurement Support Assisting with vendor evaluation, to ensure alignment with project objectives and timelines.	Support with Cloud Infrastructure Assessment Assisting in the coordinating of cross-functional teams to conduct comprehensive evaluations of existing infrastructure, identifying areas for improvement and optimisation.

Level 1 – Administrative Support

Follow and Assist

This level provides administrative assistance to existing PMO teams or functions working on cloud-based projects, programmes, or portfolios. Our support includes following established processes, assisting with documentation, and providing operational support.

Tasks may include the following:

- Assisting in organising meetings, maintaining agendas, and documenting minutes related to cloud implementation projects.
- Maintaining project documentation, ensuring it is up-to-date and accessible to stakeholders as instructed.
- Assisting in the developing and updating project plans for cloud implementation, following instructions from project managers.
- Maintaining risk registers and supports risk assessment activities as directed
- Assisting in monitoring project progress against milestones and KPIs for cloud implementation, following instructions to prepare progress reports.
- Follow processes and standards that have been introduced or exist for project and programme management within the organisation.

Level 2 – PMO Function Definition

Apply / Enable / Ensure or Advise / Initiate or Influence / Set the Strategy or Inspire

At this level, we work with clients to define the PMO function specifically for cloud-based projects, programmes, or portfolios. Our support includes setting the strategy, inspiring teams, initiating processes, influencing decisions, ensuring alignment, advising on best practices, and enabling effective project management.

Tasks may include the following:

- Advise and influence in the design of a fit-for-purpose governance methodology, processes, templates and artifacts that will support the cloud implementation.
- Creating comprehensive documentation outlining the strategy, migration plans, and resource requirements of the change. This documentation serves as a roadmap, enabling all stakeholders to understand the objectives and steps involved in the implementation process.
- Ensuring smooth implementation through the identification and mitigation of risks such as data security vulnerabilities, compliance issues, or technical challenges. By proactively addressing these risks this enables the project to progress without disruptions.
- Enabling informed decision-making by generating reports on key performance indicators such as migration progress, budget utilisation, and compliance status. Analysis enables identification of trends, issues, and opportunities for improvement, enabling data-driven decisions and course corrections.
- Evaluating and implementing project management tools, software, and technology solutions to support project execution, collaboration, and reporting.

Level 3 – Ongoing Management and Delivery

Follow / Assist / Apply / Enable / Ensure or Advise / Initiate or Influence / Set the Strategy or Inspire

Building upon Level 2, this level provides expertise for the ongoing management and delivery of cloud-based projects, programmes, or portfolios. In addition to the roles from Level 2, we also apply specialized knowledge and assist in managing and delivering projects. Costs include all Level 2 rate card roles plus "Apply" and "Assist," ensuring comprehensive support for successful project and programme execution.

Tasks may include the following:

- Developing and managing the PMO budget, including forecasting, allocation of funds, and monitoring expenditures. Ensure financial resources are used effectively to support project objectives.
- Developing training programmes and resources to build and embed project management and PMO capabilities within the organisation.
- Ongoing management of resources by tracking availability and coordinating with teams to prioritise tasks, ensuring that resources are utilised optimally throughout the implementation process.
- Providing coaching and mentorship to project managers and team members.
- Overseeing day to day delivery of cloud-based project / programme activity
- Leading strategic planning efforts by providing insights, recommendations, and data-driven analysis related to project management capabilities and opportunities for growth and innovation.
- Build and maintain relationships with key stakeholders / sponsors.

Further Information

If you would like any further information, please do not hesitate to contact us:

Ruth Geddes

Co-Founder and CEO

ruthgeddes@prospectchange.co.uk

07375 114040

Jen Anderton

Co-Founder and Managing Director

jenanderton@prospectchange.co.uk

07375 114202

Thank you

