

Digital Programme Delivery, Assurance, and Recovery

Service Definition

Introduction

This document provides an overview of the services offered by FuturOrg Consultancy through our Digital programme delivery, assurance and recovery service. While this document outlines the core services on offer the specific definition and terms of service will be determined on a contract basis and tailored to meet the unique requirements of each client.

Service description

FuturOrg provides experienced programme and project delivery leadership, recovery of failing digital initiatives, and assurance to help organisations deliver sustainable outcomes. We support delivery from mobilisation through execution, go-live and transition to BAU, while providing the governance, controls and transparency needed to manage risk, dependencies, suppliers and benefits.

Our core focus is local government digital change. We have extensive experience of delivering programs using agile, waterfall and hybrid approaches using industry best practice (PRINCE2/MSP/Agile) to fit the context and pace of delivery, prioritising pragmatic controls, clear decision-making, and outcome-led reporting.

Background

Digital programmes often stall or fail due to unclear governance, weak ownership, unmanaged dependencies, supplier complexity, and limited visibility of progress and risk. Many organisations also face capacity constraints and need to demonstrate value for money, realised benefits, and safe transition into BAU.

This service establishes credible plans and controls, restores confidence when delivery is off-track, and improves transparency from strategic intent to delivered outcomes for leaders, sponsors, PMOs, service owners, delivery teams, and suppliers.

Service features

Our digital programme delivery, assurance and recovery services include;

Programme Delivery leadership:

- Programme/project mobilisation, planning and governance
- Delivery leadership through discovery, delivery, go-live and hyper care
- Stakeholder management, communications and escalation
- Benefits management and outcomes tracking
- Supplier management and multi-supplier coordination

Programme and project recovery:

- Rapid discovery and stabilisation
- Re-baselining scope, milestones, dependencies and critical path



- RAID reset and governance cadence reinstatement
- Delivery re-plan and prioritisation to restore control and momentum
- Confidence-building reporting for sponsors and steering groups

Assurance

A) Embedded assurance (default in our delivery)

- Controls and risk discipline built into delivery from day one
- Regular checkpoint reviews (plan quality, RAID, dependencies, readiness)
- Clear escalation, decision logging and evidence packs for governance

B) Independent assurance (standalone service)

- Health checks on existing or new initiatives
- Objective view of delivery confidence, risks and required interventions
- RAG-rated findings, priority actions and recommendations
- Optional go/no-go support at key milestones (mobilisation, go-live)

Transition to BAU and operational readiness

- Service transition and handover planning (ownership, support model inputs)
- Readiness reviews (training, comms, acceptance criteria, cutover planning)
- Lessons learned and continuous improvement

Roles provided

We are able to provide the following roles or combination of roles to enhance your teams capability and capacity:

- Programme Director / Programme Manager
- Senior Project Manager / Project Manager
- Delivery Manager (Agile / hybrid delivery)
- PMO Lead / PMO Analyst
- Assurance Lead / Health Check Lead
- Business Analyst
- Enterprise / Solution Architect
- Service Transition Lead

Service benefits

1. **Improves delivery** through clear plans and governance
2. **Restores control** quickly when projects are failing
3. **Provides transparent reporting** for sponsors and steering groups
4. **Reduces risk** through disciplined RAID and dependency management
5. **Strengthens supplier performance** and multi-supplier coordination
6. **De-risks go-live** with structured readiness and transition planning
7. **Embeds assurance** into delivery from mobilisation
8. **Independent assurance** to build delivery confidence
9. **Builds internal capability** through coaching and knowledge transfer



Service outcomes

While we work with each client to understand their unique requirements and desired outcomes typical outcomes include;

1. **Mobilised programme with clear governance**, plan and reporting cadence
2. **Clear visibility of progress**, risks, decisions and dependencies
3. **Reduced slippage** through active issue and blocker management
4. **Improved sponsor confidence** through credible delivery controls
5. **Successful go-live readiness** and smoother BAU transition
6. **Recovery plan and re-baselined roadmap** where delivery is off-track
7. **Assurance findings and prioritised actions** to improve delivery confidence

Delivery approach

We recognise each client has their own ways of working and we work with clients to ensure we engage them in a way which best meets their needs. We have extensive experience of delivering programs using agile, waterfall and hybrid approaches using industry best practice, and, delivering remotely or in person.

Pre Engagement

Purpose

Confirm scope, stakeholders and success measures to start delivery smoothly.

Activities

- Kick-off meeting to confirm objectives, scope, ways of working, delivery stage(s), success measures, key required information to be shared.
- Agree governance cadence, reporting expectations and decision routes
- Confirm roles and responsibilities across the client, FuturOrg and suppliers
- Confirm delivery plan, schedule and stakeholder engagement approach

Mobilisation and baseline

Purpose

Establish credible controls and a shared delivery baseline.

Activities

- Review current state and delivery artefacts
- Confirm outcomes, scope, constraints and delivery approach
- Establish or strengthen governance, RAID, dependencies and reporting
- Create or refresh integrated plan and milestones

Programme Delivery

Purpose

Deliver outcomes at pace with control and transparency.

Activities

- Day-to-day delivery management and governance facilitation
- Active management of RAID, dependencies, schedule, resources and finances
- Supplier management and delivery coordination



- Stakeholder engagement and communications
- Benefits tracking and reporting where required

Assurance and readiness

Purpose

Provide confidence at checkpoints and de-risk go-live.

Activities

- Embedded assurance (for FuturOrg-led delivery) and/or independent health checks
- Controls assurance: plan quality, RAID, governance effectiveness
- Go-live readiness review: cutover planning, comms, training, support model, acceptance criteria
- Prioritised actions and recommendations

Recovery and reset (as required)

Purpose

Stabilise failing delivery and restore confidence.

Activities

- Rapid discovery and root cause analysis
- Re-baseline scope, plan, governance and priorities
- Reinstate reporting discipline and delivery controls
- Define recovery roadmap and mobilisation actions

Engagement handover

Purpose

Handover outputs and knowledge to enable sustained delivery.

Activities

- Formal handover of deliverables, logs, decisions and next steps
- Knowledge transfer and walkthrough of governance and controls
- Optional continuity plan (BAU transition support, retainer assurance)

Pricing

Through the scoping and ordering process we will work with you to get a detailed understanding of your requirements and the estimated effort needed. The final pricing will use the SFIA rate card below (full details attached) and will be based on the optimal combination of resources needed to meet your needs. Our services can be delivered remotely or on site in your offices. On site delivery may incur additional expenses which will be charged at cost and agreed as part of the scoping phase.

	<i>Strategy and architecture</i>	<i>Change and Transformation</i>	<i>Development and implementation</i>	<i>Delivery and operation</i>	<i>People and skills</i>	<i>Relationships and engagement</i>
1: Follow			£350			
2: Assist			£500			
3: Apply			£700			
4: Enable			£800			
5: Ensure			£900			
6: Initiate			£1000			
7: Set strategy			£1200			

Security and data handling

Information shared is treated as confidential and handled appropriately within the engagement. Where required, FuturOrg will align to buyer security policies and assurance expectations.

Constraints

We aim to provide comprehensive service delivery and ongoing support. If specific constraints are identified during the scoping and ordering process, they will be documented as part of the final proposal provided.

Typical constraint considerations include timely access to stakeholders and requested artefacts. Delivery activities require appropriate access to data, environments, and necessary licences. Specialist testing (e.g., penetration testing) and legal advice are excluded unless separately agreed. Delivery is typically business hours unless otherwise agreed.

Social Value

FuturOrg Consultancy Limited is committed to delivering measurable social value. Our commitments are designed to be relevant, proportionate, deliverable through how we operate, and, tracked using appropriate light-touch measures.

[MAC1] COVID-19 Recovery

- We support public bodies to stabilise and improve digital services and ways of working, enabling faster, more reliable access to services.
- We deliver work in a way that protects continuity, helping organisations maintain progress during disruption.



[MAC2] Tackling Economic Inequality

- We support local secondary schools and community partners with career events, providing CV advice, mock interviews, and career sessions.
- We provide digital inclusion sessions to support digital confidence and access, prioritising community groups, schools, and VCSE partners where there is known need.
- We prioritise local SMEs for business support services and ensuring prompt payment.

[MAC3] Fighting Climate Change

- We operate remote first delivery, using on-site activity only where it materially improves outcomes.
- Paperless by default working: We use a digital collaboration approach to deliver all outcomes and e-signatures as standard, printing is by exception only.
- Responsible technology lifecycle (reuse and refurbishment): We prioritise refurbishment and redeployment internally; use reputable refurbishment/reuse providers; where reuse is not possible, we use WEEE-compliant recycling via an approved provider.

[MAC4] Equal Opportunity

- We have adopted inclusive recruitment standards including structured scoring against role criteria, standardised interview questions, and anonymised shortlisting.
- We provide adaptive technologies and reasonable adjustments where needed and offer flexible working to support staff with health conditions or disabilities.

[MAC5] Wellbeing and social action

- Support for charitable fundraising for charities picked by our staff with match funding up to £1,000.
- Up to 2 paid volunteering days per employee per year, supporting causes chosen by staff.
- Mental health awareness training for staff and managers.

Sectors we cover

At FuturOrg Consultancy we have the experience and capability to be able to offer our services to Local Authorities, Central Government, Charities and Education.

Contact

We are always happy to talk with no obligation and we look forward to working closely with you, developing a bespoke approach to support your next steps in your AI journey.

Email: contact@futororg.co.uk

Website: futororg.co.uk

