

Service Name

Agile Delivery Management

Description

We provide delivery managers and agile practitioners who embed within your teams to drive genuine delivery improvement. No dogmatic frameworks imposed from outside. Our people work alongside yours, focusing on flow, feedback, and continuous improvement while transferring knowledge so your teams can sustain momentum independently.

Categories

This service focuses on **Setup & Migration**:

- Mobilisation coordination
- Project management and governance
- Other

Key Service Features

- Delivery managers embedded within client teams
- Team-level delivery management and coordination
- Agile coaching through hands-on co-delivery
- Kanban and flow optimisation with practical implementation
- Sprint facilitation and iteration management
- Continuous improvement embedded in daily practice
- Scaled delivery coordination for multi-team environments
- Metrics and dashboards implemented alongside your teams
- Knowledge transfer ensuring teams sustain improvements
- Ways of working developed collaboratively with permanent staff

Key Service Benefits

- Immediate delivery capacity with experienced practitioners
- Your teams learn improved practices through daily collaboration
- Knowledge transfer ensures improvements outlast our engagement
- Delivery managers who adapt practices to your context
- Reduces friction and improves flow from day one
- Builds sustainable pace and team health
- Creates internal capability for ongoing improvement
- Transparency for stakeholders through embedded practitioners
- Co-delivery model means no handover gap
- Teams own their improved ways of working

Constraints

We provide delivery managers and practitioners who embed within your teams.

This is not staff augmentation; our people actively transfer knowledge throughout the engagement.

Client teams must be available to work alongside our practitioners. We adapt our approaches to your context rather than imposing rigid frameworks.

Minimum engagement duration is 8 weeks for meaningful capability transfer.

Service Support

We provide highly personalised support levels, and response times can be tailored to meet specific engagement requirements or regulatory/governance requirements. A dedicated technical account manager is always available to support and advise. As standard, support for this service is as follows:

- Email/telephone support with personal account manager
- Tickets raised and managed through Jira Service Desk
- Due to the nature of this service, webchat is not available or useful

Priority	Response Time	Rationale
P1 - Critical	4 business hours	Urgent strategic blockers requiring immediate input
P2 - High	1 business day	Significant issues affecting progress
P3 - Standard	2 business days	General queries, clarifications, non-urgent matters

Jira Service Desk meets WCAG 2.2 A although is currently focused on achieving AA certification.

Staff Security Levels

All staff will achieve the desired security clearance levels with our screening approach conforming to BS7858:2019 standard.

Government security clearance up to DV is possible depending on engagement requirements.

Service Discounting

Discounts are available for educational establishments.