

Service Name

Programme Management

Description

We provide experienced programme leadership for complex technology initiatives, drawing on over two decades of experience in mobilising and delivering successful programmes across a variety of industries. We treat programmes as vehicles for learning and adaptation, actively mitigating risk and ensuring outcomes are realised.

Categories

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

- Engagement and communication planning
- Project management and governance
- Mobilisation coordination
- Service optimisation / right sizing
- Other

Key Service Features

- Programme mobilisation and team structure design
- Governance framework implementation with appropriate oversight
- Cross-functional coordination across workstreams and suppliers
- Dependency management and critical path analysis
- Benefits tracking and realisation management
- Risk and issue management with escalation pathways
- Stakeholder communication and reporting frameworks
- Supplier management and commercial coordination
- Change control and scope management processes
- Programme health assessment and recovery planning

Key Service Benefits

- Brings order to complex multi-workstream initiatives
- Creates transparency for executive decision-making
- Identifies and resolves blockers before they derail delivery
- Coordinates diverse teams and suppliers effectively
- Ensures benefits are tracked and realised not just promised
- Provides early warning of programme drift or risk
- Builds sustainable programme capability within client organisation
- Reduces wasted investment through disciplined scope management
- Creates accountability without bureaucratic overhead
- Enables confident stakeholder communication

Constraints

This is a programme leadership and advisory service.

We provide strategic direction, management and coordination, not administrative programme office functions.

Client must provide access to workstream leads, suppliers, and executive sponsors.

Programme success always requires genuine executive commitment and clear decision-making authority.

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.