

Service 5 – Digital Delivery, Assurance and Recovery

Service description

Glowar provides digital delivery, assurance and recovery support to help public sector organisations stabilise, improve and recover digital programmes and services. The service focuses on independent assurance, delivery diagnostics and targeted recovery actions that improve confidence, pace and outcomes, without taking over programme delivery or operational control.

What's included

- Independent assessment of digital delivery health and risks
- Delivery assurance aligned to public sector governance expectations
- Programme and service recovery diagnostics and planning
- Identification of delivery bottlenecks, dependencies and failure points
- Readiness assessment for live services and releases
- Risk, dependency and assurance reporting for senior stakeholders
- Targeted recovery recommendations and prioritised actions
- Advisory support to delivery teams and senior leaders

What's not included

- Programme or project management ownership
- Commodity delivery or engineering resourcing
- Managed service or operational delivery
- Incident response or service desk functions
- Procurement execution or contract management on behalf of the client

Service constraints

The service is primarily delivered remotely and is dependent on access to relevant delivery artefacts, teams and stakeholders. On-site engagement can be provided by agreement where required. Responsibility for delivery decisions, implementation and outcomes remains with the client.

Security

The service is delivered in line with UK GDPR and public sector security expectations. Personnel involved in delivery meet Baseline Personnel Security Standard (BPSS) requirements. The service aligns to client security policies, assurance frameworks and governance processes and typically involves minimal personal data.

Support

Support is provided as part of agreed engagements through scheduled meetings, workshops and written outputs. The service does not include ongoing operational support, helpdesk services or incident management.

Pricing model

The service is provided on a time and materials basis using published day rates, with optional fixed-price assurance or recovery assessment phases agreed in advance.