

Programme and Project Review G-Cloud 15





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1 Service Overview

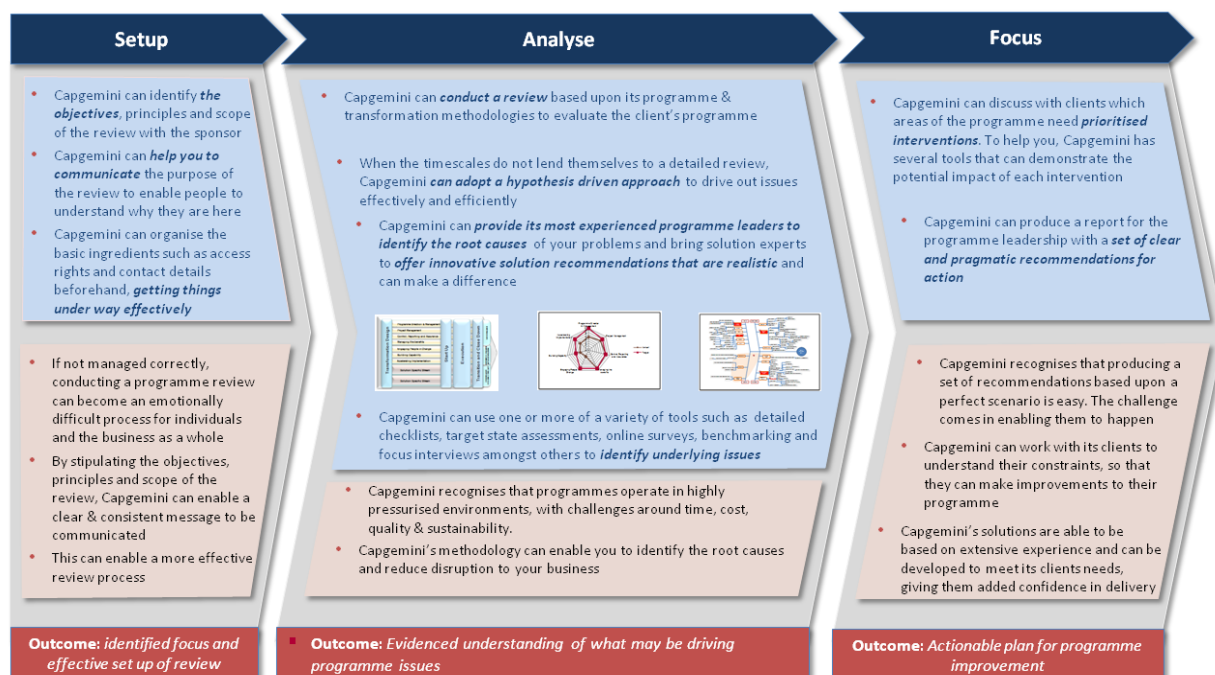
Capgemini's Programme and Project Review service offer can provide an external Governance support role. The benefits of undertaking a Programme or Project review include:



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Reviews can help to confirm progress, clarify alignment with strategy and confirm business case justification. Capgemini's service can focus on delivering an evidence-based set of recommendations of how to make improvements to, or if necessary, close the programme. The team can help bring objectivity to what can be an emotional space, and utilise the government's P3M3 (Portfolio, Programme and Project Management Maturity Model) approach in order to enable a clear and unambiguous structure to their work.

Capgemini's offering follows three phases as illustrated in the following diagram:



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At each of the three stages, Capgemini can help to maintain a focus on delivering a set of recommendations through collaborating with the Buyer and enhancing the Buyer's understanding of the programme's outcomes.

This service supports "on-prem", Cloud based and hybrid projects and services.



2 Business Need

There are typically five business needs that can lead to a client requesting Capgemini's services, they are not exclusive and often clients have several of these simultaneously. The following five headings simplify typical statements.

1. **"Do we have the right skills and processes in place to deliver the programme?"**

The programme will have reached a programme milestone and the next phase of the programme involves significant spend and resource allocation. The programme leadership wants to be sure that it has the right skills and processes in place for the next phase and to set the programme up for success.

2. **"My programme is over budget and/or late – how can I get it back on track?"**

It has been identified that the transformation programme is in trouble; it is likely to be behind schedule and may well have already committed reserve funding. The Programme leadership needs to find out what the causes of the problem are and how to get your programme back under control.

3. **"How will changes in the strategic environment affect my programme?"**

A change in the strategic environment, such as new legislation or rapid technology advances, can impact whether the programme as it stands is still relevant. The programme leadership wishes to know how to change the programme to enable it to remain worthwhile and delivering value for money.

4. **"Are our suppliers able to play their part in delivering the programme?"**

Complex programmes rely on integrating suppliers and other organisations into client's eco-system. The failure of a supplier to provide a key deliverable through a programme communications failure or other systemic failure can have serious repercussions on the programme.

5. **"How confident should I be that my programme will deliver."**

It is difficult to understand whether complex programmes are delivering successfully. The programme leadership wants to understand if any changes need to be made in the programme in order for it to deliver. This may involve some tough decisions, and these need to be based on firm evidence.

Capgemini can offer staff working side by side with managers in the client organisation to deliver effective Programme Reviews.

The Programme Review can help examine the current status of a project, exploring key areas of potential focus and concern and produce a number of key recommendations at a certain point in time:

- It is focused on the perspectives and alignment of key stakeholders to the project, the completeness, correctness & validity of deliverables and the maturity of processes being followed on the project based on facts and evidence;
- Its comprehensive nature minimises the potential for any surprises at a later date although it can also focus on a pre-agreed area;
- It provides a standardised approach to reviewing the status of a project by providing indicators across a number of perspectives;
- The Programme Review is designed to collaborate with and equip projects to be successful (over and above current assurance activities);
- The Programme Review helps programmes and projects to resolve problems by bringing to bear a broad range of experience of different programme types, delivery models and business functions.

Capgemini can offer its base of skilled resources with experience of programme delivery consisting of the following:

- Programme strategy definition;
- Programme design;
- Supplier management;



- Technology system design and build;
- Business transformation and change management.

This capability can be underpinned by:

- The Capgemini culture, with its emphasis on collaboration with clients to support their success, that can support knowledge transfer;
- Methodologies and tools that embody Capgemini's experience of delivering successful Programme Reviews – Digital (GDS), Traditional and hybrid.

3 Our Approach

Typically Capgemini service can be executed in three phases:

3.1 Set Up

Scan confirms the scope & objectives of the Review and confirms priority areas that should be focused on. Interviews set up with key stakeholders and project/programme documentation collected. This can help set up the remainder of the review for success and allow for the objectives to be clearly and consistently communicated.

Capgemini can help select the skilled staff to be involved in the review. Capgemini can facilitate a workshop to help gather information about the client's requirements of the programme, while planning the assessment phase.

3.2 Analyse

Capgemini can utilise the government's P3M3, to investigate the programme against a set of criteria for one or more of following functions:

1. Management Control;
2. Value and Benefits Management;
3. Financial Management;
4. Stakeholder Engagement;
5. Risk and Dependency Management;
6. Programme Governance;
7. Organisational Structure;
8. Resource Management;
9. Programme Management Office;
10. Supplier Management;
11. Alignment with overall business and technical architecture.

In each case a detailed set of findings will be recorded and insights drawn. Each function can be further graded against a maturity level as illustrated below:



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In order to allow the team to gather required information and evidence Capgemini can generate and distribute questionnaires; conduct interviews and workshops; and execute benchmarking activities. Capgemini can help draw together the findings, analysis and insights into a report which can be presented back to the client with a set of recommendations.

3.3 Focus

In the Focus Phase, Capgemini can work jointly with the Customer to establish a plan of action to put the Customer's programme back on track. Capgemini can use the outputs from the Assessment Phase to create a roadmap to the programme completion.

4 Tailoring

Capgemini can tailor its Programme Review to suit the Customer's programme and organisation. Capgemini can undertake a digital review.

5 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

6 Service Management

This service can be delivered as a defined project or on a day rate basis.

7 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

8 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

9 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.



Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

10 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing : We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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