

Programme Assurance G-Cloud 15





Table of Contents

1	Service Overview	3
2	Business Need	4
3	Our Approach.....	5
4	Buyer Responsibilities	6
5	Service Management	6
6	Protection of Data	6
7	On-boarding and Off-boarding	6
8	Skills and Knowledge Transfer	7
9	Vendor Accreditations/Awards	7
10	Sub-contractors	8
11	Business Continuity and Disaster Recovery	8
12	Pricing	8
13	Ordering and Invoicing	8
14	Termination Terms	8
15	Further Information	9

1 Service Overview

Capgemini's Programme Assurance service can provide a repeatable independent, objective and fact-based view of confidence in delivery in support of the design and implementation of programmes of work, including Cloud-based services.

The increasing complexity of programmes, especially when incorporating cloud-based services into an organisation, means that many organisations are experiencing a scale of transformation they haven't delivered before. SROs and programme leadership require independent, objective assurance to provide a clear view of the position, challenges and status of delivery and to help them to keep programmes on track.

Conventionally, Programme Assurance can provide an audit or assessment function, determining the extent to which an internal team is managing delivery and suppliers have met their contractual obligations. Capgemini's approach to Programme Assurance can build upon this by focusing on three key characteristics:

- **Pre-emption** – Capgemini can focus on potential barriers to efficient delivery, quality output risks and programme "hot spots" with a structured approach.
- **Forward looking** – can assesses readiness, manages gateways, aims to remove/mitigate potential barriers before they happen.
- **Collaboration** - the demands and complexity of major programmes can provide a fertile ground for conflict between a business, other Government departments and suppliers. Capgemini's culture, experience and specific capability in fostering collaboration between diverse groups enables us to help the business and suppliers focus on the common long-term interests, to the benefit of the customer.

Capgemini programme assurance offer is underpinned by an assurance framework, methods and tools and can enable and support successful delivery across the lifecycle of a programme.

Key elements of the Capgemini Assurance Framework.



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

Capgemini's capability and experience stretches from transformation design and delivery through to technology implementation – including delivery of Cloud-based solutions and services. This gives Capgemini the ability to deal credibly and effectively with the full range of a business' supply base. Our assurance capability is not merely process and audit-based, it is built upon our extensive experience of working with Government Departments in:

- Strategic direction and support – providing top-level insight at board level into programme design governance and delivery;
- Programme management, office design, set up and support;
- Governance review and improvement;
- Supplier management;



- Preparation for and management of Departmental Gate processes, government Gateway Reviews and National Audit Office (NAO) Reviews;
- Project review and recovery.

For Capgemini, Programme Assurance is a partnership between the client, the client suppliers and Capgemini – Capgemini can help with enabling all parties to work together to deliver programme success through:

- **Independent insight:** Can provide verification and credibility to programme delivery approach, assessment of capability to deliver, intervention when required and external experience of delivering similar complex transformations;
- **Promoting collaboration:** Can enable all parties to work together, with clear communications between them;
- **Supporting suppliers:** Can enable suppliers' success to be aligned with the programme success, focusing on enabling their delivery;
- **Embedding a culture of ownership and trust:** Can enable the right people across the partnership to be dedicated to delivery, risk mitigation, issue resolution and quality assurance;
- **Transparency and insight:** Can identify the key areas to focus on, providing visibility on performance and prioritising items for deeper review and escalation.

Capgemini is one of the leading providers of Cloud adoption consulting and enablement and this gives us practical insight into the challenges that can arise in such programme that feeds into our assurance model.

2 Business Need

Due to the pace and complexity of today's large transformation programmes, a greater visibility and focus on programme performance and sustainability of value can be required. The need for external Programme Assurance support can be driven in organisations by one of more of the following factors:

- A requirement to have and maintain an authoritative and independent view of delivery confidence;
- A need to supplement in-house programme management resources with specialist input, or to enable knowledge transfer and skill development of their staff.

In practice organisations will have many of the skills and experience to do this but may not have the breadth and depth of resources needed to enable success nor the experience of such a wide range of programmes. Capgemini has met this need in a wide range of clients in the public and private sector, with its staff working side by side with managers in the client organisation to deliver effective Programme Assurance.

This capability is underpinned by:

- The Capgemini culture, which emphasises working collaboratively with Capgemini clients to support their success, and fosters a constructive approach to knowledge transfer;
- Extensive methodologies and tools which capture Capgemini's experience of delivery of Programme Assurance;
- Independence: We are not directly involved in the delivery of the programmes and are able to provide a fully independent view of the status of the programmes;
- Evidence: Our approach to assurance reviews is based upon gathering and analysing "hard" data, direct observation and structured, focused interviews;
- Expertise: All our team members have experience of both programme assurance/review and, crucially, programme delivery;
- Risk based: We focus attention on the key areas of identified and agreed risk, whilst still providing oversight of other key areas.



3 Our Approach

Capgemini's approach:

- **Design and Definition** – Can enable programmes to have a clear understanding of what they should do to “succeed” and define a manageable group of stakeholders to satisfy. Capgemini enable clear definitions of “interim success” focusing on well managed short- and medium-term activities to enable firm control;
- **Decision Making** – Can focus on issues to be resolved. Consultation with stakeholders is managed to reach an agreed decision, not the one that offends least. Clear direction is given and actions can be taken;
- **Programme Discipline** – Can validate that plans are constructed based on clearly defined and agreed deadlines, milestones and/or releases. Stakeholders are encouraged to buy into the planning so that slippage or the impact of change can be taken seriously. The risk of failure can be recognised,, and appropriate scenario preparations can be made;
- **Supplier Management** - Can enable contractual debates to be resolved before the key early part of the programme so that all parties are focused at start up. A collaborative culture is fostered which incorporates mutual understanding of supplier and programme motivations, which can lead to a one-team culture;
- **Mindsets and Behaviours** – Can advise programme staff and stakeholders to have a shared vision, working together with requirement owners to understand what can be feasible and agree deliverables and changes to meet the requirements within the given timescales or budget. Plus enabling resource capability, capacity and engagement at the required level to meet the delivery challenge;
- **Value Management** – Can review the level of confidence that benefit outcomes can be achieved and sustained. With increased economic pressures and timescale constraints it can be vital that target outcomes are continual monitored, reviewed and are the driver for programme decisions and prioritisation.

Capgemini's approach to providing Programme Assurance over the lifetime of a programme can include one or more of the following:

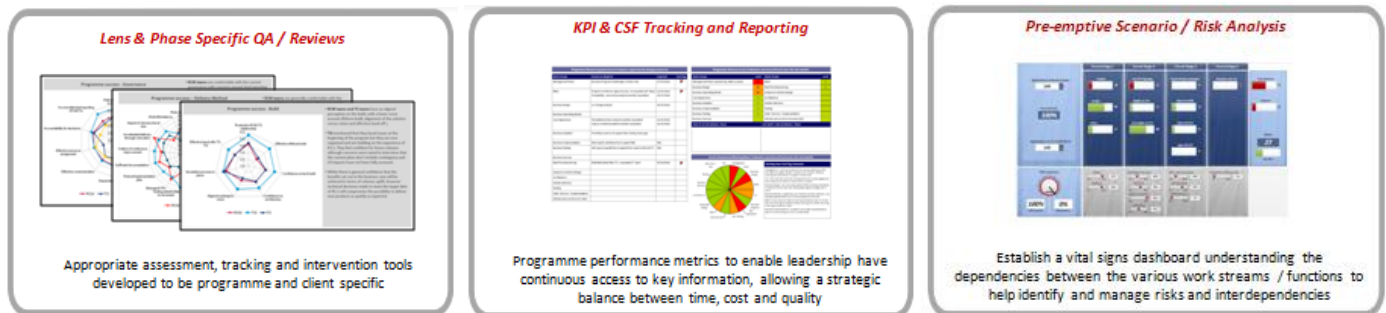
- **Programme strategy definition and set up**, involving senior and experienced Capgemini's programme managers working with the client's Executive team to help define the scope, operation and outcomes of the programme, and providing on-going strategic assurance through involvement in the programme steering board;
- **PMO set up and support**. An effective PMO can be vital to programme success. Using the Capgemini PMO Maturity Model, Capgemini can agree with the client the scope and expectations for the PMO, provide tools and templates to deliver PMO services and work alongside client PMO staff to transfer knowledge and enable effectiveness;
- **Technical assurance**. Capgemini's credibility as a deliverer of major technology systems – including of Cloud-based solutions and services – can enable Capgemini to work toward a collaborative rather than confrontational relationship with the third-party suppliers. Capgemini can provide independent assessment of the underlying architecture and delivery plans proposed by suppliers and help anticipate and head-off delivery risks. Capgemini can also provide an independent assessment of the costing developed by third-party suppliers and the contract management arrangements;
- **Specific programme interventions**. Where projects or other programme components are not meeting expectations, Capgemini can provide a small specialist team to work alongside programme and project staff to get the component back on track, and transfer the skills required to support future effective performance;
- **Communications and stakeholder engagement**. This can include both internal stakeholders – the staff who can be impacted by the programme outcome – and also external stakeholders – the customers of the business whose service provision can change as a result of the programme;

- **Volumetric and analytical assurance.** Where the programme is likely to impact large numbers of staff or customers, Capgemini has experience in volumetric analysis and modelling to assess and predict the likely impacts. This, combined with sensitivity testing, can enable the programme to identify and manage risk and provide assurance that the programme can deliver its outcomes in a range of different scenarios;
- **Implementation assurance.** Capgemini has a track record in planning and delivering readiness reviews to assess the preparedness of the business prior to go live. This can provide senior management with an accurate and timely view of the organisation's capability to implement change as the go-live date approaches, enabling remedial action to be made and contingency plans to be put in place.

Capgemini solutions can be supported by frameworks and tools to enable successful delivery across the lifecycle of a programme. With a structured approach they can focus on potential barriers to efficient delivery, quality output, risks and programme red flags. The approach can be:

- **Forward looking** – assesses readiness, manages gateways, enables the programme to be set-up for success, and aims to remove / mitigate potential barriers before they happen;
- **Built on experience** – lessons learned from delivering many programmes successfully, Capgemini can help to avoid the common pitfalls.

Capgemini can utilise its specific project delivery approach review frameworks to provide a suite of analysis, reporting and visualisation tools in order to meet clients' needs. The following illustrate some examples:



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

4 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.

5 Service Management

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

6 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.

7 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.

8 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.

9 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.

10 Sub-contractors

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

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

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

12 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.

All prices are in GBP and exclude VAT

13 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.

14 Termination Terms

Please refer to the Supplier Terms for this service.



15 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.

Make it real. | www.capgemini.com



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.