



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Agile Project & Programme Management

Agile Project & Programme Management

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What the service is, what you get, and the benefits

Service Description

Plan and deliver digital and cloud projects using agile project management. We provide Delivery Managers, Scrum Masters and agile coaches to run Discovery to Live, manage scope, budget and risks, and maintain delivery cadence. Aligned to GDS Service Standard and Technology Code of Practice for value for money.



Service Features

- Agile project management using Scrum, Kanban, and Lean delivery
- Delivery Managers and Scrum Masters for Discovery to Live
- Product backlog management, prioritisation, and release planning
- Sprint planning, stand-ups, retrospectives, and delivery ceremonies
- Delivery reporting using burndown, velocity, and outcome metrics
- RAID management: risks, issues, assumptions, dependencies tracking
- Stakeholder management, governance boards, and decision logs
- Value for money tracking and benefits realisation support
- Delivery assurance aligned to GDS Service Standard assessments
- Coaching teams on agile ways of working and continuous improvement



Service Benefits

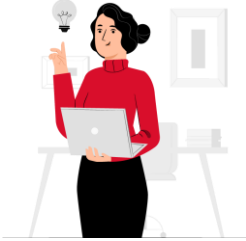
- Improve delivery predictability with clear plans and agile cadence
- Reduce delivery risk through proactive dependency and RAID management
- Accelerate time to value with prioritised backlogs and releases
- Increase transparency using simple reporting and regular show-and-tells
- Improve stakeholder confidence through clear governance and decisions
- Adapt quickly to change without losing delivery control
- Strengthen collaboration across business, DDaT, and suppliers
- Protect budgets with scope control and value tracking
- Support GDS assessments with evidence and delivery assurance
- Embed continuous improvement through coaching and structured retrospectives



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Delivering Value Iteratively and Efficiently



What this service is for

Agile delivery management for digital and cloud work

Teams often have competing priorities, multiple stakeholders, and dependencies that block progress. This service provides Delivery Managers, Scrum Masters and agile coaches to run Discovery to Live with a steady cadence, clear ownership, and practical delivery control.

We help you plan work in small slices, keep scope and budget visible, and manage risk early through RAID, governance, and simple reporting. You get a consistent way of working that supports delivery pace without losing auditability or value for money.

Key outcomes: Clear delivery plan | Prioritised backlog | Controlled scope and risk | Regular governance decisions | Transparent progress reporting



Why this service is useful

Reduce waste and uncertainty while delivering usable outcomes sooner

Agile can fail when ways of working are inconsistent, reporting is unclear, or decisions are delayed. This service creates a predictable rhythm of planning, delivery ceremonies, and show-and-tells so teams can spot issues early and adapt without losing control.

It is also designed to support public sector governance, with clear decision points, dependency tracking, and evidence for assurance activity. This reduces surprises, protects budgets, and helps stakeholders stay aligned as priorities change.

Common triggers: Delivery feels “stuck” | Too many dependencies | Unclear priorities | Delivery risk increasing | Governance decisions slow | Reporting not trusted



Why this service is different

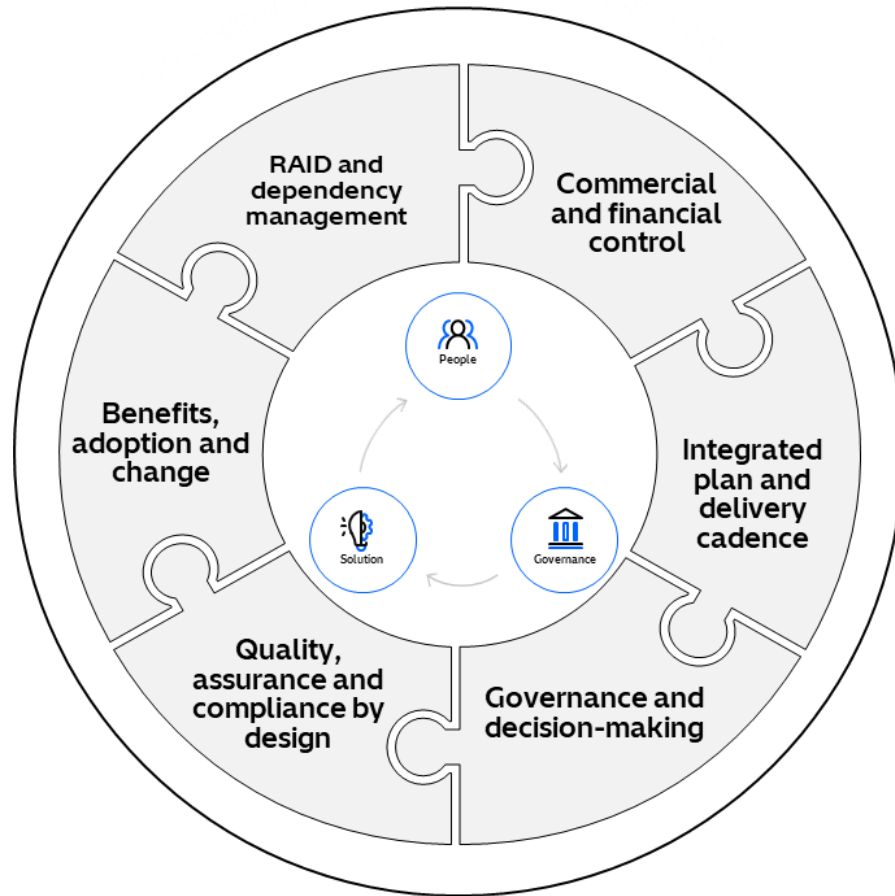
Practical agile, not theory

We focus on decision-led delivery that stands up to scrutiny. Alongside agile ceremonies, we maintain clear RAID, dependencies, and decision logs (where required), so progress and trade-offs are visible to delivery boards and assurance routes.

We align delivery management to the GDS Service Standard and Technology Code of Practice, and keep reporting simple and outcome-focused. Value for money is treated as a delivery activity, with scope control and benefits tracking support built into the rhythm of work.

Differentiators: Decision-led governance | Assurance-ready evidence (where required) | Value for money focus | Outcome-based reporting | Coaching to embed capability

Assurance-ready agile delivery for government



RAID and dependencies: No surprises. Risks and blockers surfaced early, owned, cleared.

Commercial and financial control: Value for money built in. Scope disciplined, benefits tracked.

Integrated plan and cadence: A calm rhythm. Roadmap to sprints, releases on purpose.

Governance and decisions: Decisions, not meetings. Clear options, trade-offs, recorded actions.

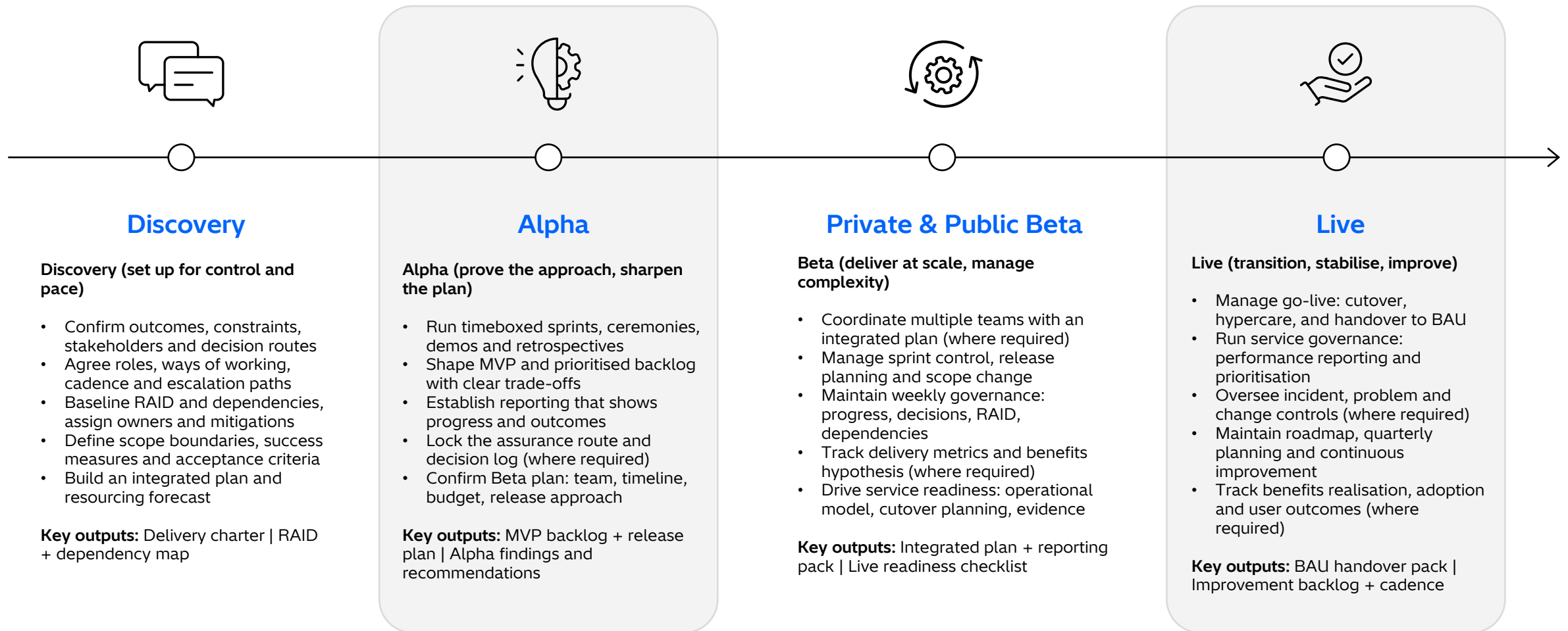
Quality, assurance and compliance: Assessment-ready delivery. Evidence captured as we go, not at the end.

Benefits, adoption and change: Delivered, adopted, used. Show-and-tells and feedback loops that stick.

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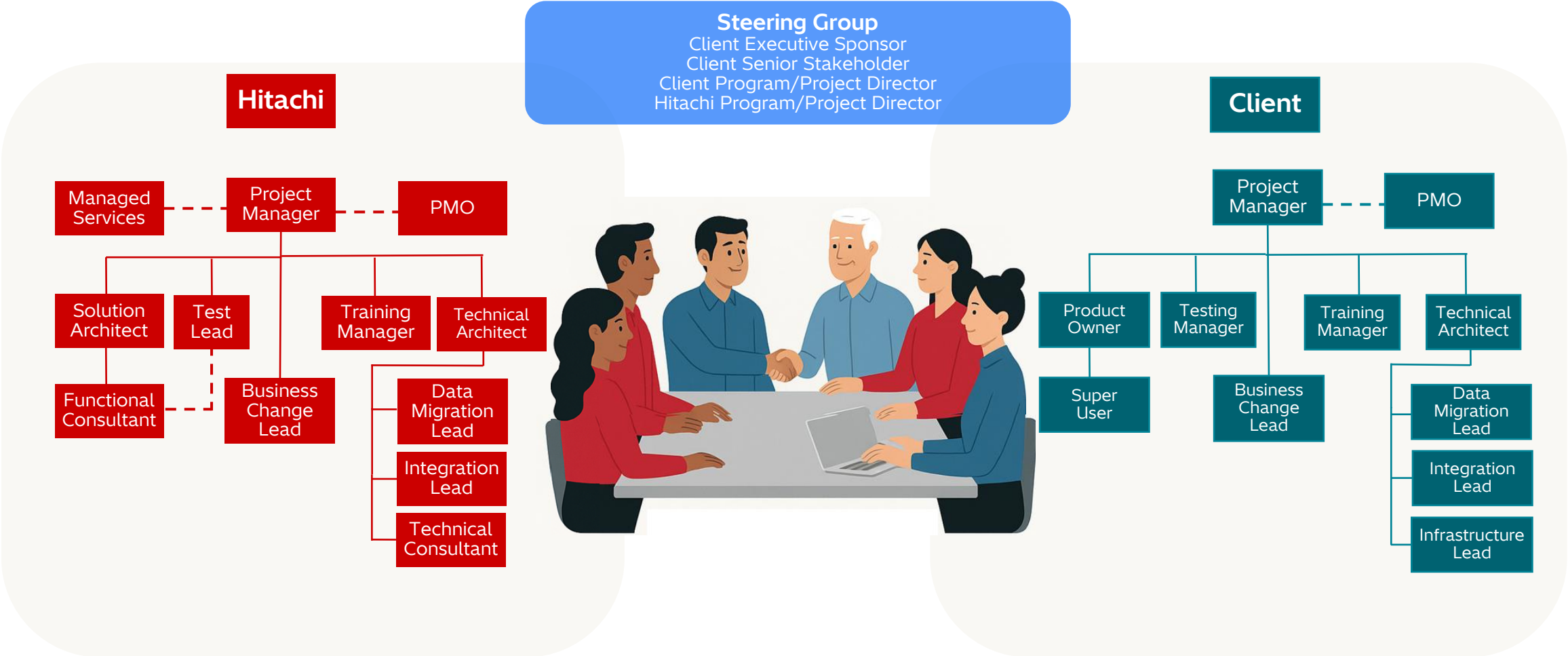
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Delivery leadership from Discovery to Live, aligned to GDS Service Standard.



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Indicative Organisation Chart



The Hitachi logo is displayed in a bold, white, sans-serif font in the upper right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a decorative railing. A large Union Jack flag is flying from a pole attached to the building. The overall image has a muted, greyish tint.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

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Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

HITACHI

Microsoft



Microsoft global Government and Finance
Partner of the Year 2025

Microsoft Partner of the Year 2025 Finalists in
Build and Modernise AI Apps, Dynamics 365
Supply Chain, Dynamics 365 Sales and Customer
Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle**
(including 2025)

Microsoft Solutions Partner across AI Business
Solutions, Cloud and AI Platforms and Security
with **18+ specialisations**

Industry



Keystone member of the **Government Digital
Sustainability Alliance**

Crown Commercial Service Supplier

Cyber Essentials Plus Certified

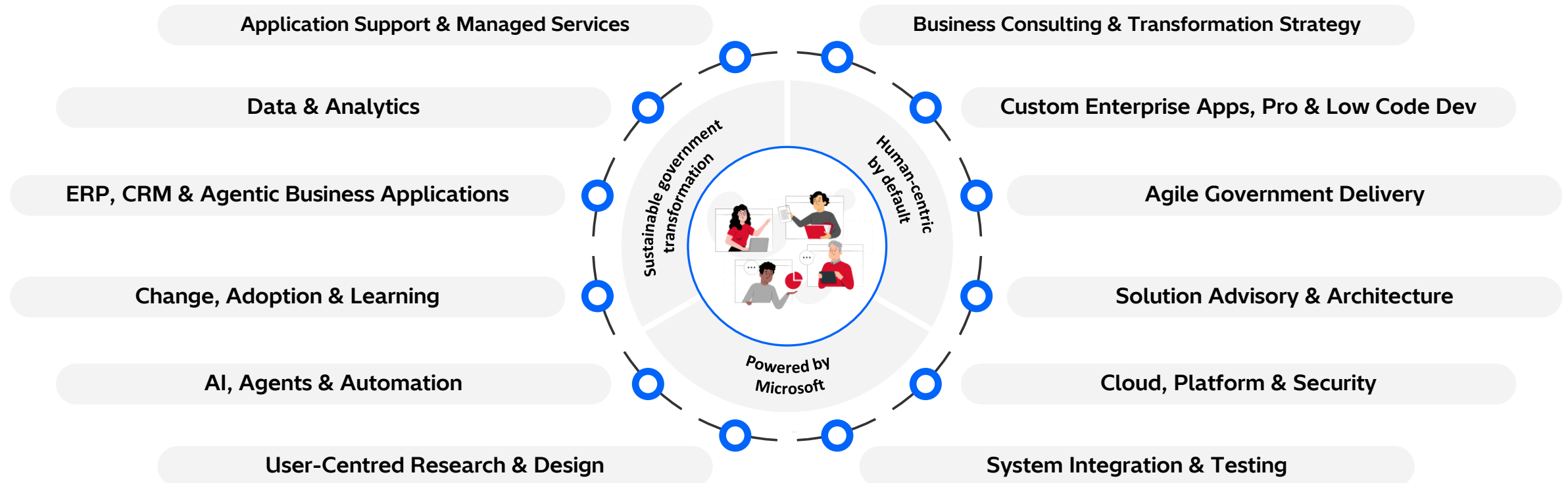
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

HITACHI

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt
Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs
CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald
Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward
OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner
Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan
Chief Technology Officer



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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