

littlefish GROUP

PMO

This offering provides a tiered portfolio, programme and project management capability that organisations can adopt progressively, from light-touch coordination on small initiatives to enterprise-wide strategic portfolio governance. It supports digital transformation across Modern Workplace, Cloud, Apps/DevOps and Data & AI, acting as the governance backbone that connects technology workstreams with business outcomes

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Service Overview

Littlefish Group is a UK-based provider of digital, cyber, managed and data & AI services, trusted by organisations across the public and commercial sectors. Through our Digital Solutions practice, we design and implement cloud-native platforms and modern workplaces that unlock potential, simplify operations, and create better user experiences.

Project Management Office (PMO) is the Littlefish Consultancy Services line that focuses on the **governance, control and assurance of change portfolios, programmes and projects** across Modern Workplace, Cloud, Apps/DevOps and Data & AI.

It provides:

- Tiered PMO capabilities from lightweight project coordination to enterprise-level strategy execution
- Integrated portfolio, programme and project governance
- Consistent reporting, financial tracking and benefits management
- Embedded Agile and Hybrid delivery support for digital and cloud initiatives
- Business change, adoption and benefits realisation capabilities
- A scalable PMO model that can integrate with existing frameworks and tooling
- This service line helps organisations turn strategy into outcomes through structured, transparent and repeatable delivery governance.

Purpose

Organisations are challenged to:

- Run multiple concurrent digital programmes (Modern Workplace, cloud migration, app modernisation, data & AI) without losing control
- Balance Agile/iterative delivery with the need for clear governance, compliance and auditability
- Maintain visibility of risk, cost, benefits and capacity across complex portfolios
- Align investment decisions with corporate strategy and regulatory obligations
- Scale PMO capability without creating unnecessary bureaucracy or overhead

The Project Management Office service addresses these needs by:

- Providing a tiered PMO model that can start small and scale as complexity grows
- Establishing consistent governance frameworks, standards and reporting
- Integrating with client delivery methodologies (Agile, Hybrid, Waterfall) and tools (M365, Jira, Azure DevOps, etc.)
- Embedding business change and benefits realisation alongside technology delivery
- Enabling strategy-to-execution alignment through Enterprise PMO (EPMO) where required

Service Model

Project Management Office is delivered as a portfolio of consulting and operational governance services:

Short, focused engagements

- PMO setup/diagnostic
- Health checks on at-risk programmes or portfolios
- Maturity assessments and uplift roadmaps

Medium-term PMO establishment or transformation

- Standing up Tiers 1–3 (PCO, Agile Support, Programme/Project PMO) for specific initiatives
- Designing programme-level governance for major transformations

Longer-term strategic PMO / EPMO engagements

- Operating Tier 4–5 PMO functions (Programme PMO and Enterprise PMO)
- Embedding strategy execution, portfolio prioritisation and value management

Typical engagements include:

- Discovery and current-state governance assessment
- Design of PMO operating model, processes and artefacts
- Implementation, mobilisation and transition into steady-state operation
- Knowledge transfer and optional handover into client-owned PMO or co-sourced models

Service Scope

Project Management Office covers:

Foundational Project Governance

Tier 1: Project Coordination Office (PCO)

Agile / Hybrid Delivery Enablement

Tier 2: Agile Project Support

Portfolio-Level Project Governance

Tier 3: Project Management Office (PMO)

Programme-Level Governance and Assurance

Tier 4: Programme Management Office (PgMO)

Enterprise Strategy and Portfolio Governance

Tier 5: Strategic PMO / Enterprise PMO (EPMO)

Tier 1: Project Coordination Office (PCO)

Services:

- Provide central scheduling and coordination for small projects and pilots
- Standardise status reporting, RAID (Risks, Assumptions, Issues, Dependencies) and action tracking
- Facilitate project meetings and governance cadences
- Maintain basic document control for key artefacts
- Support early-stage initiatives in Modern Workplace migrations, small cloud pilots or departmental projects

Deliverables:

- Status reporting packs and simple dashboards
- Project calendars and milestone plans
- RAID logs and action tracking
- Meeting agendas, minutes and decision logs
- Dependency and issue escalation paths
- Document repositories and templates for core artefacts

Outcome:

Consistent, light-touch project control that improves visibility and coordination without the overhead of a full PMO.

Typical Resource Profile:

- Project Coordinator
- Junior PM / PMO Analyst
- Admin Support (as required)

Tier 2: Agil Project Support

Services:

- Implement and coach Scrum, Kanban or Hybrid Agile ways of working
- Set up and maintain product backlogs, refinement workflows and work-item hygiene
- Facilitate core Agile ceremonies: planning, reviews, retrospectives, stand-ups
- Track and report flow metrics, velocity and throughput
- Coordinate cross-team dependencies and release planning
- Define and embed Definition of Done / Definition of Ready and working agreements

Deliverables:

- Agile delivery framework and team working agreements
- Backlog structures, boards and workflows
- Sprint/iteration plans, review outputs and retro actions
- Flow and performance metrics dashboards
- Cross-team dependency and release coordination artefacts

Outcome:

Teams gain consistent Agile delivery disciplines and leadership receives clear, aligned reporting without undermining team autonomy.

Typical Resource Profile:

- Scrum Master
- Agile Delivery Lead
- PMO Analyst with Agile reporting capability
- Release / Change Coordinator (as needed)

Tier 3: Project Management Office (PMO)

Services:

- Establish a central PMO for multi-project portfolios
- Define and implement project governance frameworks, templates and standards
- Maintain an integrated multi-project plan and dependency map
- Provide consolidated RAG status, KPI and financial reporting
- Manage CapEx/OpEx tracking and forecast at project and portfolio level
- Operate change control and stage gate processes
- Maintain benefits register and tracking plan
- Coordinate resource and capacity planning across projects
- Provide risk, compliance and quality assurance oversight

Deliverables:

- PM framework and governance model
- Multi-project integrated plan and dependency view
- Consolidated portfolio reporting (RAG, KPIs, financials)
- Financial tracking and forecasts
- Change control logs and stage gate packs
- Benefits register and monitoring reports
- Capacity and resource utilisation views
- Quality assurance review outputs and recommendations

Outcome:

A structured, repeatable PMO capability that improves control, transparency and decision-making across a portfolio of digital initiatives.

Typical Resource Profile:

- PMO Lead / Manager
- Project Managers
- PMO Analyst(s)
- Financial Analyst
- Tooling / Reporting Specialist

Tier 4: Programme Management Office (PgMO) Services:

- Design and operate programme-level governance for complex, multi-year transformations or regulatory initiatives
- Develop programme blueprint and target outcomes, including business and technology change
- Produce and maintain tranche-based release plans and integrated roadmaps
- Map and manage benefits dependencies and realisation plans
- Define programme-level operating model and change approach
- Run programme-level risk/issue management, decision forums and escalation routes
- Integrate architecture and design governance across workstreams
- Govern vendor/partner relationships and commercial performance
- Oversee quality and assurance, business readiness and adoption

Deliverables:

- Programme blueprint and target outcome definition
- Integrated roadmap and tranche release plans
- Benefits dependency network and realisation plan
- Programme operating model and change management approach
- Programme risk and issue registers and decision logs
- Architecture/design governance artefacts and decision records
- Vendor/partner governance framework and reporting
- Quality and assurance framework
- Business readiness assessments and adoption plans

Outcome:

A coherent, controlled and outcome-driven programme that aligns strategy, technology delivery and business change across multiple workstreams.

Typical Resource Profile:

- Programme Director
- PgMO Lead
- Senior Programme Manager(s)
- Business Change Lead
- Enterprise Architect
- Commercial / Vendor Manager
- Reporting & Analytics Lead

Tier 5: Strategic PMO / Enterprise PMO (EPMO)

Services:

- Establish a strategic, enterprise-level PMO aligned to corporate strategy (typically reporting to COO, CIO or Chief Transformation Officer)
- Define enterprise portfolio strategy and prioritisation frameworks
- Design and operate investment governance and funding models
- Develop enterprise delivery methodologies and playbooks (Agile, Hybrid, Waterfall)
- Run capacity and demand management across business units and change portfolios
- Implement value management and benefits realisation at enterprise level
- Define and manage a policy and assurance framework for change-related risk and compliance
- Provide executive dashboards and OKR reporting for strategy execution
- Build and run a Change/Delivery Centre of Excellence (CoE) covering PM, BA, Change, Agile coaching
- Conduct maturity assessments and deliver capability uplift roadmaps

Deliverables:

- Enterprise portfolio strategy and prioritisation framework
- Investment governance and funding model artefacts
- Enterprise methodology and playbooks
- Capacity and demand management dashboards
- Enterprise-level value and benefits realisation reports
- Policy and assurance framework documents
- Executive dashboards and OKR reports
- CoE operating model and enablement plan
- Maturity assessments and capability uplift roadmap

Outcome:

A strategic PMO capability that directly connects corporate strategy to the change portfolio, ensuring investment decisions, delivery and value realisation are managed as a single, coherent system.

Typical Resource Profile:

- Head of EPMO / Strategy Execution Director
- Portfolio Manager(s)
- Enterprise Portfolio Analyst(s)
- Value / Benefits Manager
- Methodology / CoE Lead
- Data & Insights Lead for portfolio analytics

Service Outcomes

By engaging the Project Management Office service, customers can expect:

- Improved delivery control through consistent governance, standards and reporting
- Greater transparency of risk, cost, benefits and capacity across portfolios and programmes
- Faster, more predictable delivery of digital and cloud initiatives via clear decision paths and escalation routes
- Better alignment of investment to strategy, especially where EPMO is adopted
- Stronger business change and adoption, ensuring technology solutions are embedded and benefits realised
- A scalable PMO capability that can start small and grow with organisational maturity and transformation ambitions

Summary

Project Management Office delivers a **tiered, scalable PMO capability** that underpins digital transformation across Modern Workplace, Cloud, Apps/DevOps and Data & AI. From small-scale project coordination to enterprise-wide strategy execution, Littlefish provides the **governance, tooling integration and expertise** needed to deliver change reliably and transparently.

We help organisations:

- Establish or mature PMO capabilities
- Integrate Agile, Hybrid and traditional delivery into a coherent governance model
- Ensure investments are **well-governed, well-executed and value-focused**

Security and Assurance

InformationAssurance

Littlefish are an ISO9001 and ISO27001 certified organisation (copy of certificates available on request). We are accredited to Cyber Essentials and Cyber Essentials Plus.

All Littlefish personnel are BPSS checked as standard. A significant number of our Service Desk team are both CTC and SC cleared and some are DV cleared.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
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Specialist
Modernize Endpoints
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Adoption and Change Management

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Specialist
Cloud Security
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Azure

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

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CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED