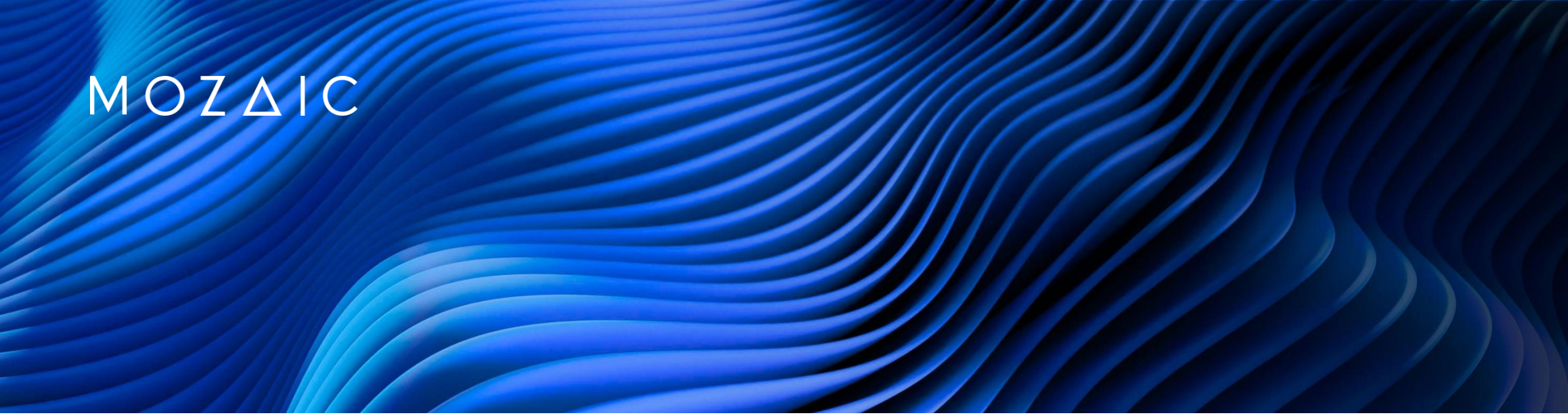


Product and Service Delivery Management

A Mozaic DPSD Service

2025

Confidential

Future Ready

Product and Service Delivery Management

A Mozaic DPSD Service

A Digital Product and Service Delivery (DPSD) enabler, Mozaic's delivery management service provides you with the confidence you need to successfully deliver user-focused digital services. Our delivery managers take responsibility and accountability for successful delivery from initial user research during delivery, through to operational handover and Live support.

Features

- Interim Programme Manager with proven experience in similar organisations
- Management of full lifecycle from Discovery to Live
- Full alignment with government service standards
- Expert in Agile, Lean and DevOps
- Application of standard ways of working
- Management of risks, assumptions and KPIs
- Standard reporting dashboards, metrics and KPIs
- Stakeholder management
- Security cleared consultants
- Integration with PMO

MOZAIC

Benefits

- Assured confidence in your ability to deliver services
- Deeply experienced professionals with proven expertise
- Application of standard approach with proven reporting approach and templates
- Familiar with Public Sector ways of working, culture and challenges
- Experienced completing service assessments and meeting service standards



MOZAIC



The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Confidential

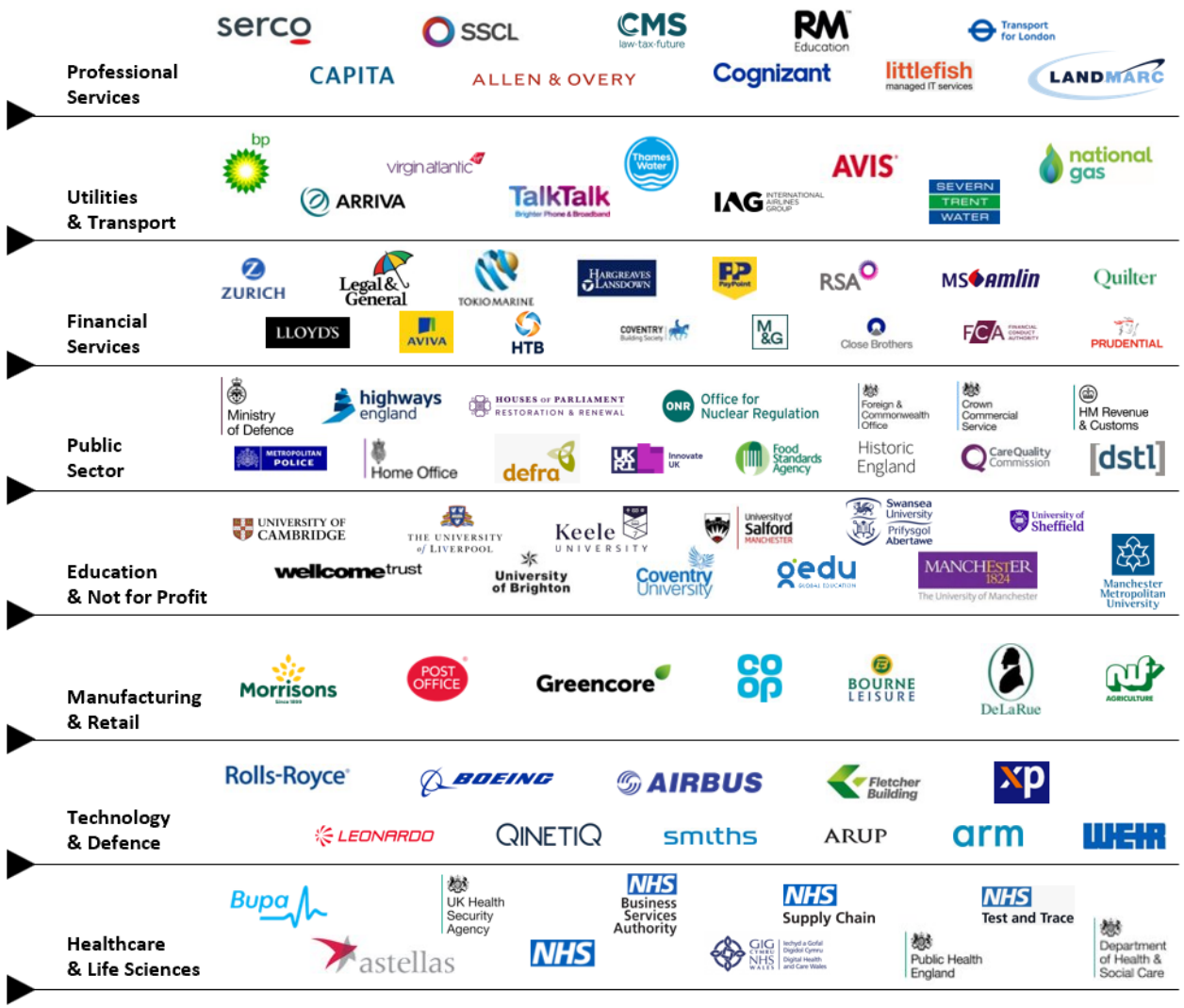
Trusted by the World's Leading Organisations

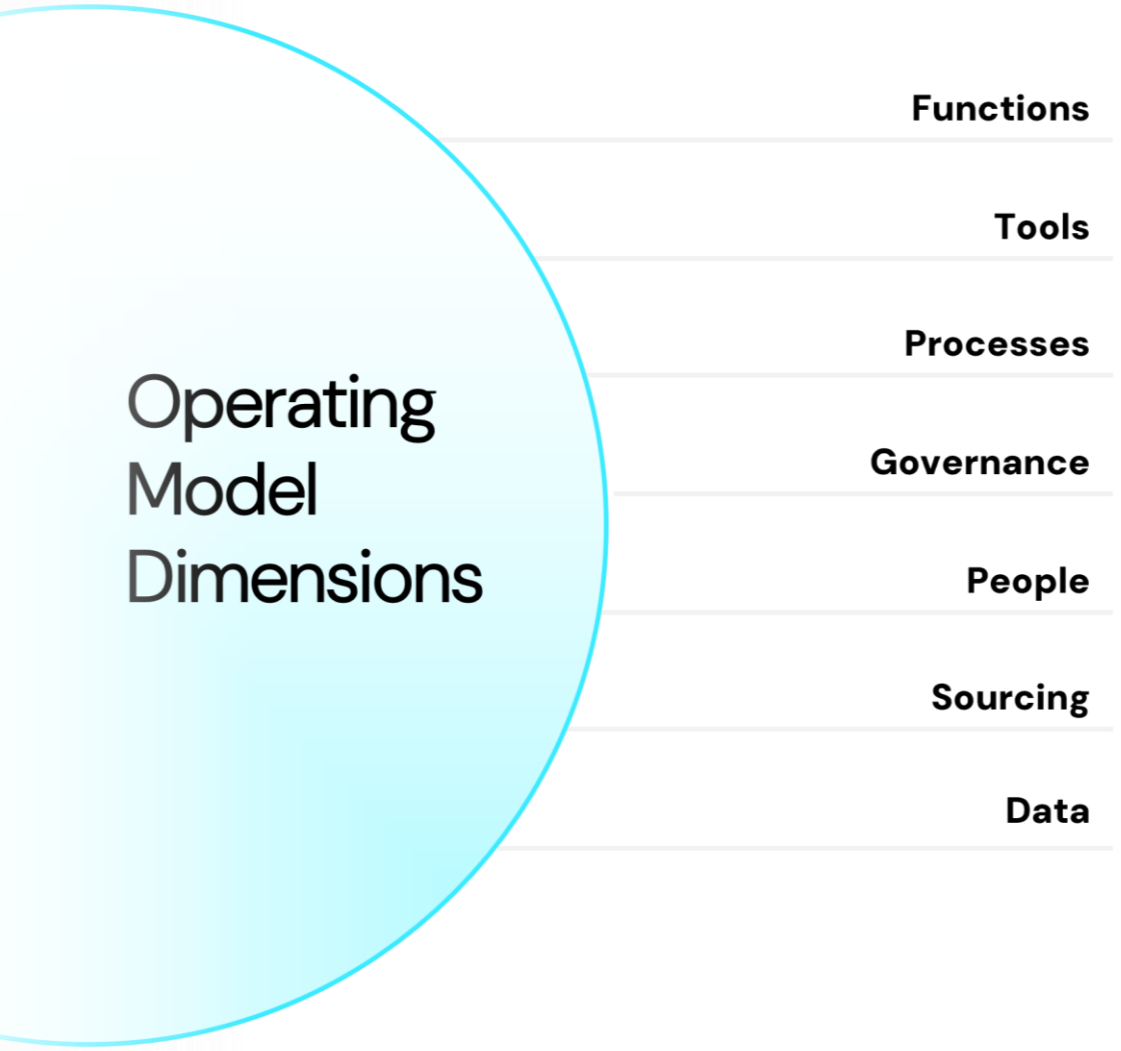
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Confidential

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO_2 emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.

COMMITTED ecovadis Sustainability Rating

Carbon Neutral Britain



MOZAIC

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Future Ready