

MIGSO-PCUBED

Your trusted delivery partner in Project Controls & PMO

GCloud 15
Framework Agreement

Lot 3 – Cloud Services
Service Definition

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1 INTRODUCTION

1.1 Introduction

MiGSO-PCUBED is an established consultancy specialising exclusively in project, programme, portfolio, resource and change management. Our sole focus on delivery management enables us to support organisations facing complex change, where effective governance, clear decision-making and reliable execution are critical to success.

With operations in 30 countries and a global team of more than 3,000 consultants, MiGSO-PCUBED supports clients across a wide range of sectors, including central government, arm's-length bodies, infrastructure organisations and regulated industries. In the UK, we have over 300 consultants and more than 25 years' experience delivering business and digital transformation programmes for public sector organisations.

Our services are designed to help organisations translate strategy and policy into practical, achievable outcomes. We improve delivery performance by strengthening planning, cost control, resource allocation, risk management and assurance, ensuring that change initiatives remain controlled, transparent and aligned to organisational objectives.

MiGSO-PCUBED combines advisory capability with hands-on delivery support. We work with clients from early assessment and option development through to mobilisation, delivery, adoption and continuous improvement. This includes providing experienced delivery professionals, proven methods, and supporting tools and digital solutions, enabling recommendations to be implemented effectively rather than remaining theoretical.

We recognise the operational realities faced by public sector organisations, including the need to deliver change while maintaining business-as-usual services. Our approach is pragmatic and proportionate, calibrated to each organisation's culture, maturity and governance requirements. We focus on establishing sustainable ways of working that deliver value quickly while reducing delivery risk and disruption.

Our consultants bring experience from thousands of engagements and are practitioners in recognised delivery frameworks and standards. We apply lessons learned across sectors to help clients avoid common pitfalls, improve confidence in delivery and make better-informed decisions throughout the lifecycle of programmes and projects.

MiGSO-PCUBED is committed to responsible and sustainable business. Through our Corporate Social Responsibility programme, we act ethically and inclusively, support community wellbeing, and take practical steps to reduce environmental impact. These principles underpin how we work with clients and how we develop our people.

By combining deep delivery expertise, global reach-back capability and a strong understanding of public sector environments, MiGSO-PCUBED provides practical, outcome-focused support. Our clients benefit from improved delivery confidence, stronger governance, better use of data and insight, and a trusted partner able to support them through complex change.

1.2 Services

MiGSO-PCUBED is a specialist consultancy focused exclusively on portfolio, programme and project management (PPM). We support organisations to deliver change through proportionate governance, effective controls and the practical application of recognised PPM methods and tools. Our consultants are experienced practitioners and hold a broad range of accredited qualifications, including PRINCE2®, MSP®, MoP®, M_o_R®, Managing Benefits™, P3O®, P3M3® and ITIL®.

We provide both advisory and delivery services to support organisations in delivering critical projects and programmes. Our work helps clients translate strategy and policy into measurable outcomes, deliver transformation in a controlled and sustainable way, and strengthen organisational delivery capability and maturity over time.

MiGSO-PCUBED offers a range of services to public sector clients through the Digital Marketplace, including cloud-based solutions and supporting services for project, programme and portfolio management. These services are available under Lot 2b – Cloud Software (described in a separate document) and Lot 3 – Cloud Support, which is covered in this document.

Under Lot 2b

MiGSO-PCUBED offers cloud-based PPM software to support planning, governance, delivery control and portfolio reporting. These are covered in a separate document (MI-GSO PCUBED - G-Cloud 15 Lot 2b cloud software - Service Definition)

Under Lot 3

MiGSO-PCUBED provides end-to-end support across the cloud solution lifecycle. This includes planning and scoping activities, solution and service design, configuration, integration and testing, as well as support for product selection where required. We also provide programme and project management for transition and rollout, structured change management and training, and ongoing operational support, including helpdesk and maintenance services. Secure hosting can also be provided where appropriate.

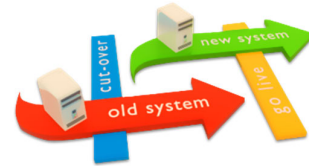
MiGSO-PCUBED holds key accreditations including ISO 9001, ISO 14001, ISO 27001 and Cyber Essentials, providing assurance of quality, environmental responsibility and information security. Our rate card is designed to provide transparency and demonstrate value for money.

This document describes each of our Lot 3 services in detail, together with a clear summary of the deliverables provided and the benefits these services can deliver for public sector organisations. we provide, and the key benefits these services can deliver for your organisation.

2 DEPLOYMENT SERVICES FOR CLOUD BASED PPM APPLICATIONS

2.1 Overview

MiGSO-PCUBED provides specialist deployment services to support public sector organisations implementing cloud-based Project and Programme Management (PPM) solutions. We work with clients to plan, configure, test and deploy PPM applications in a way that strengthens governance, improves visibility and supports effective day-to-day delivery.



Deployments are delivered using agile or hybrid approaches, aligned to recognised standards such as PRINCE2® and MSP®, and tailored to the client's governance, assurance and reporting requirements. Change management and adoption are embedded throughout the deployment lifecycle.

We recognise that public sector organisations must deliver change while protecting business-as-usual services. Our approach is designed to minimise operational disruption, ensure stakeholder alignment, and accelerate time-to-value, while maintaining robust governance and assurance throughout the deployment.

Change management is embedded as a core part of our delivery approach. We provide structured communications, training, and stakeholder engagement to support adoption, ensure consistent usage, and reduce delivery risk. This focus is critical to achieving benefits realisation, ensuring user confidence, and protecting value for money.

Our deployment services span the full PPM lifecycle including requirements definition, solution design, configuration and build, integration, testing (system, integration and user acceptance), deployment, and operational transition. We also support the implementation of AI-enabled capabilities increasingly available within modern PPM products, ensuring AI is deployed responsibly, transparently and in line with organisational processes, training and governance.

By combining technical expertise, deep delivery management experience and global reach-back capability, MiGSO-PCUBED provides an accountable deployment partner, helping clients implement PPM tools effectively and realise measurable improvements in governance, delivery confidence and organisational performance.

2.2 Key Benefits

- ✓ Increased confidence through structured and well-governed deployments
- ✓ Single supplier accountability across design, configuration and rollout
- ✓ Faster implementation using proven deployment methods and accelerators
- ✓ Reduced delivery risk through integrated assurance and controls
- ✓ Improved adoption through embedded training and change management
- ✓ Better value for money through automation and standardisation
- ✓ Scalable access to specialist PPM and technical expertise
- ✓ Improved data quality and reporting capability
- ✓ Future-ready solutions incorporating modern platforms and AI capability
- ✓ Assured quality and security through ISO-certified delivery

2.3 What we deliver

- ✓ Requirements and scope definition aligned to business objectives
- ✓ Proof of concept activities to validate configuration and user needs
- ✓ PPM system configuration and integration with related platforms
- ✓ System, integration and user acceptance testing support
- ✓ Training materials and deployment communications
- ✓ Data migration planning, execution and validation

- ✓ End-to-end project and programme management
- ✓ Structured change management and adoption support
- ✓ Dashboards, workflows and reporting configuration
- ✓ Deployment of AI-enabled PPM features where appropriate

3 SELECTION SERVICES FOR CLOUD BASED APPLICATIONS

3.1 Overview

Selecting a cloud-based PPM solution is increasingly challenging due to the breadth of available products, overlapping functionality and rapid evolution of digital and AI-enabled capabilities. At the same time, organisations are changing how they deliver work, allocate resources and govern portfolios, meaning selection decisions must remain valid as operating models evolve.



MiGSO-PCUBED supports organisations to make informed, defensible and proportionate selection decisions. Our approach considers not only functional capability, but also organisational maturity, data readiness, change impact and long-term sustainability.

In particular, it is essential to manage and reduce change impact, ensuring that any new solution is adoptable and supports improved delivery outcomes without unnecessary disruption. This includes consideration of technology approaches ranging from a single integrated platform through to federated approaches where planning occurs in multiple tools but key data (e.g., budgets, resources, milestones) is managed centrally for reporting and governance.

The introduction of Artificial Intelligence (AI) into PPM products adds a further selection consideration. Solutions now range from those with minimal AI capability, to those using AI to support insight-led functions such as risk identification, capacity forecasting and portfolio optimisation, through to emerging agentic capabilities that can automate or execute defined tasks. Selecting the right AI capability requires careful consideration of organisational maturity, governance, information management, and user confidence.

We apply structured, vendor-agnostic selection methods that align to public sector procurement requirements and provide clear audit trails for decision-making.

3.2 Key Benefits

- ✓ Faster, more structured procurement and selection processes
- ✓ Evidence-based, vendor-neutral recommendations
- ✓ Reduced implementation risk through informed product choice
- ✓ Lower risk through lessons learned from hundreds of deployments
- ✓ Improved adoption by aligning tools to user needs and maturity
- ✓ Greater confidence through deep market and deployment experience
- ✓ Improved delivery by anticipating integration and data constraints early
- ✓ Better long-term value through future-ready AI-aware selection
- ✓ Transparent evaluation supporting audit and assurance requirement
- ✓ Stronger security assurance through ISO27001 and related certifications.

3.3 What we deliver

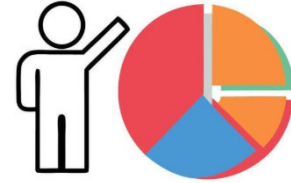
- ✓ Market analysis of suitable PPM solutions
- ✓ Requirements definition and selection drivers
- ✓ Procurement and route-to-market advice
- ✓ Evaluation frameworks and scoring models
- ✓ RFI and RFQ documentation
- ✓ Supplier response assessment and comparison
- ✓ Shortlist and recommendation reports
- ✓ Facilitated selection and decision workshops

- ✓ Implementation and transition consideration
- ✓ AI capability assessment and readiness advice

4 DATA VISUALISATION SERVICES FOR CLOUD BASED APPLICATIONS

4.1 Overview

MiGSO-PCUBED is a leader in data visualisation, portfolio, programme, and project management (PPM), helping organisations transform complex data into actionable insights through innovative, cloud-based solutions.



Our team of accredited consultants specialises in data hygiene, analytics, and visualisation, ensuring that your data is not only accessible but also aligned with your strategic objectives.

We provide consultancy and implementation services to support clients in their most critical data-driven initiatives, including:

- Turn strategy and policies into data driven results through clear, intuitive visualisations.
- Drive transformation and change by embedding data insights into project and programme management.
- Improve delivery capabilities with real time monitoring, predictive analytics, and automated reporting.
- Drive decision-making based on data and metrics, enabling leaders to act with confidence using accurate, up-to-date insights.

Our services are designed to help organisations:

- Real-time visualisations for faster project or programme decisions
- Scalable & flexible for evolving PPM needs
- Reporting aligned to governance and assurance needs
- Reduced reliance on manual reporting and spreadsheets
- Faster executive decision-making using trusted visual information
- Sector expertise: PPM, healthcare, defence, finance, government
- AI/ML-ready for advanced portfolio optimisation
- Improved project performance via data-driven insights
- Tailored views for different stakeholder groups
- Scalable dashboards supporting organisational growth

4.2 Services

MiGSO-PCUBED offers a range of G-Cloud services for public sector clients, including:

- Data Visualisation Consultancy: Guidance on dashboard design, data integration, and user adoption to maximise the value of your visualisation tools.
- Data Cleaning and Preparation: Comprehensive services to cleanse, standardise, and enrich your data, ensuring it is ready for analysis and visualisation.
- Advanced Analytics and AI/ML Integration: Enhancing your data with predictive analytics, machine learning, and AI-driven insights to forecast outcomes and optimise performance.
- Cloud Support: Full lifecycle support for planning, scoping, designing, testing, and deploying cloud-based data solutions.

4.3 Key Benefits

- ✓ Real-time visualisations for faster project or programme decisions
- ✓ Scalable and flexible for evolving PPM needs
- ✓ Reporting aligned to governance and assurance needs

- ✓ Reduced reliance on manual reporting and spreadsheets
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- ✓ Sector expertise: PPM, healthcare, defence, finance, government
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- ✓ Scalable dashboards supporting organisational growth

4.4 What we deliver

- ✓ PPM and PMO dashboarding and reporting
- ✓ Custom PPM/PMO dashboard creation (Power BI, Tableau)
- ✓ Rapid proof-of-concept & data insights for projects
- ✓ Lean data governance (MVG/MVD frameworks)
- ✓ End-to-end data strategy and maturity support
- ✓ Cloud-native, scalable and ISO 27001-secure solutions
- ✓ Stakeholder led requirements analysis
- ✓ Gather dashboard requirements using user-centred design principles
- ✓ Change management for reports and dashboard user adoption
- ✓ AI/ML integration for predictive project analytics

5 MANAGEMENT FOR CLOUD SOLUTIONS

5.1 Overview

Cloud-based change initiatives are rarely delivered through a single activity or capability. Most programmes require a coordinated combination of project delivery, governance, data management and change support to achieve successful outcomes. These elements must work together to manage risk, maintain operational continuity and realise benefits.

MiGSO-PCUBED provides an integrated set of project, programme, portfolio, data and change management services to support cloud-based delivery. Services can be engaged individually or combined, allowing clients to tailor support to their specific challenges, maturity and delivery priorities.

Our approach is pragmatic and delivery-focused, recognising the constraints of public sector environments. We work alongside client teams to establish proportionate controls, clear accountabilities and sustainable ways of working.

The high-level summary of our “cloud focused” services is as follows:

5.2 Project Delivery / Delivery Management

MiGSO-PCUBED provides experienced project and programme delivery professionals to support the planning and execution of cloud-based initiatives. Our consultants work within client governance structures to establish delivery plans, milestones, controls and reporting aligned to organisational standards.

Delivery support spans the full lifecycle, from initiation and mobilisation through to deployment and transition into live operation. We focus on maintaining momentum, managing dependencies and ensuring delivery remains aligned to agreed objectives.

Where required, we adapt delivery approaches to suit the nature of the work, using Agile, hybrid or waterfall methods aligned to frameworks such as PRINCE2®, MSP®, Scrum and SAFe®.

5.3 Project and Programme Recovery

Cloud-based initiatives can become under-performing for a range of reasons, including unclear scope, weak governance, data quality issues or changes in organisational priorities. MiGSO-PCUBED provides structured recovery services to help clients regain control.

We conduct rapid, evidence-based assessments to understand the true delivery position and identify root causes. This enables informed decisions about whether to stabilise, re-plan or re-scope the initiative.

Recovery support may include re-baselining plans, strengthening governance, clarifying accountabilities and rebuilding stakeholder confidence, helping programmes return to a controlled delivery path.

5.4 Resource Management

Effective delivery of cloud-based programmes depends on having the right skills available at the right time. MiGSO-PCUBED supports organisations to understand resource demand, capacity and capability across portfolios and programmes.

Our services help clients analyse current and future needs, identify skills gaps and address over- or under-utilisation. This supports improved prioritisation and more informed investment decisions.

By improving visibility of resource constraints and dependencies, organisations are better able to balance competing priorities and deliver value for money.

5.5 Digital PMO

The role of the PMO has evolved as delivery environments have become more digital and data-driven. MiGSO-PCUBED designs and implements Digital PMOs that leverage cloud platforms, automation and analytics.

Our Digital PMO services provide timely, reliable insight into delivery performance, enabling leaders to understand progress, risks and emerging issues. We focus on reducing manual reporting effort while improving data quality and consistency.

We also support PMO maturity improvement through assessments, operating model design and capability development, ensuring the PMO remains relevant and value-focused

5.6 Data Quality

Reliable data is fundamental to effective cloud delivery, assurance and decision-making. MiGSO-PCUBED supports organisations to define data standards and assess the quality of delivery data across completeness, accuracy, consistency and timeliness.

We embed data quality controls into delivery and operational processes, reducing reliance on manual correction and rework and we have a range of assessments, templates, working practices that can help this.

Strong data foundations also enable the safe and effective use of analytics and AI within cloud-based environments as well as improving confidence in reporting and supporting effective governance.

5.7 Change Management

Cloud-based solutions often introduce changes to roles, processes and ways of working. MiGSO-PCUBED provides structured change management services to support adoption and minimise disruption.

We help organisations understand the impact of change, identify risks to adoption and design proportionate interventions. This includes stakeholder engagement, communications, training and readiness assessments.

Our approach ensures that users are supported throughout transition and that new solutions are embedded into day-to-day operations.

5.8 Risk Management

Effective risk management is essential to the delivery of cloud-based initiatives. MiGSO-PCUBED provides risk management services aligned to recognised standards e.g., Management of Risk (MoR®) and provide support to identify, assess and manage delivery, operational and strategic risks. This includes the design and operation of RAID (Risks, Actions, Issues and Decisions) processes, escalation routes and reporting mechanisms.

By improving visibility and accountability, organisations are better equipped to take timely, informed action to protect delivery outcomes.

5.9 Business Analysis

MiGSO-PCUBED provides business analysis services to ensure cloud-based solutions address real organisational needs. Our consultants work with stakeholders to define requirements, analyse processes and evaluate options.

We help clients understand how solutions will integrate into existing ways of working and how performance improvements will be measured. This supports clearer decision-making and reduces the risk of misalignment.

Business analysis services also support effective supplier engagement and solution configuration.

5.10 Innovation and Continuous Improvement

MIGSO-PCUBED delivers innovation and continuous improvement services to ensure your cloud ecosystem evolves alongside changing technological and market landscapes. We will work with your teams to foster a culture of agility, identifying opportunities for optimisation and identifying emerging tools that add value.

By embedding structured improvement frameworks into daily operations, we ensure your investments remain efficient, resilient, and aligned with long-term strategic goals.

5.11 Project and Programme Assurance

MIGSO-PCUBED provides independent project and programme assurance to give senior stakeholders confidence in delivery. Assurance activities assess whether initiatives are achievable, well-governed and aligned to organisational objectives.

We review delivery health, controls, capability, benefits realisation, and risk exposure, providing clear findings and practical recommendations. Assurance can be delivered at key decision points or on a periodic basis.

This supports informed governance decisions and protects investment value.

5.12 Operating Model Innovation

Our Operating Model (TOM) design and innovation services to align your organisational structure with your strategic ambitions. By working with your leadership teams we can define the future state of your business, focusing on the synergy between people, processes, and technology.

Bridging the gap between strategy and execution by designing agile governance frameworks and clear accountability structures we can ensure your organisation is not just adopting new tools but is structurally optimised to exploit the speed and scalability that cloud environments offer.

5.13 Business Agility

Business agility services help organisations pivot faster and deliver value more effectively in a volatile digital landscape. We move beyond simple methodology to ensure agility is woven into the fabric of your corporate culture and operational DNA.

Our comprehensive approach includes:

- **Agile Transformation and Delivery Model Deployment:** We design and implement tailored agile frameworks (such as Scrum, Kanban, or Scaled Agile)
- **Agile Maturity Assessment:** Our consultants conduct deep-dive evaluations of your current capabilities, providing a clear roadmap and benchmarks to transition from "doing" Agile to "being" Agile.
- **Agile Training and Coaching:** We empower your workforce through hands-on coaching and formal training, ensuring leadership and delivery teams have the mindset and skills required to sustain high-performance environments.

By helping you to create a truly agile organisation, we can help you to respond to customer needs with greater precision while reducing the overhead often associated with traditional, rigid project hierarchies.

5.14 Leveraging Artificial Intelligence

Artificial Intelligence is increasingly embedded within cloud-based delivery tools and platforms. MiGSO-PCUBED supports organisations to adopt AI responsibly, ensuring appropriate governance, data quality and change readiness.

We also support the deployment of AI-enabled solutions such as Intelligent Project Prediction (IPP), which uses advanced analytics to forecast delivery outcomes and identify risk drivers.

Our focus is on ensuring AI delivers practical value and supports better decision-making, rather than introducing unnecessary complexity.

5.15 Portfolio Optimisation

MiGSO-PCUBED supports organisations to optimise portfolios of cloud-enabled initiatives. We help clients assess alignment to strategy, capacity constraints and risk appetite.

Services may include portfolio reviews, prioritisation frameworks and decision-support models. These can be delivered as one-off exercises or embedded into ongoing governance processes. As expected, this also included benefits identification and realisation.

Improved portfolio management supports better investment decisions and more predictable outcomes.

5.16 Product Manager/ Product Ownership

Effective cloud delivery often requires clear product accountability. MiGSO-PCUBED provides experienced Product Managers and Product Owners to support product-based delivery models.

Our consultants represent user needs, manage backlogs and prioritise work in line with business objectives. This ensures delivery teams remain focused on value rather than activity.

Our services in this area include

- **Product Strategy** – Our Product Management IP includes an end-to-end framework with methodology, tools and templates to take a product from strategy, through design, development, launch, maintenance and “End of Life”
- **Product Coaching** – a full and complete approach to coaching PM/PO roles

The service supports clearer ownership, faster decision-making and improved outcomes.

5.17 Stakeholder Management

Successful cloud-based change depends on effective stakeholder engagement. MiGSO-PCUBED provides structured stakeholder management and communications services.

We help clients identify and analyse stakeholders, design targeted engagement strategies and deliver consistent messaging. This supports alignment across the organisation and reduces resistance to change.

Stakeholder management is integrated with change and delivery activities to ensure sustained support

5.18 Key Benefits

- ✓ Improved project, programme and portfolio delivery performance.
- ✓ Stronger governance, assurance and delivery confidence.
- ✓ Faster mobilisation and stabilisation of cloud initiatives.
- ✓ Reduced delivery risk through structured controls and oversight.
- ✓ Better value for money through resource optimisation.
- ✓ Higher-quality data supporting reliable management information.
- ✓ Improved executive decisions through dashboards and analytics.
- ✓ Increased adoption through structured change and training.
- ✓ Improved predictability using AI-enabled delivery insights.
- ✓ Clearer alignment between portfolios, strategy and benefits.

5.19 What we deliver

- ✓ Project, programme and delivery management for cloud-based initiatives
- ✓ Portfolio management and portfolio optimisation services
- ✓ PMO and Digital PMO design, implementation and operation
- ✓ Project and programme recovery, health checks and stabilisation support
- ✓ Resource management, capacity planning and optimisation
- ✓ Business analysis and requirements definition services
- ✓ Risk management and RAID processes and controls
- ✓ Independent project and programme assurance reviews
- ✓ Data quality improvement, analytics and reporting solutions
- ✓ AI-enabled delivery insights, including Intelligent Project Prediction.

5.20 Clients

MiGSO-PCUBED has delivered services across central government, arm's-length bodies, infrastructure organisations and regulated industries. Public sector clients include:

- ✓ Department for Science, Innovation and Technology
- ✓ Ministry of Defence
- ✓ National Health Service and Trusts
- ✓ Ministry of Justice
- ✓ Network Rail
- ✓ London 2012 Olympic Delivery Authority
- ✓ Home Office
- ✓ Transport for London (TfL)
- ✓ Jaguar Land Rover
- ✓ National Police Chief's Council
- ✓ National Grid