

Service Description

Programme and Project Management

SUBMITTED BY

NORTH HIGHLAND®

10 Bloomsbury Way, Holborn, London,
WC1A 2SL

www.northhighland.com

CONTENT



SERVICE OVERVIEW

North Highland delivers outcomes-focused programme and project management using lean governance, clear decision cadence, and digital accelerators (NH360/Strategic Portfolio Management) for real-time visibility of progress, risks, dependencies, and benefits. Our practitioners execute across Agile, waterfall, and hybrid environments, combining proven methods with action-oriented reporting and performance-managed service wrap (SLAs/KPIs).

FEATURES

1. End-to-end accountability for project delivery with transparent SLAs/KPIs, value reporting
2. **Lean delivery frameworks** with tailored standards, controls, and executive reporting
3. **Adaptive methodology**: Agile, waterfall, or hybrid, including mandated regulatory methods
4. **Digital accelerators**: NH360/SPM dashboards tracking health, benefits, risks, and dependencies
5. **Proactive risk/ dependency management**: integrated logs, early-warning indicators, mitigation playbooks
6. **Funding, cost & benefit control**: budget governance, benefit baselining
7. Targeted **stakeholder engagement plans** to successfully implement new working methods
8. **Capability build**: coaching, playbooks, communities for lasting internal competence

BENEFITS

1. Faster decisions and value through lean governance and SPM prioritisation
2. Higher delivery confidence: clear leadership, stage-gate control, and action-oriented reporting
3. Reduced delays through proactive risk management and early escalation paths
4. On-time, benefits-led delivery with live outcome and realisation tracking

5. Embedded coaching and knowledge transfer for lasting capacity and capability improvements.

SERVICE DESCRIPTION

North Highland will manage the mobilisation, delivery, and execution of key projects & programmes through:

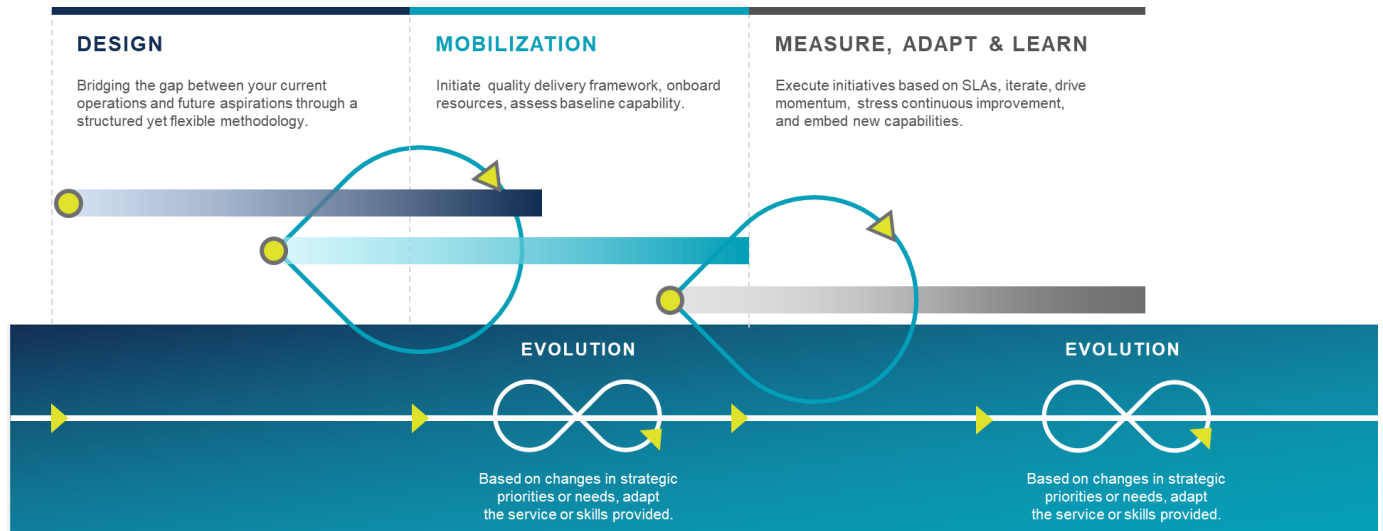
- Structured and proven delivery approaches
- Experienced project & programme managers,
- Leveraging our vast experience
- Engaging global subject matter experts

Utilising flexible approaches including Agile, Waterfall or Hybrid delivery methodologies, deep technology and industry experience to meet unique needs of our clients' strategic projects and programmes.

Programme Design and Delivery

We bring the range of skills and capability to deliver end-to-end complex transformations and programmes. We have the ability to join your journey at any point and will develop irrelatively to cater for your unique needs. Our iterative approach can be scaled to achieve your specific value objectives.

North Highland's approach to programme design and execution starts with **strategic line-of-sight**—every initiative, workstream, and deliverable traces directly to clear outcomes and expected business value. We establish **integrated governance** and a **decision cadence** that gives a single view of risks, dependencies, and benefits, supported by lean, action-oriented reporting and NH360/Strategic Portfolio Management dashboards for real-time visibility. Delivery is **adaptive** (Agile, waterfall, or hybrid), grounded in **human-centric change** and capability build so new ways of working are adopted and sustained. We iterate design – mobilise- measure, adapt and learn, using data-led insight to course-correct and measure benefits – ultimately leaving a self-sufficient client team owning the model.



Project Design and Delivery

North Highland employs a time-tested Project Management Framework (see Exhibit x-x) to define the overall approach and methodology for managing projects, supported by specific techniques and tools needed for executing the management activities. PMBOK based, our approach to executing the Project Management processes is a continuous, iterative endeavor involving the consistent application of disciplined processes, applying the appropriate rigor to achieve measurable results. The focus is results, not the processes themselves. We apply the Waterfall and Agile methodologies, as well as a hybrid approach blending the two methods, to yield successful project results while at the same time ensuring a structured approach providing the right level of risk reduction.

Waterfall Framework

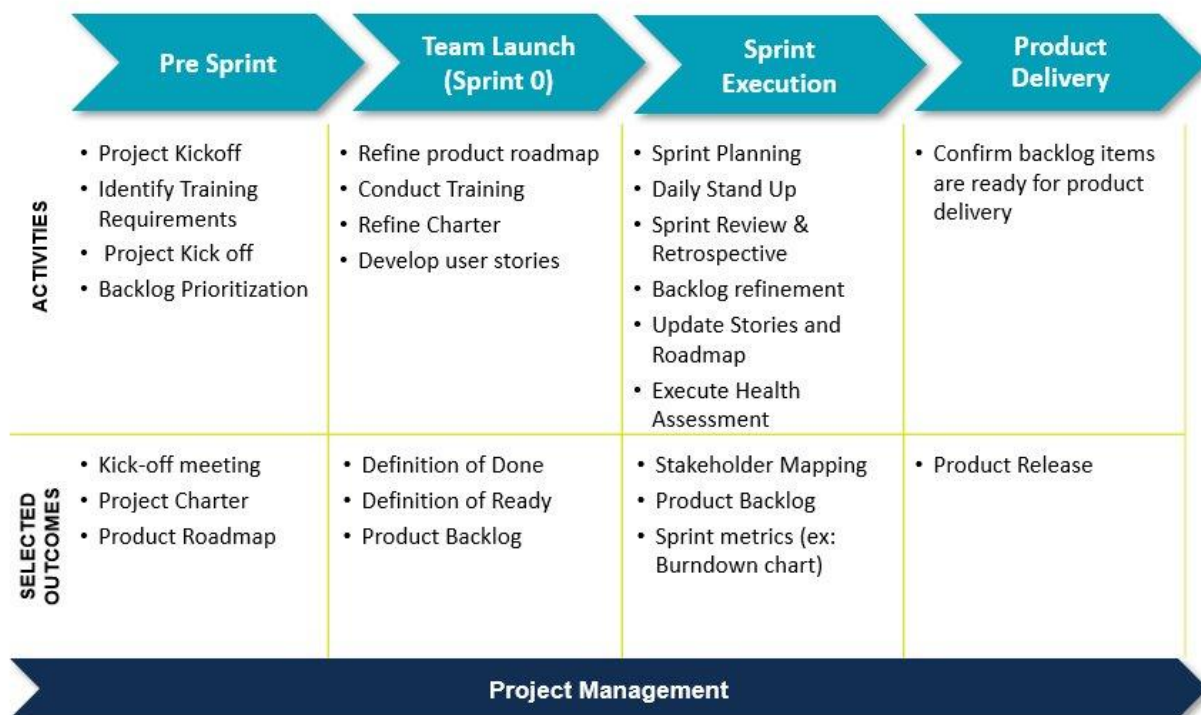
North Highland manages delivery and execution of Waterfall projects through a proven methodology following five Project Lifecycle phases comprised of: Initiation, Planning, Execution, Monitoring & Controlling, and Closing.

The Project Lifecycle is designed to support the software development lifecycle (SDLC) and is a process framework that interweaves the Project Lifecycle with a series of Phase Gate checkpoints to progress to the next stage.



Agile Framework

North Highland takes a pragmatic approach that incrementally delivers value across people, process, and technology using Agile principles and building on small wins. The approach includes supporting clients with defining and charting a course toward an appropriate Product Management framework, including organisational structure, roles and responsibilities for the Product organisation, key processes, tools to be leveraged, and defining business outcome-oriented metrics.

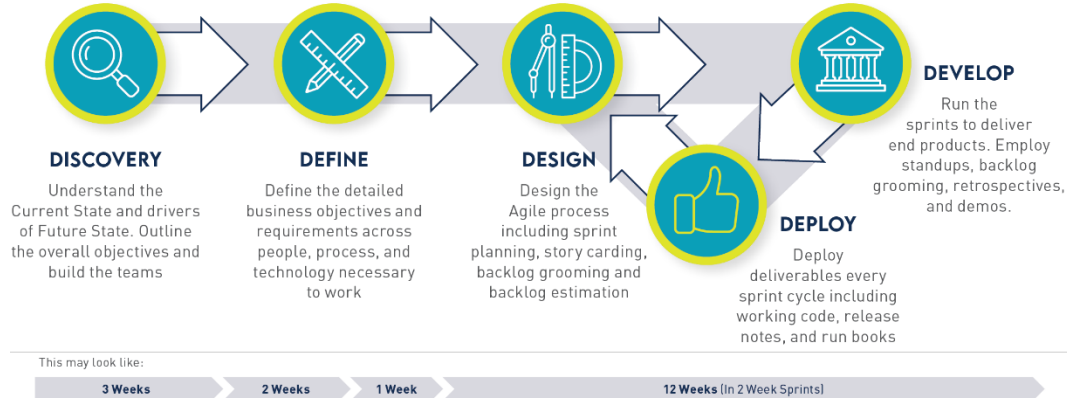


Hybrid Framework

We have adapted a hybrid delivery methodology that takes the initiation/discovery and planning phases of a Waterfall approach and combines it with the incremental progress approach of Agile. This blending allows for detailed planning upfront while sprint cycles allow the client to review work in smaller pieces earlier in the project lifecycle.

A hybrid approach is the preferred method by many clients and enables time for changes to a delivered product once the product is live, ensuring the product delivered meets business need.

A hybrid approach utilises the best practices of Waterfall planning and Agile execution, streamlining the process to deliver a completed product in an efficient and cost-effective manner.



ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

**10 Bloomsbury Way, Holborn,
London, WC1A 2SL**