

Service Definition Document

Project Management & Governance Services





Project Management & Governance Services

Opencast provides Project Management & Governance services under the G-Cloud framework (Lot 3: Cloud Support Services), tailored to meet the needs of highly regulated public sector environments, including central government and health and social care organisations.

Our approach combines advisory, delivery, and embedding of proven project management and governance methodologies, practices, and tooling.

Opencast's Project Management & Governance services support organisational objectives:

- Cloud First Strategy: Ensuring structured, transparent, and compliant delivery for cloud migration.
- One Government Cloud Approach: Standardising project management and governance practices across departments.
- Value for Money: Demonstrating measurable improvements in delivery predictability, risk reduction, and cost efficiency.
- Digital Transformation: Incorporating robust governance into all programme and project decisions.
- Capability Building: Supporting DDaT frameworks through project management training and knowledge transfer.

Service Features:

- Adaptive Agile, Waterfall, or hybrid governance tailored to programme needs.
- PMO-led transparent planning, RAID management and stakeholder engagement throughout delivery.
- Independent audits, remediation plans and delivery oversight for cloud programmes.
- Governance aligned to G-Cloud compliance, reporting and cost efficiency targets.
- Integrated financial tracking, forecasting, benefits realisation across programmes / projects.
- Scaled Agile governance using Lean Portfolio Management, PI planning, metrics.

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- Third-party supplier management, performance dashboards, contractual compliance monitoring.
- Risk, issue, dependency management with proactive escalation and mitigation playbooks.
- Assurance reporting tailored to G-Cloud requirements and client governance boards.
- Change management and stakeholder communications embedded throughout delivery lifecycle.

Service Benefits:

- Approach matches context, reducing delivery risk and accelerating outcomes achieved.
- Clear plans and risks enable predictable delivery and stakeholder confidence.
- Early issue detection and remediation prevent failures, safeguarding programme investments.
- Demonstrable compliance reduces audit findings and optimises cloud spend efficiency.
- Cost visibility improves decisions, controls variance and proves measurable value.
- Coordinated delivery across teams, aligned priorities, predictable programme increment outcomes.
- Vendors deliver to standards, reducing rework, disputes and schedule risk.
- Fewer surprises and faster recovery, maintaining momentum and stakeholder trust.
- Audit readiness proven with evidence packs, simplifying approvals and reviews.
- Adoption increases, resistance decreases, ensuring solutions embed and sustain benefits.

Opencast's Project Management & Governance services provide public sector organisations with the methodologies, tools, expertise and experience needed to manage cloud migration and digital transformation effectively. By combining technical project management with robust governance, we help organisations deliver better services for citizens while ensuring strategic alignment and value.

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Project Management & Governance Capabilities

Overview

Opencast's Leadership as a Service model provides government programmes with experienced cross-cutting leads who work horizontally across teams, suppliers and functions to drive alignment, quality and delivery excellence. These leaders operate above squad/team level to shape direction, join up programmes, and embed consistent standards across multi-supplier ecosystems.

Key Features

- **Profession-Level Cross-Cutting Roles:** Discipline leads who guide multiple teams and set consistent standards.
- **Multi-Supplier Orchestration:** Cross-cutters align suppliers around shared outcomes and open ways of working.
- **Structured Collaboration Frameworks:** Scrum of Scrums, cross-programme forums and show & tells.
- **Delivery Resilience:** Reducing bottlenecks and spreading domain knowledge to strengthen delivery.
- **Expert Resourcing at Pace:** Rapid deployment of SFIA5–7 leads within days.
- **Insight-Driven Improvement:** Horizon scanning, reuse and strategic join-up.

Service Benefits

- **Joined-up delivery across multi-team and multi-supplier environments:** Cross-cutting leadership and structured coordination (including Scrum of Scrums and dependency management) ensure coherent direction and aligned decision-making.
- **Consistent standards and higher-quality design, product and engineering outputs:** Common governance, shared quality mechanisms and cross-programme insight-sharing drive uniform standards and stronger multidisciplinary outputs.
- **Reduced programme risk through early visibility of dependencies and shared risks:** Programme-level oversight highlights interdependencies

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sooner, enabling earlier intervention – particularly valuable for high-scrutiny or complex transformation programmes.

- **Accelerated capability uplift across teams and professions:** Targeted coaching and capability-building for civil service and blended multi-supplier teams increases delivery maturity and strengthens leadership capacity across programmes.
- **Greater transparency and trust through open rhythms and shared communication:** Regular cross-programme forums and transparent communication routines build predictable ways of working and shared accountability.

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About Opencast

Who we are

Opencast is an independently owned full-service UK technology consultancy specialising in designing, building, and running human-focused digital and technology solutions.

Opencast works at the heart of UK government, healthcare and innovative business to develop solutions that include support for critical systems and services and help for millions of people. Opencast delivers improved digital experiences, better operational performance, responsible emerging tech and innovation, and enhanced insights through data.

Opencast believes in making life better through the power of people and technology. Its vision is to make a positive impact on society through solutions that are simpler, more sustainable and fairer for all.

Who we work with

Opencast specialises in developing end-to-end enterprise solutions for government, healthcare and innovative business. Our public sector experience includes working with:

- Advisory, Conciliation and Arbitration Service (ACAS)
- Department for Education (DFE)
- Department of Health and Social Care (DHSC)
- Department for Work and Pensions (DWP)
- Government Digital Service (GDS)
- Her Majesty's Revenue and Customs (HMRC)
- Home Office (HO)
- Marine Management Organisation (MMO)
- Ministry of Justice (MOJ)
- Ministry of Defence (MOD)
- NHS Business Services Authority (NHSBSA)
- NHS England (NHSE)

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Our team

Our teams have an excellent delivery track record, bringing years of technology and digital experience to our clients. Our people display qualities and behaviours that underpin our values.

Our values:

- We build trust
- We enable people
- We work together
- We do the right thing
- We make a difference

In practice that means our people are hard-working, smart self-starters who think independently and use their intuition to deliver for our clients with confidence and transparency.

Our people also have a strong sense of team and always treat each other with respect. Our people have experience working in both full Opencast teams, as well as mixed client and supplier teams.

Our culture empowers independent-minded people in our mission to do the right thing for our clients, our team and wider society: good teamwork to make life better.

Client Partnership

Opencast appoints a Client Relationship Director (CRD) at the start of our engagements to manage the partnership between the client and Opencast. The named CRD will be available to attend calls or visits on-site and will act as a point of collaboration and escalation where required.

The CRD will be tasked with creating a true partnership with the client and to ensure that maximum value is gained by the client from the partnership.

Typically, we also involve our senior consultancy team including our Directors of Capability and Practice Leads. Drawing on decades of experience, they bring other viewpoints and ideas for consideration, not just within the project space, but also in other technologies, services, or business.

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People Management

Opencast takes its people care very seriously. Our aim is to provide committed people who care about the success of both Opencast and our clients.

In addition to the CRD, our consultants benefit from dedicated People Experience Partners (PEEPs) that provide pastoral care, as well as close links in with our Practice Leads that lead our capability development. These roles are supported by our wider People Experience Team, ensuring that our people are supported from all sides.

In the unlikely event that a personnel change is required, Opencast work closely with the client to ensure a smooth transition and an effective handover.

People Vetting

Our consultants provide references and background checks to meet the requirements of the client. We clear all employees to BPSS level as a minimum, and many of our consultants have or are eligible for SC clearance. Opencast typically cover the costs of obtaining standard checks and references and will inform the client if there are any issues or delays to the vetting process prior to consultants starting work with the client.

Pricing & Quality of People

Opencast is proud of its reputation for quality and delivery and take great care in selecting the right people for the right assignments.

We have a rigorous interview process, conducting both competency-based and values-based interviews and assessments as part of the recruitment process. Our employees are often people who are already known to us or have been passed on by personal recommendations and the vast majority are permanent employees.

We can provide our services on either a Time & Materials (T&M) or Fixed Price basis to match your needs. For T&M services, please refer to our SFIA Rate Card.

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Value Adding Activities

Opencast recognise the strategic importance of our clients' projects, and to ensure the ongoing success of their services. We treat knowledge transfer and handover activities as first-class deliverables, setting up our clients for success.

Opencast work closely with its clients to:

- Provide additional ad-hoc project/delivery status updates as required
- Be available for advice and guidance for strategic or tactical next steps
- Provide information and collateral to facilitate stakeholder presentations
- Attend calls or assist directly with stakeholder meetings
- Provide guidance and opinions upon best practice
- Facilitate workshops or "brown bag" sessions to share experiences and knowledge and become active members of communities of practice
- Encourage networking between client sponsors and project staff to other trusted clients of Opencast for industry or technology sharing (i.e. other Government departments or health and social care organisations)

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