

Change Definition (Programme and Projects)

Introduction

Effective **architecture and design** are critical to the successful delivery of **business change**, **cloud adoption** and **digital transformation** across the public sector. Mosaic Island provides a suite of **design-led consulting services** that support public sector organisations in planning, shaping and delivering complex change in a controlled, proportionate and outcome-focused manner.

Our services support organisations across the full change lifecycle, from **strategy and enterprise architecture** through **enterprise solution architecture**, **solution architecture** and **data architecture**, to **delivery management**, **assurance** and **recovery**. We help ensure that architectural decisions, delivery governance and operating models are aligned to organisational objectives, statutory obligations and service outcomes.

Our approach is collaborative, pragmatic and flexible. We work *with you, not to you*, tailoring our services to organisational context, maturity and delivery environment. Services can be engaged individually or combined to provide end-to-end support across **cloud migration**, **digital service delivery**, **business change** and **large-scale technology programmes**.

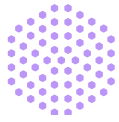
Our services are grounded in extensive real-world experience across the private and public sectors, and across a range of delivery models including **agile**, **waterfall** and **hybrid**. We adapt our approach to support effective governance, assurance and value for money, helping organisations manage risk while delivering sustainable change.

Our focus is on practical delivery. We support informed decision-making, reduce delivery risk and help organisations design and deliver solutions that are fit for purpose, secure and capable of evolving over time.

Service Overview

Mosaic Island's Change Definition service helps organisations clearly define **change initiatives** to ensure they are aligned to **business objectives**, **strategic priorities** and **delivery capability**. The service focuses on shaping change before delivery begins, providing clarity on scope, requirements, sequencing and outcomes.

We work collaboratively with stakeholders across business and technology to ensure that change initiatives are well-formed, achievable and positioned to deliver value. This service is particularly valuable for **cloud-enabled**, **digital** and **technology-led change**, where early definition is critical to success.



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Our Approach

Our approach is collaborative, structured and outcome focused. We work *with you, not to you*, engaging stakeholders to build shared understanding of objectives, constraints and success criteria.

Change Definition brings together **people, process and technology** considerations to ensure that initiatives are defined holistically rather than in isolation. We help organisations understand not just *what* needs to change, but *how* change should be sequenced to align with organisational capacity to deliver and absorb it.

The result is a clearly defined change initiative with strong foundations for delivery.

Strategic Focus Areas

The Change Definition service typically focuses on:

- **Strategic alignment of change initiatives**
- **Business and non-functional requirements definition**
- **Cloud and digital change readiness**
- **People, process and technology alignment**
- **Change sequencing and dependency management**
- **Benefits definition and value realisation planning**

These focus areas ensure that change initiatives are defined to deliver measurable outcomes.

Service Features

The Change Definition service may include:

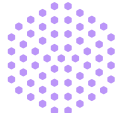
- Definition of business and non-functional requirements
- Review of strategic alignment and objectives
- Business case creation or review
- Support for RFI and RFP development and evaluation
- Business process review and re-design
- Definition of change scope, boundaries and dependencies

Scope and deliverables are agreed per engagement.

Service Benefits

This service enables organisations to:

- Improved **alignment** between change **initiatives** and business **goals**
- **Increased confidence** that change is clearly defined and achievable
- **Reduce risk** associated with poorly scoped or misaligned initiatives



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- **Improve benefits management** and **value realisation**
- Ensure people, process and technology changes are aligned
- Keep change initiatives on track from the outset

Typical Outcomes

- Clearly **defined change** initiatives aligned to strategy
- **Agreed scope**, requirements and success measures
- **Improved readiness** for cloud and digital delivery
- **Reduced risk** of rework, delay or scope creep
- **Strong foundations** for **successful** programme or project delivery

Why Mosaic Island

Mosaic Island is **independent, technology-agnostic** and experienced in supporting complex change. We help organisations translate strategy into action through strong alignment between business objectives, cloud technology and delivery capability.