



Programme & Project Rescue

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 **Programme & Project Rescue** service helps organisations recover **at-risk or underperforming programmes and projects** delivering **business change**, **cloud migration** and **digital transformation**. The service provides rapid, independent intervention to restore control, stabilise delivery and recover intended business outcomes.

The service supports initiatives **before launch**, **during delivery**, and **post-implementation**, where solutions are live but **outcomes, stability or adoption are not being achieved as intended**.

It is applicable to both individual projects and complex, multi-stream programmes.



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Our Approach

Our approach is rapid, structured and collaborative. We work *with you, not to you*, engaging stakeholders constructively while taking decisive action to stabilise delivery.

Rescue begins with a focused **diagnostic assessment** to identify root causes across **governance, delivery, business change, architecture, operating model** and **supplier interaction**. This applies equally to initiatives that have stalled mid-delivery and those that are live but failing to deliver expected value.

For post-implementation scenarios, the focus shifts from build activity to **stabilisation, issue containment, supplier alignment**, and **recovery of outcomes and benefits**. We define a clear, prioritised **recovery plan** and support its implementation to restore confidence and momentum.

Interventions are proportionate and designed to minimise disruption while addressing the underlying causes of failure.

Strategic Focus Areas

The Programme & Project Rescue service typically focuses on:

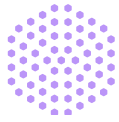
- **Programme and project recovery**
- **Post-implementation stabilisation and outcome recovery**
- **Delivery governance and control reset**
- **Business change and adoption recovery**
- **Architecture, integration and technical alignment**
- **Supplier, integrator and dependency management**
- **Risk, issue and escalation management**

These focus areas ensure recovery actions address root causes rather than symptoms.

Service Features

The Programme & Project Rescue service may include:

- **Independent audit and review** of programmes or projects
- Rapid **diagnostic assessment** and root cause analysis
- A **recommendation report** with a clear **recovery and implementation plan** covering:
 - Portfolio, programme and project management
 - Business change and adoption
 - Business analysis
 - Architecture and technical alignment
 - Delivery governance and controls



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- Provision of **experienced specialists** to stabilise key roles where required
- Ongoing **assurance and support** to sustain recovery and prevent regression

Scope and duration are agreed per engagement.

Service Benefits

This service enables organisations to:

- Regain control of failing or underperforming programmes and projects
- Stabilise live services that are not delivering expected outcomes
- Reduce the risk of further cost escalation, delay or reputational impact
- Restore alignment between **business objectives, delivery activity** and **operational reality**
- Improve **stakeholder engagement** and confidence through clear, independent intervention
- Benefit from a **fully independent, technology-agnostic** service not tied to any specific tool, supplier or provider
- Apply recognised **delivery best practices** proportionately to improve recovery and sustainability
- Improve supplier collaboration, decision clarity and delivery confidence

Typical Outcomes

- Clear understanding of why delivery or outcomes have faltered
- Stabilised governance, ownership and operating arrangements
- A practical recovery plan aligned to organisational capacity
- Improved delivery predictability and service stability
- Renewed progress towards achieving intended business benefits

Why Mosaic Island

Mosaic Island is **independent, technology-agnostic** and experienced in recovering complex **programmes and projects** across cloud, digital and business change environments. We combine delivery leadership, architecture insight and change expertise to help organisations stabilise initiatives and recover value.