



Delivery Management

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 **Delivery Management** service provides accountable leadership for the delivery of **programmes and projects** supporting **business change**, **cloud migration**, **digital transformation** and **technology enabled initiatives**. The service ensures that delivery activity is aligned to business objectives, organisational readiness and the successful adoption of change.

We manage delivery across scope, time, cost and quality, integrating **business change**, **technology delivery** and **benefits realisation** to help organisations achieve intended outcomes. The service is independent, technology agnostic and focused on sustainable delivery.

This service is particularly suited to organisations delivering **large-scale business change**, **cloud adoption**, **system replacement** or **portfolio transformation**.



Our Approach

Our approach is collaborative, flexible and outcome focused. We work *with you, not to you*, embedding alongside business, technology and change teams to understand organisational context, priorities and capacity for change.

Delivery is tailored to the nature of the work and the organisation's delivery maturity. We apply **PRINCE2®** and **MSP®** where structured project or programme control is required and **Agile**, **Scrum** and **scaled Agile approaches** where iterative delivery and rapid feedback are more appropriate. Hybrid delivery models are used where organisations need to combine governance with agility.

Business change management is integrated throughout delivery, ensuring that people, process and technology changes are aligned and that adoption is planned alongside technical implementation.

Strategic Focus Areas

The Delivery Management service typically focuses on:

- **Programme and project delivery management (PRINCE2®, MSP®)**
- **Business change management and change adoption**
- **Cloud migration and digital delivery**
- **Agile, Scrum and scaled Agile delivery**
- **Hybrid delivery models**
- **Portfolio, programme and project governance**
- **Stakeholder engagement and decision support**
- **Benefits management and value realisation**

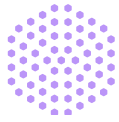
These focus areas ensure delivery is aligned to both **business outcomes** and **technical execution**.

Service Features

The Delivery Management service may include:

- **Portfolio management** and prioritisation
- **Programme and project management**
- **Business change and adoption management**
- **Programme and project governance**
- **Delivery assurance and issue resolution**
- Provision of managed, multi-disciplinary delivery teams

Scope, scale and responsibilities are agreed per engagement.



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Service Benefits

This service enables organisations to:

- Deliver **business and technology change** in a coordinated way
- Apply appropriate delivery methods to suit context and risk
- Improve confidence in programme and project outcomes
- Maintain clear accountability for delivery and adoption
- Remain independent of specific tools, platforms or vendors
- Reduce risk during complex business and digital change

Typical Outcomes

- Improved predictability and control of programmes and projects
- Stronger alignment between **business change, technology delivery** and outcomes
- Increased adoption of change across the organisation
- Clear governance and decision-making structures
- Improved realisation of benefits from cloud and digital initiatives

Why Mosaic Island

Mosaic Island is **independent, technology agnostic** and experienced in delivering complex **business change, cloud** and **digital transformation** programmes. We combine strong delivery leadership with proven delivery methods and a collaborative approach focused on achieving outcomes that are adopted and sustained.