



BPDTS Ltd

Providing digital technology
services to DWP



Our Services
Bringing digital to life

Delivery Management



Our Purpose

Harnessing the potential of people and technology

Working with other experts at DWP Digital we're reshaping the digital landscape of UK government. Our people, our biggest asset, use their expertise to help build secure and intuitive digital services used by million of UK citizens.

Our aim is be a strategic partner working closely with DWP. Our delivery experts will support transforming public services for citizens by:

- leading on new ways of working and adoption of agile values - focus, courage, openness, commitment and respect
- working in collaborative multi-disciplinary teams using the latest and best approaches to management and technology
- supporting the right culture to continuously improve, cut constraints and build on success



Our Customer

Harnessing the potential of people and technology

With other experts across DWP Digital, we work together in multi-disciplinary teams to achieve shared goals. This unique relationship means:

- we've a detailed knowledge and understanding of DWP's technology estate that is unrivalled in the market
- we understand and work seamlessly with DWP's business processes and engineering practices
- we can make long-term investments to build our delivery management community's capabilities and services they offer
- our people's expertise is valued and we're seen and treated as a trusted partner by DWP Digital – increasingly taking on new, more complex and valuable things to do
- we have the agility of a small lean organisation, are able to respond quickly to external changes, deliver value for our customer and stay ahead of the game.



Our People

Ensuring digital services operate, supporting citizens, around the clock

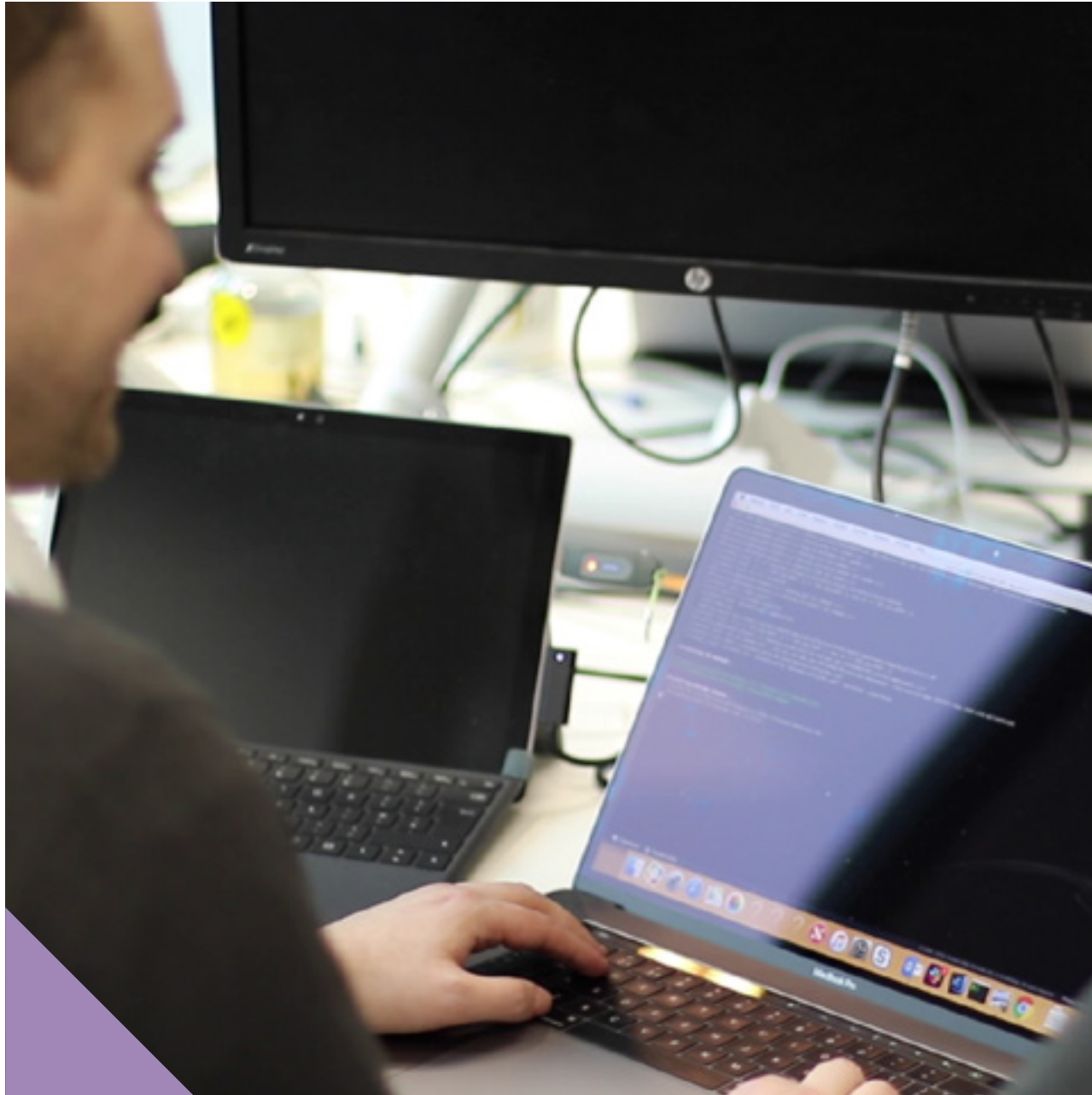
Based in vibrant digital hubs across the country, we're embracing agile ways of working to ensure what we deliver meets and exceeds our customer's needs.

Our people want and need to keep up with fast paced changes in digital technology to be masters of their craft. An excellent range of learning and development is available to tap into, which helps our people to build their skills and develop their careers.

Every one of our people is different. We care about what's going in their lives and want to help them be happy and healthy, both at and away from work. We value people for their differences and will do everything we can to create a positive, safe and healthy environment for everyone to be themselves.

We believe in celebrating successes together, and recognising and rewarding our people for their creativity and commitment.





Our team of experts work tirelessly to ensure DWP's digital services deliver excellent experiences for citizens and colleagues.

Our Services

We have a comprehensive range of delivery services, designed to flex to meet our customer's needs

Agile Delivery Management

We use a range of Agile tools and approaches throughout the digital service lifecycle to ensure what's delivered meets desired business outcomes, is delivered on time and within budget.

To do this, we harness the expertise of other subject matter experts working in multi-disciplinary teams, using iterative and user centred techniques to deliver new or improved services at pace.

Working through Discovery, Alpha, Beta, Live and Retirement phases of a digital service lifecycle, we ensure delivery focusses on user need, is iterative, and we fail fast and learn quickly.

We create agile working environments and use sprint planning, backlogs, user stories, stand-ups, retrospectives and much more to help service delivery teams organise, plan, prioritise, remove blockers getting in the way of delivery, and continually improve how they work better together.

Digital Delivery Management

We also provide other delivery management services that are founded on using different methodologies, frameworks and ways of working to achieve business outcomes, on time and within budget.

Our Services

We strive for success and are constantly looking for new ways to add more value for our customer

Delivery Set Up

From initial vision we establish efficient frameworks and assurance processes by:

- establishing valuable delivery metrics and appropriate documentation
- facilitating goal and objective setting, as well as initial implementation planning, roadmaps and release planning
- implementing appropriate governance, risk and reporting frameworks.
- we use agile tools and techniques from Scrum, Kanban, Lean, etc to create a bespoke framework that continuously optimises delivery.

Agile Coaching

We offer comprehensive agile assessment, coaching and mentoring services to help support the development of agile capability.

We have a team of experts who can assess existing capability and advise how best to move forward and improve delivery success. We offer coaching, training and support.

Project Lifecycle

We understand the different phases of development and are able to facilitate the plan and running of these. We can facilitate the initial design process, software development, as well as the early life, incident and service support needed when live.

We maintain development pace through to live and into retirement, understanding the different requirements and team skills required to maintain and iterate products to continuously meet user needs.

Our Services

We're harnessing our people and the technology they use to design and iterate digital services at pace

Planning and control

We're experienced in establishing and running programme planning and control processes, including:

- delivery planning
- dependency management
- progress tracking, reporting
- change control
- resource monitoring, financial reporting and forecasting

Risk and Issue Management

We can establish commensurate and active RAID approaches, create frameworks that facilitate empowerment and autonomy, and provide clear and rapid escalation processes and delivery assurance.

We ensure there's clear ownership of mitigations and that frequent discussion ensures risk management is a core activity that's embedded into daily and regular continuous improvement activity. We can provide aggregated views across programmes and portfolios.

Benefits Management

We create benefits management frameworks to drive delivery of maximum business value, and monitor realisation.

The establishment and maintenance of benefits, and associated delivery activity ensuring all elements are aligned, ensures benefits are measureable and owned.

We can establish data capture processes that ensure both the 'as is' and 'to be' are measured to demonstrate impact and value.



We drive work forward, remove any barriers that get in the way, solve issues, mitigate risks and ensure benefits are realised

“We’re harnessing our people and the technology they use to design and iterate digital services at pace. We are taking on new ways of working and a commitment to the agile values of focus, courage, openness, commitment and respect. We are creating the right culture, driven to continuously cut constraints, build on success, and deliver great services.

We know organisations are only as good as their people, and that productivity and performance is highest when people can be themselves and have their unique skills and talents recognised and rewarded.

We are humble, but determined; harnessing the potential of every person and piece of technology to deliver better outcomes for people using DWP’s services and taxpayers. We are focused on delivering value, fast - because every minute of every person’s life matters”

Emma Collingridge

Delivery Management Digital Service Practice Lead





Contact

For more information about our services please contact:

bpdts.engage@dwp.gov.uk



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