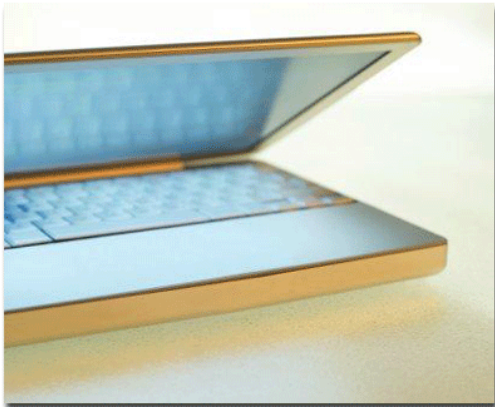


Complex Program Recovery Services



Complex Program Recovery Process: A typical recovery process would be initiated when one or more indicators are identified during a Program Health Check. The first step in a program process is to define a Project Charter which defines the key objectives, scope, and governance structure along with deliverables, time line, key assumptions, risks, dependencies, and responsibilities for the Program Recovery Assignment.

Assignment Goal and Objectives: The goal of the original program is refreshed, with the objective of the Recovery Assignment to restate the goal of the original program in terms of a refreshed business case. The restatement process will deliver a revised solution model for acceptance by the Program Re – Build Steering Group and specify the associated delivery risks.

Assignment Governance: A Steering Group would be established to provide direction and governance over the recovery phases, with a Cavendish lead consultant directing the assignment under the guidance of the steering group, assuming the role of Program Review Director. Reporting will include formal brief progress reports at the end of each phase of the assignment, as well as ad hoc issue reviews with the steering group as often as possible. All major components for the program will be agreed with the steering group before implementation. This program of work, the “Revision of the Solution Model and Business Case” will be lead by a Solution Design Authority and should be completed within the shortest possible timescale.

After revision of the solution model and business case, rebuild the new program schedule and budget based on the revised functional and technical solution model and restated business case. Initiate an incremental resource rebuilding plan which supports the restated program plan.

Assignment End Deliverables: These will be delivered on an ongoing basis during the assignment, restated functional and technical solutions design owned by the design authority on the behalf of the stakeholder steering group. A lean and simple program organisational structure which will deliver clear governance and accountability lines to manage the deliveries. Restated implementation schedule to deliver the new solution model, and a streamlined resource team, to deliver the new solution model.

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