

# OGC Gateway™ Process Review 2: Delivery strategy

OGC Best Practice – Gateway to success



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## Why getting programmes and projects right matters

Programmes and projects provide an important vehicle for the efficient and timely delivery of government aims. Procurement expenditure through programmes and projects is therefore a significant, and increasing, proportion of total government expenditure. Good and effective management and control of programmes and projects is therefore essential to the successful delivery of government objectives. The OGC Gateway Process is designed to provide independent guidance to Senior Responsible Owners (SROs), programme and project teams and to the departments who commission their work, on how best to ensure that their programmes and projects are successful.

## The OGC Gateway Process

The OGC Gateway Process examines programmes and projects at key decision points in their lifecycle. It looks ahead to provide assurance that they can progress successfully to the next stage; the Process is best practice in central civil government, the health sector, local government and Defence. OGC Gateway Reviews are applicable to a wide range of programmes and projects, including:

- policy development and implementation
- organisational change and other change initiatives
- acquisition programmes and projects
- property/construction developments
- IT-enabled business change
- procurements using or establishing framework arrangements.

The principles and process in this Workbook can also be applied to management of other areas of expenditure in the organisation. The Process is mandatory for procurement, IT-enabled, and construction programmes and projects.

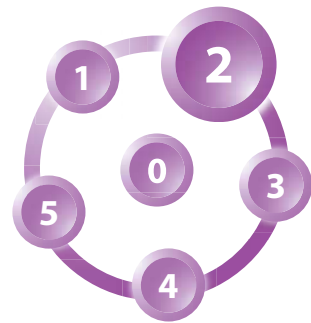
## Value of the OGC Gateway Process

OGC Gateway Reviews deliver a 'peer review', in which independent practitioners from outside the programme/project use their experience and expertise to examine the progress and likelihood of successful delivery of the programme or project. They are used to provide a valuable additional perspective on the issues facing the internal team, and an external challenge to the robustness of plans and processes.

The OGC Gateway Process provides support to SROs in the discharge of their responsibilities to achieve their business aims, by helping the SRO to ensure:

- the best available skills and experience are deployed on the programme or project
- all the stakeholders covered by the programme/project fully understand the programme/project status and the issues involved
- there is assurance that the programme/project can progress to the next stage of development or implementation and that any procurement is well managed in order to provide value for money on a whole life basis
- achievement of more realistic time and cost targets for programmes and projects
- improvement of knowledge and skills among government staff through participation in Reviews
- provision of advice and guidance to programme and project teams by fellow practitioners.

The effectiveness of the Gateway Process has recently been endorsed in the 2007 Treasury report on "Transforming Government Procurement".



## Programme or project?

**Programmes** are about managing change, with a strategic vision and a routemap of how to get there; they are able to deal with uncertainty about achieving the desired outcomes.

A programme approach should be flexible and capable of accommodating changing circumstances, such as opportunities or risks materialising. It co-ordinates delivery of the range of work – including projects – needed to achieve outcomes, and benefits, throughout the life of the programme.

A **project** has definite start and finish dates, a clearly defined output, a well defined development path, and a defined set of financial and other resources allocated to it; benefits are achieved after the project has finished, and the project plans should include activities to plan, measure and assess the benefits achieved by the project.

Programme Reviews are carried out under OGC Gateway™ Review 0: Strategic assessment. A programme will generally undergo three or more OGC Gateway Reviews 0: an early Review; one or more Reviews at key decision points during the course of the programme, and a final Review at the conclusion of the programme.

Project Reviews are carried out under OGC Gateway Reviews 1 - 5; typically a project will undergo all five of these Reviews during its lifecycle – three before commitment to invest, and two looking at service implementation and confirmation of the operational benefits. Project Reviews may be repeated as necessary depending on the size, scope and complexity of the project. A Review of a project must take into account the programme context within which the project is located, and possible inter-dependencies with other projects in the programme. The review will also indicate how far procurements are in alignment with strategic and policy objectives.

Each of these Reviews is described in the appropriate Workbook.

## OGC Gateway Reviews as part of the assurance framework

Every public sector body will have its own structures and resources for carrying out internal reviews, healthchecks and audits of its activities, including programmes and projects. The OGC Gateway Process provides a snapshot view of progress, at a point in time and, therefore, should be seen as complementary to these internal processes, and not a replacement for them.

Organisations should have in place an effective framework to provide a suitable level of assurance for their portfolio of programmes and projects. This requires management to map their assurance needs and identify the potential sources for providing them. Public sector bodies are encouraged to ensure adequate and timely coordination and sharing of information, including plans, between the various internal review functions.

In addition, SROs should be aware of the extent and limitations of the various review processes – for example, the fact that an OGC Gateway™ Review has taken place does not replace the need for a full audit opinion on the effectiveness of risk management, control and governance in the audited area.

Further, none of these review processes is a substitute for a rigorous governance framework in the organisation to manage key processes including business planning, investment appraisal and business case management (including benefits management), programme and project portfolio management, risk management, procurement/acquisition, and service and contract management.

The Transforming Government Procurement report recommends the creation of a major projects review group to ensure that the most important and complex projects in central civil government are subject to effective scrutiny at key stages. For these types of projects a stronger assessment of deliverability is needed at early stages, with stronger support to deal with any concerns those assessments raise.

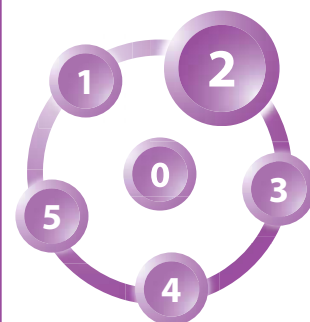
### Role of the Senior Responsible Owner

An OGC Gateway Review is conducted on a confidential basis for the Senior Responsible Owner (SRO); who has the prime responsibility for initiating the Review. The ownership of the Review Report rests with the SRO, who is accountable for the implementation of the recommended remedial action and the programme/project progression.

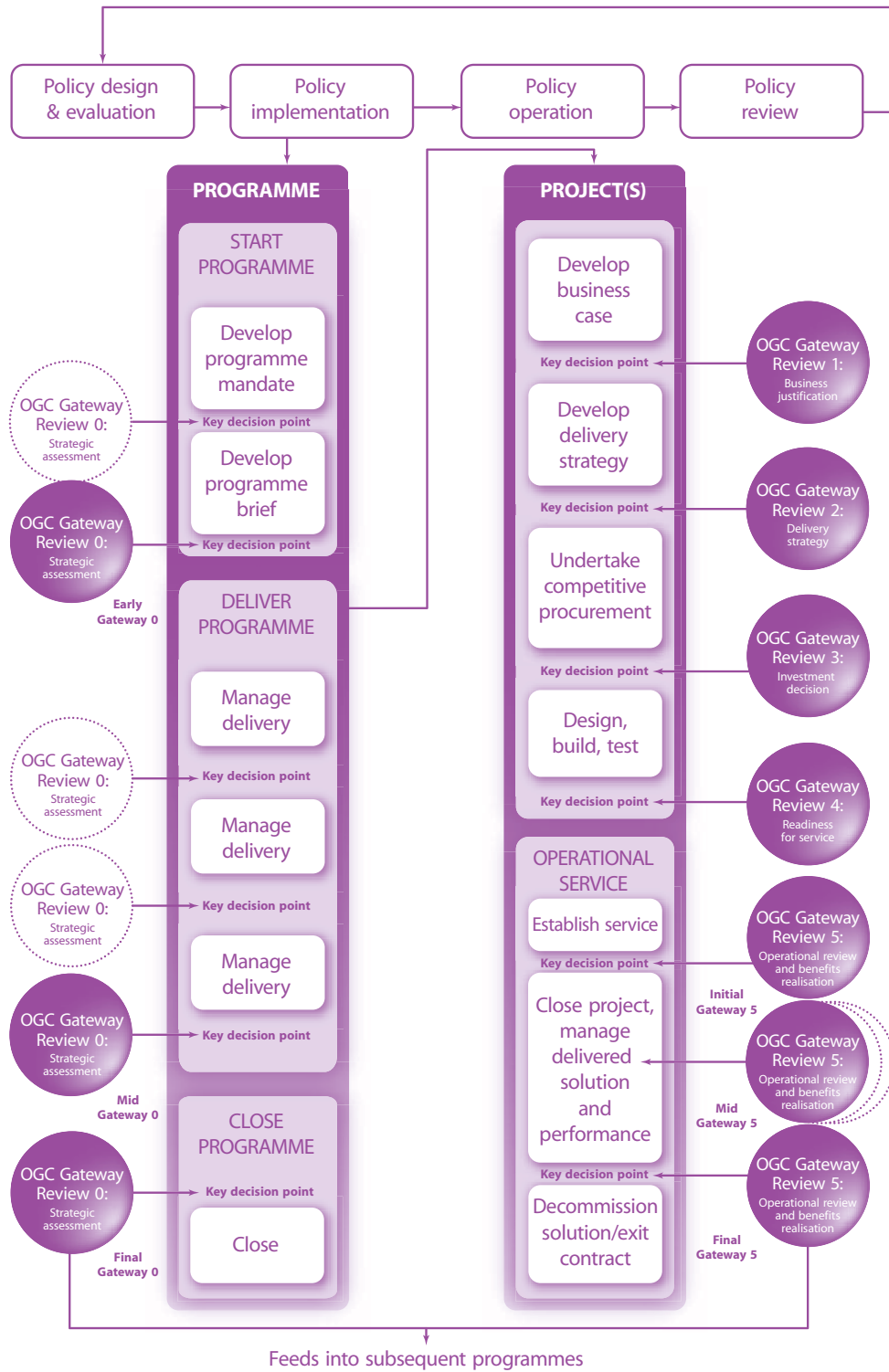
The SRO is the individual responsible for ensuring that a programme of change or a project meets its objectives and delivers the projected benefits. The SRO should be the owner of the overall business change that is being supported by the project and should ensure that the change maintains its business focus, has clear authority and that the context, including risks, is actively managed. This individual must be senior and must take personal responsibility for successful delivery of the project. They should be recognised as the owner throughout the organisation.

### Tailoring the OGC Gateway Review

The Workbooks published by OGC provide guidance on the structure of each OGC Gateway Review, and the areas of investigation to be addressed by the Review Team, together with examples of the evidence which would demonstrate to the Review Team the satisfactory nature of responses to the various topics. These topics and the examples of evidence should be regarded as indicative and not prescriptive; within the overall objectives of each Review stage. The Review Team should consider whether additional or different topics need to be addressed, and the evidence to be sought. Approaches may vary according to the context of the programme or project – for example, IT-enabled business change, property/construction, or policy development/implementation.



### The wider context of the OGC Gateway™ Process



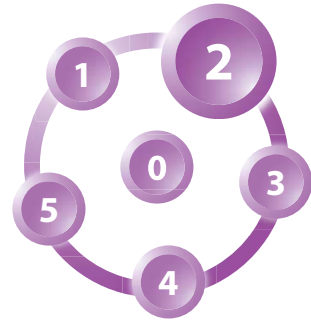


## About this Workbook

This Workbook supports OGC Gateway Review 2: Delivery strategy. This Review investigates the assumptions in the Outline Business Case and proposed approach for delivering the project. If there is a procurement, the delivery strategy will include details of the sourcing options, proposed procurement route and supporting information. The Review will also check that plans for implementation are in place.

## Purposes of the OGC Gateway Review 2

- Confirm the Outline Business Case now the project is fully defined.
- Confirm that the objectives and desired outputs of the project are still aligned with the programme to which it contributes
- Ensure that the delivery strategy is robust and appropriate
- Ensure that the project's plan through to completion is appropriately detailed and realistic, including any contract management strategy
- Ensure that the project controls and organisation are defined, financial controls are in place and the resources are available
- Confirm funding availability for the whole project
- Confirm that the development and delivery approach and mechanisms are still appropriate and manageable
- If appropriate, check that the supplier market capability and track record are fully understood (or existing supplier's capability and performance), and that there will be an adequate competitive response from the market to the requirement
- Confirm that the project will facilitate good client/supplier relationships in accordance with government initiatives such as Achieving Excellence in Construction
- For a procurement project, confirm that there is an appropriate procurement plan in place that will ensure compliance with legal requirements and all applicable EU rules, while meeting the project's objectives and keeping procurement timescales to a minimum
- Confirm that appropriate project performance measures and tools are being used
- Confirm that there are plans for risk management, issue management (business and technical) and that these plans will be shared with suppliers and/or delivery partners
- Confirm that quality procedures have been applied consistently since the previous Review
- For IT-enabled projects, confirm compliance with IT and information security requirements, and IT standards
- For construction projects, confirm compliance with health and safety and sustainability requirements
- Confirm that internal organisational resources and capabilities will be available as required for future phases of the project
- Confirm that the stakeholders support the project and are committed to its success
- Evaluation of actions taken to implement recommendations made in any earlier assessment of deliverability.



## Delivery strategy

Following OGC Gateway™ Review 1: Business justification, the Project Board determined that the project was feasible and there was a robust Strategic Business Case. The next phase defines the delivery strategy, focusing on establishing a clear definition of the project and a plan for its implementation. Any outstanding assumptions from the business justification for the project should now be verified.

OGC Gateway Review 2 assesses the project's viability, its potential for success, the value for money to be achieved, and the proposed approach for achieving delivery of the project's objectives. If appropriate, the Review will assess whether the project is ready to invite proposals or tenders from the market. This Review assures the Project Board that the selected delivery approach is appropriate for the proposed business change, whether involving the acquisition of goods or services, effecting organisational change, policy implementation, rollout of services to citizens, or other development.

Note that where a strategic partnering arrangement is in place, procurement regulations may still apply along with market benchmarking, value for money assessments and potential contract changes, therefore the OGC Gateway Review 2 appraisal must still be undertaken. The Project Team and Review Team must be satisfied that due consideration has been given to all the factors, including choices about proposed commercial arrangements with the existing supplier that offer value for money.

A project will normally go through a single OGC Gateway Review 2 to validate the proposed delivery strategy before any commitments are made to prospective suppliers or delivery partners about the acquisition process. However, large procurement projects taking many months may need to go through more OGC Gateway Reviews 2 as appropriate.

*NB: The terms 'supplier', 'bid', 'tender', 'contract' etc. in the following sections should be interpreted in the context of the nature of the delivery solution and the likely commercial relationship between the client organisation and the delivery partner organisation.*



# 1: Assessment of delivery approach

## Areas to probe

## Evidence expected

1.1 Have all the relevant options for delivery been investigated and do these consider both the business needs of the organisation and address relevant government priorities?

■ Examination and assessment of options, including the use of internal resources.

1.2 Are the business needs clearly understood by the client organisation and likely to be understood by those involved in delivery?

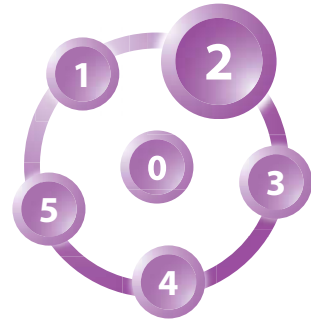
■ Detailed output/outcome-based definition of requirements  
■ Specification to include key success factors to show how achievement of outputs/outcomes will be assessed  
■ Appropriate quality criteria applied to information for the delivery organisation (internal or external).

1.3 Are the project outputs/outcomes accurately reflected in the requirement specification?

■ Depending on the nature of the delivery, an appropriate form of requirement specification reviewed and endorsed by stakeholders  
■ Appropriate mechanism to articulate the requirement to potential suppliers, internal or external, quality assured to ensure that suppliers will understand what is wanted.

1.4 Where appropriate, have options for the procurement route been evaluated, including sources of supply?

■ All appropriate sourcing options examined (e.g. use of internal resources, single or multiple suppliers; opportunities for collaboration, Shared Services, use of existing frameworks, etc). For construction projects, evidence that integrated procurement routes, including at least Private Finance Initiative (PFI), Prime Contracting, Design and Build have been fully evaluated. For IT-enabled projects, the decision to contract for an output or for constituent building blocks or activities is soundly based  
■ Where PFI is the proposed option, confirmation that it is appropriate  
■ Comparison with similar projects and analysis, supported by commercial intelligence on market capability  
■ Reasons for selecting sourcing options documented and justified.



## Areas to probe

## Evidence expected

1.5 Will the project be attractive to the market?

- Detailed market soundings taken, including an examination of recent similar procurements by others or a commentary on the capacity of the market and the nature of the project's likely suppliers
- Initial assessment of likely suppliers
- An assessment of market capacity to deliver
- An assessment of the competitive interest in the requirement
- If appropriate, assurance that the organisation has adequate expertise and capacity to undertake internal delivery of the requirement
- Analysis of potential variations or innovations.

1.6 Has the proposed procurement procedure been evaluated?

- Where EU directives apply: Open, Restricted, Negotiated or Competitive Dialogue procedure identified
- Reasons for following this procedure understood, related risks evaluated (such as impact on timescales and bid costs for suppliers), decision justified and documented
- If appropriate, an electronic reverse auction or a Dynamic Purchasing System has been considered and the risks and benefits evaluated
- Legal advice has been sought on any procurement approach
- Where relevant, an earlier Prior Information Notice (PIN) has been published in the OJEU, indicating good forward planning of the procurement, and possible time saving.

## Areas to probe

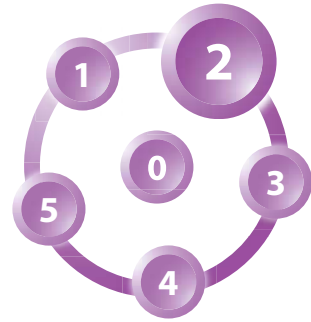
1.7 Is the selected delivery strategy defined and endorsed?

## Evidence expected

- Delivery strategy clearly defined, showing reasons for selection, and agreed with stakeholders
- Evidence that government initiatives such as Achieving Excellence in Construction and Transformational Government have been taken into account
- Evidence that business continuity and future exit, handover and transition strategies have been considered at high level
- Confirmation of development, involvement and endorsement of the delivery strategy by the appropriate individuals
- Strategy to include, as appropriate: description of the key objectives, constraints (e.g. timescale), funding mechanism and risk allocation; the delivery route (how the strategy will be achieved), including sourcing option and contract strategy; procurement procedure (e.g. Competitive Dialogue or Negotiated); time plan to include timetable laid down by European Union (EU) procurement rules, and time needed for pre-procurement activities, implementation and contingency in the event of unavoidable slippage, with milestones; assessment of marketplace/potential suppliers; the roles, resources and skills needed to manage the delivery strategy; alignment with plans for implementation
- Procurement innovation and sustainability issues have been considered.

1.8 Have the factors that influence the delivery strategy been addressed?

- Documented evidence that key factors influencing the delivery strategy have been taken into account
- Evidence that efficiency and predictability of delivery process have been considered, with a process in place for addressing the impact of any deviation from the plan and timetable, and plans for two-way communications with stakeholders and suppliers.



### Areas to probe

### Evidence expected

1.9 Will the delivery strategy facilitate communication and co-operation between all parties involved?

- Communication strategy and support mechanisms in place
- Evidence that the delivery strategy will include:
  - early involvement of suppliers to ensure the design is fully informed by the delivery process
  - clearly defined performance criteria with key performance indicators and a system for measuring performance
- For IT-enabled projects, evidence that short-listed suppliers will be asked to nominate their Senior Responsible Industry Executive (SRIE) to reciprocate the SRO role.

1.10 Is there adequate knowledge of existing and potential suppliers? Who are the suppliers most likely to succeed?

- Evidence showing that adequate knowledge of existing and potential suppliers has been considered
- Evidence of commercial market intelligence, market sources and potential suppliers
- Evidence of track records from public and private sector considered (public sector's ability as a customer to work in this way; private sector track record in meeting similar or equivalent business need)
- Indications of the types of suppliers most likely to succeed in delivering the required outcomes.

1.11 Is the contract management strategy robust?

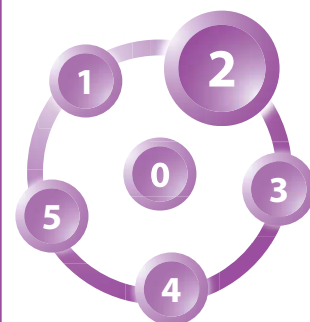
- Contract management strategy takes account of key factors such as the required 'intelligent customer' skills, proposed relationship, management of single or multiple suppliers
- Evidence of continuity of key project personnel.

## Areas to probe

1.12 Has the project team complied with EU procurement rules in drafting the OJEU Contract Notice and the PQQ?

## Evidence expected

- The OJEU Contract Notice (draft) reviewed, shown to be complete and containing an accurate description. For construction projects, includes requirement for suppliers to provide relevant health and safety information; specification includes government sustainability commitments
- Implications of the requirement thoroughly considered (e.g. ensuring take-up of new services by the citizen), with contingency plans for phasing out current ways of providing the service
- The scope of the OJEU Contract Notice broad enough to allow for appropriate flexibility now and in the future
- PQQ produced in accordance with EU rules, and reviewed/accepted by the project
- PQQ and tender evaluation criteria and weightings produced in accordance with EU rules, reviewed/accepted by the project, and incorporated into the OJEU Contract Notice.



**Areas to probe**

1.13 Is the evaluation strategy (including how to demonstrate value for money) accepted by stakeholders and compliant with EU procurement rules?

**Evidence expected**

- Evaluation criteria and model(s) approved by stakeholders
- Key evaluation criteria linked to business objectives and given appropriate weighting
- Financial and non-financial aspects of the evaluation separated out
- Evaluation criteria included in information to potential tenderers and priorities in meeting that need, where applicable (e.g. quality of service, innovation)
- For construction projects, appropriate weight given to health and safety, sustainability, design quality
- Where appropriate, the evaluation includes benchmarking the value for money offered by partnering, internal supplier or framework/call-off arrangement
- Consideration of contract duration, in relation to value for money and whole-life costs
- Consideration of whether to act on behalf of other public sector organisations in the role of a Central Purchasing Body.



## 2: Business Case and stakeholders

### Areas to probe

### Evidence expected

2.1 Does the Business Case continue to demonstrate business need and contribution to the organisation's business strategy?

- Continued confirmation that the project will meet business need (including confirmation that priorities remain unchanged where any external factors might have an effect)
- Confirmation that the objectives and desired outputs of the project are still aligned with the programme to which it contributes, if appropriate.

2.2 Is the preferred way forward still appropriate?

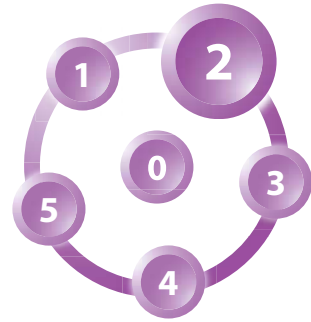
- Continued confirmation of the way forward, supported by assessment based on indicative assumptions about factors such as interdependencies with other programmes and projects, reliance on partners to deliver, availability of internal resources, etc.

2.3 Is the proposed arrangement likely to achieve whole-life value for money?

- Bases for calculating costs (value of requirements) and comparison of delivery approaches (e.g. tenders) agreed with key stakeholders
- Updated Business Case on the basis of the full project definition, market assessment and initial benefits plan
- Delivery strategy reflected in Business Case
- Examination of sensitivities and financial implications of handling major risks; assessment of their effect on project return
- Projects that are not designed to achieve a financial return should include comparisons with similar successful projects to assess the potential to achieve value for money and to set targets.

2.4 Are the costs within current budgets? Is the project's whole-life funding affordable and supported by the key stakeholders?

- Reconciliation of projected whole-life costs with available budget, reviewed and accepted or approved by key stakeholders
- Project costs within organisation's forecasted spending plans.



## Areas to probe

## Evidence expected

<p>2.5 Is the organisation still realistic about its ability to achieve a successful outcome?</p>	<ul style="list-style-type: none"> <li>■ Comparison with similar projects (and similar organisations); assessment of past track record in achieving successful change; plans to manage known weaknesses; where applicable, plans for incremental/modular approaches; contingency plans in place</li> <li>■ If the project traverses organisational boundaries: there are clear governance arrangements to ensure sustainable alignment with the business objectives of all organisations involved.</li> </ul>
<p>2.6 Is there a clear definition of the total project scope?</p>	<ul style="list-style-type: none"> <li>■ Updated document showing total project scope including business change, where applicable (OGC Gateway™ Review 1: Business justification).</li> </ul>
<p>2.7 Are the risks and issues relating to business change understood? Is there an initial plan to address these issues?</p>	<ul style="list-style-type: none"> <li>■ Risks and issues relating to business change logged, with a management plan and owner for each</li> <li>■ Account has been taken of relevant impact assessment and appraisal issues such as Regulatory Impact, Sustainable Development and Environmental Appraisal.</li> </ul>
<p>2.8 Do stakeholders support the project? Is the organisation still fully committed?</p>	<ul style="list-style-type: none"> <li>■ Documented involvement of and endorsement by stakeholders.</li> </ul>
<p>2.9 Are the benefits to be delivered by the project understood and agreed with stakeholders? Is there an initial plan for realising and evaluating benefits?</p>	<ul style="list-style-type: none"> <li>■ Benefits are clearly stated</li> <li>■ Initial plan for realising and evaluating delivery of benefits, showing costs offset by (e.g. improved quality of service and/or savings over the project's expected life)</li> <li>■ Critical success factors for the project are still valid, and agreed with stakeholders.</li> </ul>

## 3: Risk management

### Areas to probe

### Evidence expected

3.1 Are the major risks and issues identified, understood, financially evaluated and considered in determining the delivery strategy?

- Major issues and risks logged and up-to-date, including strategic, political, commercial, legislation. In addition:
  - interdependencies identified, if applicable, with other projects within this programme, and with other programmes within and outside the organisation
  - for construction projects, health and safety risks for the whole life of the project identified
  - for IT-enabled projects, risks relating to IT and information security and take-up (where applicable) identified
- Each risk assessed financially and included in Business Case either as sensitivity or a separate risk allocation
- Assessment of all technical risks documented, such as 'buildability' and risks associated with innovation.

3.2 Are there risk management plans?

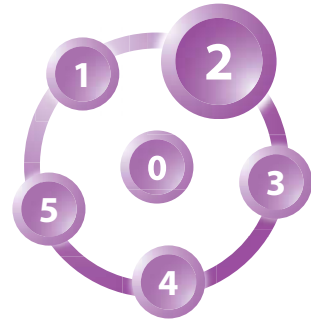
- Project risk management strategy in place, developed in line with best practice
- Risk management plans for each risk and responsibilities for managing each risk clearly identified and allocated; approved by stakeholders
- Risk reporting process in place for upward referral of risks
- Contingency and/or business continuity plans developed if required.

3.3 Have all the issues identified been satisfactorily resolved?

- Issue and Risk Logs that are regularly reviewed by Project Team and evidence of appropriate action taken.

3.4 Are the external issues being addressed? These include the statutory process, communications, public relations and environmental issues?

- List of external issues and related stakeholders, with plans for contact with each to meet the project needs
- External relations plan developed and implemented as part of communications strategy.



## 4: Review of current phase

### Areas to probe

### Evidence expected

4.1 Is the project under control?

■ Project running to schedule and costs within budget, as shown in project budget and timetable reports.

4.2 What caused any deviations such as over or under-runs?

■ Reconciliations set against budget and time plan, and in accordance with risk allowances.

4.3 What actions are necessary to prevent deviations recurring in other phases?

■ Analysis and plans documented in project management documentation that is continually reviewed and updated.

4.4 Are there any assumptions documented at *OGC Gateway™ Review 1* that have not been verified?

■ Log of outstanding assumptions and plans to verify them; where applicable, classed and managed as issues.

## 5: Readiness for next phase – Investment decision

### Areas to probe

### Evidence expected

5.1 Is the project plan for the remaining stages realistic?

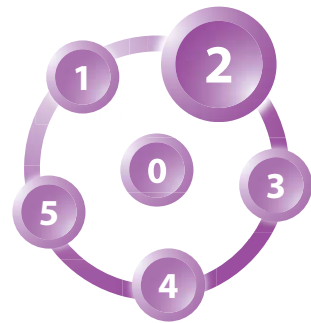
- Clear objectives, deliverables and milestones for the next stage defined and signed off by stakeholders
- Recommendations from last OGC Gateway™ Review actioned.

5.2 Are the project's timescales reasonable, and compliant with EU rules?

- Timescales are likely to meet business and legislative needs and have been verified with internal stakeholders and suppliers
- Comparisons with similar projects
- Where appropriate, written record available of compliance with EU procurement rules in relation to all procurement project decisions taken
- Analysis of the effects of any slippage that will affect the project (e.g. procurement costs) and suppliers (e.g. bid costs), with supporting sensitivity analysis.

5.3 What are the arrangements for the next stage of the project? Have its activities been defined and resourced?

- Plan showing roles, responsibilities, training requirements, internal and external resources, skills requirements and any project management mentoring resources available
- Involvement from a business, user and technical perspective
- A suitable/appropriate plan for the selected delivery approach that identifies all key review and decision points, including any preliminary reviews
- Appropriate standard form of contract identified, as the baseline for later adaptations as required.



### Areas to probe

5.4 Does the project have resources with, where required, the appropriate skills and experience?

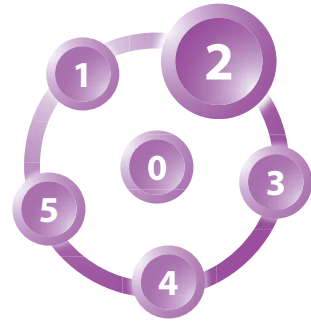
### Evidence expected

- Requisite skills available in the Project Team, and access to external expertise as appropriate
- Requirements for 'intelligent customer' capabilities, where appropriate, identified and plans for putting them in place
- Project relationships such as team-working and partnering considered, with a plan to implement them where appropriate
- Internal and external commitment to provide the resources required
- Job descriptions for key project staff
- Skills audit undertaken and plans for addressing any shortfall
- Contract management staff identified to join the procurement team at an early stage, to familiarise themselves with the procurement's intent and processes
- Appropriate allocation of key project roles between internal staff and consultants or contractors.



The areas of investigation together with examples of evidence should be available before the OGC Gateway™ Review starts. The information is likely to be found in the documents suggested below, but may be located in other programme or project documents or elsewhere in the organisation's documentation system:

- an Outline Business Case and initial plan for realising benefits
- the project's costs to date set against budget
- a plan for managing the business change
- specification of the project's expected outputs and outcomes
- the delivery/acquisition approach (including the procurement strategy if appropriate) and documented justification for the approach
- where required, draft Official Journal of the European Union (OJEU) Contract Notice (not applicable for non-procurement projects, or where there is an existing supplier arrangement, or for use of internal resources)
- evaluation strategy and model to be used for evaluating proposals, including PPQs and tenders, if required
- well-developed requirements documentation, preferably as draft output-based specification or statement of requirements (for procurements)
- draft contract based on suitable standard contract model (for procurements)
- proposed implementation strategy for implementing the new service/works contract
- updated Risk Register, Issue Log and risk management plans
- current and planned business/technical policies, strategies and constraints (e.g. health and safety standards; information assurance requirements such as security schedule)
- outline project plans to completion and detailed plans for the next phase
- results of any business, commercial or technical benchmarking
- updated market intelligence and supplier assessment (for procurement projects)
- updated communications strategy and plan
- project quality documentation
- a strategy for measuring project performance, including health and safety (construction projects)
- Pre-Qualification Questionnaire (PQQ) and tender evaluation criteria and weightings.



## Supporting guidance

- *The OGC Gateway™ Process: A manager's checklist* – provides a set of key questions that SROs should consider to determine the progress of their programme or project and the potential for success
- A Workbook for each OGC Gateway Review provides detailed questions to support each Review. The Workbooks can be downloaded from the OGC website, which also includes guidance on procurement, programme and project management: [www.ogc.gov.uk](http://www.ogc.gov.uk)
- OGC: *Managing Successful Projects with PRINCE2™*: [www.ogc.gov.uk](http://www.ogc.gov.uk)
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- OGC: *Management of Risk*: [www.ogc.gov.uk](http://www.ogc.gov.uk)
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- HM Treasury: *Green Book – Appraisal and Evaluation in Central Government* – and supporting supplements: [www.hm-treasury.gov.uk](http://www.hm-treasury.gov.uk)
- HM Treasury: *Orange Book – Management of Risk, Principles and Concepts*: [www.hm-treasury.gov.uk](http://www.hm-treasury.gov.uk)
- HM Treasury: *The Private Finance Initiative (PFI)*: [www.hm-treasury.gov.uk](http://www.hm-treasury.gov.uk)
- IT Infrastructure Library® (ITIL®): [www.itil.co.uk](http://www.itil.co.uk)
- *Concept Viability*: [www.intellectuk.org](http://www.intellectuk.org)
- Cabinet Office Delivery and Transformation Group and CIO Council guidance: [www.cio.gov.uk](http://www.cio.gov.uk)
- Cabinet Office: *Professional Policy Making for the 21st Century*: [www.policyhub.gov.uk](http://www.policyhub.gov.uk)
- Cabinet Office: *Strategy Survival Guide*: [www.strategy.gov.uk](http://www.strategy.gov.uk)
- Cabinet Office: *Transformational Government*: [www.cabinetoffice.gov.uk](http://www.cabinetoffice.gov.uk)
- Cabinet Office: *The UK Government's Approach to Public Service Reform*: [www.strategy.gov.uk](http://www.strategy.gov.uk)
- Cabinet Office: *Professional Skills for Government*: <http://psg.civilservice.gov.uk>
- Policy Hub: *Impact Assessment and Appraisal*: [www.policyhub.gov.uk](http://www.policyhub.gov.uk)
- National Audit Office: *Managing Risks to Improve Public Services*: [www.nao.org.uk](http://www.nao.org.uk)



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OGC customers can contact the central OGC Service Desk about all aspects of OGC business.

The Service Desk will also channel queries to the appropriate second-line support. We look forward to hearing from you.

You can contact the Service Desk 8am - 6pm Monday to Friday

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**E:** [ServiceDesk@ogc.gsi.gov.uk](mailto:ServiceDesk@ogc.gsi.gov.uk)

**W:** [www.ogc.gov.uk](http://www.ogc.gov.uk)

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