# Delivery management [prototype] DEMG

Ensuring successful delivery of new or updated products and services through effective leadership and collaboration within defined delivery cycles.

|  |
| --- |
| **Guidance Notes:**  Activities may include, but are not limited to:   * selecting and tailoring delivery approaches and guiding teams in their use * establishing and managing collaborative delivery teams * maintaining delivery momentum through effective processes * conducting reviews and facilitating continuous improvement * communicating with technical and non-technical stakeholders * using visual techniques for tracking and reporting progress * managing and prioritising work items * planning deliveries, coordinating with stakeholders to align deliverables and milestones * applying change control and risk management processes * ensuring delivery teams have the resources and skills they need and empowering them to deliver * monitoring and managing quality and performance * ensuring closure and transition of delivered products/services. |

## Level 3

Contributes to delivery management tasks as part of a team.   
Takes responsibility for specific delivery tasks, ensuring completion within deadlines. Participates in activities and processes to support the delivery of work items.   
Communicates progress, issues, and risks to the delivery manager, offering potential solutions.  
Collaborates with team members to ensure the quality and timeliness of deliverables. Assists in planning and prioritisation of work items and incremental deliveries.

## Level 4

Manages the delivery of products or services for small to medium-sized initiatives.  
Applies appropriate delivery methodologies and tools. Establishes and leads delivery teams, creating a collaborative and productive working environment.  
Prioritises and manages work items, facilitates iteration planning, and ensures incremental delivery of value. Communicates delivery progress, risks, and issues to stakeholders.  
Ensures the quality of deliverables. Conducts reviews and drives continuous improvement of delivery processes.

## Level 5

Leads the delivery of products or services for large or complex initiatives.  
Adapts delivery approaches based on the context and complexity of the initiative. Provides leadership and guidance to multiple delivery teams. Collaborates with stakeholders to align delivery objectives with business goals. Proactively manages risks, dependencies, and changes that impact delivery.  
Ensures the optimal allocation of resources and skills across delivery teams. Monitors and reports on key delivery metrics, ensuring transparency and visibility.  
Drives the continuous improvement of delivery processes and practices across the organisation.

## Level 6

Defines and oversees the delivery strategy for multiple products or services.  
Aligns delivery strategy with organisational goals and customer needs. Ensures effective allocation of resources and budget.  
Monitors and reports on performance of products and service delivery, ensuring alignment with objectives. Identifies and mitigates systemic risks and issues.  
Sets the direction and standards for delivery management across the organisation. Leads the development of a culture focused on continuous improvement and customer-centricity.