



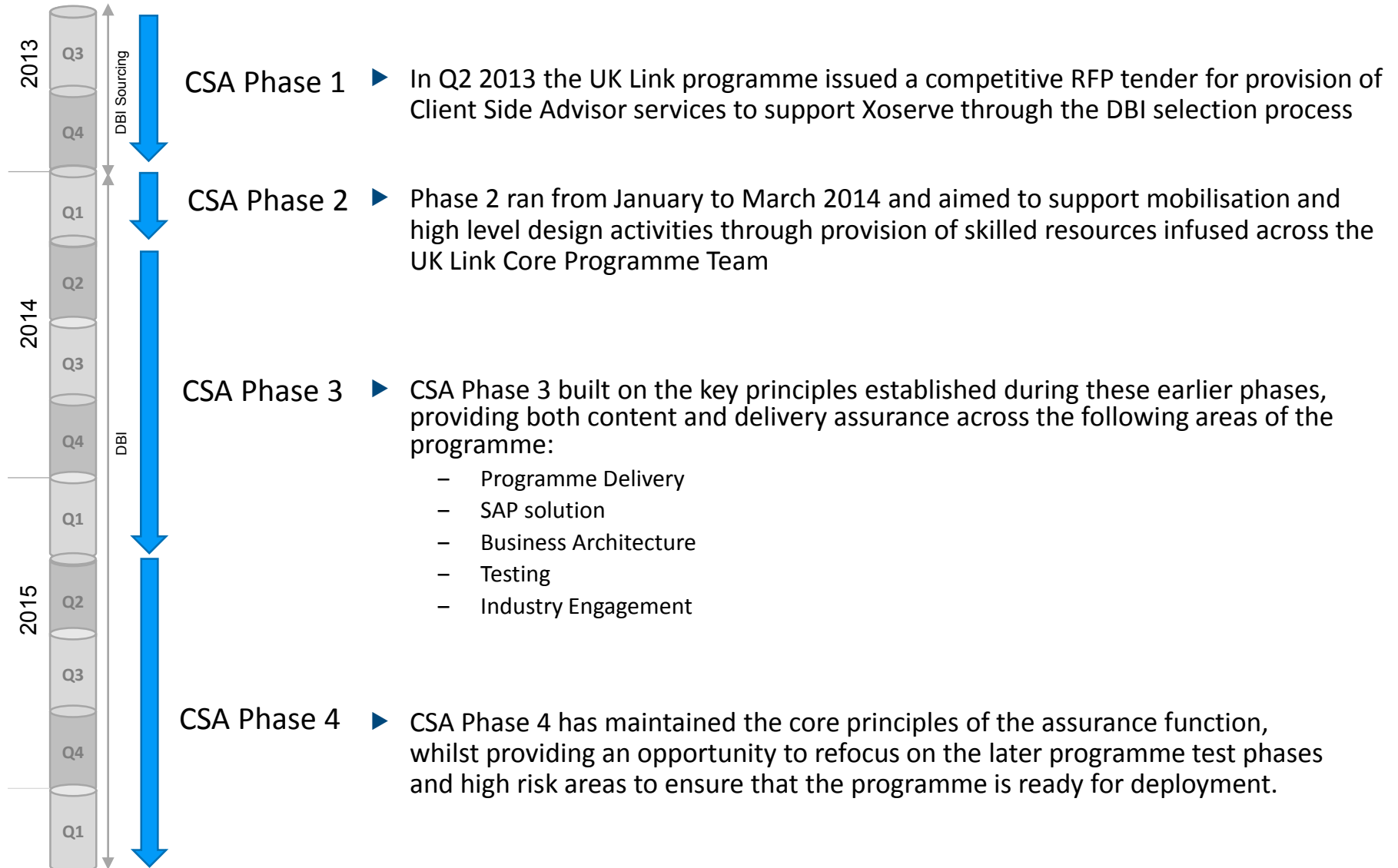
Client Side Assurance

UK Link Programme

Client: Xoserve
Date: Dec 2015
Version: v1_0

Reputation built on results

CSA Context



CSA Principles

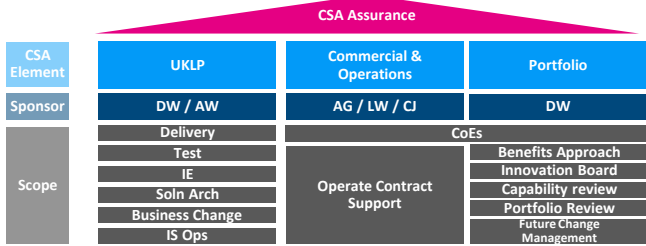
The following principles are applied to the ongoing role of the CSA on the UK Link Programme:

- ▶ The scope of CSA coverage will continually be assessed based on the requirements of the programme, the stage of the delivery lifecycle and perceived areas of risk
- ▶ The CSA will continue to provide both content and process assurance maintaining a proactive stance on risk identification and mitigation
- ▶ Phase 4 may build on assurance success to date by mixing active support and traditional assurance roles, being mindful of conflicts of interest
- ▶ Deliverables from the CSA partner will be communicated to industry when appropriate, with Xoserve agreement and through formal governance channels E.g. PNISG
- ▶ The profile of the CSA team must continue to enable insight to be gained across the full breadth of the Programme scope supporting future CSA reports
- ▶ The CSA role will continue up to and post UKLP Go-Live.

The role of the CSA

Role Scope within Xoserve

- ▶ The CSA team, whilst primarily focused on the UK Link Programme, has exposure to wider portfolio and strategic activities, enabling advice to be relevant and in context
- ▶ The CSA have roles on all Programme Governance boards, and have provided insight at all levels, including the Xoserve Board.



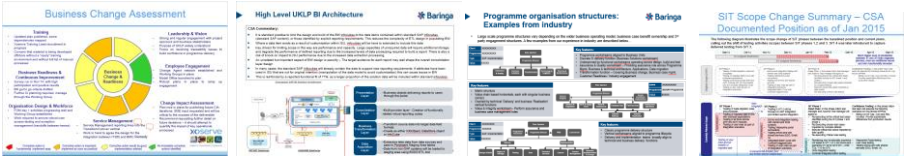
Operational UKLP Reporting

- ▶ Across our workstreams, the CSA assesses over 120 criteria on a weekly basis on their level of risk and proposed mitigation actions
- ▶ Highlight & change reports are sent to XEC sponsors on a fortnightly basis
- ▶ Long term trend analysis is performed quarterly across each stream.



Deep-dive Analysis

- ▶ Since establishing the CSA function, Baringa have delivered over 100 position papers, points of view, or 1-page status summaries to the Programme, covering:
 - Status assessments and Root Cause Analysis of risk areas
 - Standard industry practice and process improvement recommendations
 - Technical solution insight





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