

SERVICE SHEET

Independent Delivery Assurance

Clear evidence. Independent judgement. Better client decisions.

Intended audience

Senior responsible owners, programme boards, digital leaders and SME founders

Status

Review draft · August 2026

OUR POSITION

Your supplier owns delivery. You retain accountability. Enigma provides the independent evidence between the two.

What the service does

Enigma tests whether delivery claims are supported by evidence, whether risks are being surfaced early enough and whether the client can make a defensible decision. We do not duplicate the programme team or provide a ceremonial gate review.

When to use it

- A strategic supplier is reporting progress, but client confidence is falling.
- A milestone, migration, cutover or go-live decision needs independent challenge.
- The organisation has no permanent quality or programme assurance function.
- Recovery claims need to be tested before more time or money is committed.
- Boards are receiving activity reports rather than evidence of deliverable outcomes.

What we examine

Evidence domain	Typical questions
Governance	Are decisions, tolerances, dependencies and ownership explicit?
Plan and progress	Do milestones reflect integrated, achievable delivery rather than supplier optimism?
Quality	Do traceability, coverage, defects and environments support the stated level of confidence?
Architecture	Are integration, non-functional, operability and technical-debt risks understood?
Readiness	Are cutover, support, data, people and operational acceptance genuinely ready?

What the client receives

- A concise independent assurance opinion.
- Evidence-based findings with consequence and urgency.
- Decisions required from the client, not just a longer risk log.
- Owned, time-bound actions and a route to closure verification.
- Board-ready reporting in plain language.

How we deploy

Model	Best used for	Typical rhythm
Focused health check	A defined concern, gate or decision	Time-boxed review
Embedded independent assurance	Ongoing supplier-led programmes	Regular evidence and board cycle
Fractional assurance leadership	SMEs without a permanent assurance team	Scaled monthly support
Recovery assurance	Distressed or reset programmes	Intensive review, then verification

INDEPENDENCE

No Enigma practitioner independently assures delivery they directly own.

Start with the decision

Bring us the decision you need to make, the claim you need tested or the risk you cannot yet quantify. We will define a proportionate assurance mandate and the evidence required.