

90-Day Mobilisation and Learning Plan

Showcase example | client and personal names redacted

 **Regional insurer** | Claims modernisation programme



EXECUTIVE TAKEAWAY

The next 90 days should focus on a small number of decisions, visible dependencies and a governance rhythm that improves delivery confidence.

90-DAY MOBILISATION TIMELINE

	1 DAYS 1-30 STABILISE AND ALIGN	2 DAYS 31-60 BUILD AND CONNECT	3 DAYS 61-90 EMBED AND ADVANCE
 KEY MILESTONES	Confirm accountable owners Stand up live decision log Identify top dependencies	Introduce service readiness checkpoints Align architecture engagement Reset supplier escalation points	Embed governance rhythm Review progress measures Confirm next delivery horizon
WORKSTREAMS			
 Decision control	STATUS: RED IMPORTANCE High Confirm accountable owners	Introduce service readiness checkpoints	Embed governance rhythm
 Service ownership	STATUS: RED IMPORTANCE High Stand up live decision log	Align architecture engagement	Review progress measures
 Dependency management	STATUS: AMBER IMPORTANCE Medium Identify top dependencies	Reset supplier escalation points	Confirm next delivery horizon
 Governance reset	STATUS: AMBER IMPORTANCE Medium Confirm accountable owners	Introduce service readiness checkpoints	Embed governance rhythm



LEARNING LOOP

1

What is still being reopened?

2

Which dependencies remain opaque?

3

Where is governance still creating drag?

FOCUS METRICS



9
PRIORITY ACTIONS



3
QUICK WINS



FORTNIGHTLY
REVIEW
CADENCE

Felmor

| 90-Day Mobilisation and Learning Plan | Illustrative customer output

1

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90-Day Mobilisation and Learning Plan

Claims Modernisation Decision Recovery

PURPOSE A sequenced route to regain control of decisions, dependencies and service readiness without pausing delivery.

Engagement	Detail
Client	[REDACTED] UK general insurer
Context	Claims-service modernisation programme
Service	Delivery Compass
Document status	Illustrative customer-facing output
Date	September 2026

Names, organisations and commercially sensitive details have been anonymised. The content is fictionalised for demonstration purposes.

90-day objective

Create a manageable delivery system for the next two claims-modernisation increments: priority decisions are owned and closed, dependencies are visible early, claims-service readiness is tested before commitments become fixed, and governance supports movement rather than repeated discussion.

SUCCESS AT DAY 90 The executive sponsors have one shared view of priority decisions and risks; teams have clear authority and escalation routes; and delivery plans are linked to service outcomes, dependencies and readiness evidence.

Mobilisation plan

Phase	Action	Accountable role	Dependency	Measure of progress
Days 1 to 15	Establish and publish the priority Decision and Ownership Map.	Executive transformation sponsor	Sponsor availability and confirmation of decision authority.	Five priority decisions have named owners, evidence needs and dates.
Days 1 to 20	Define claims-service readiness criteria for Increment A.	Operations sponsor	Participation from risk, technology, data and programme leads.	Readiness criteria agreed and incorporated into delivery gates.
Days 10 to 30	Create integrated dependency view for next two increments.	Programme delivery lead	Live plans and supplier data available.	Priority dependencies have owners, due dates and escalation routes.
Days 20 to 45	Clarify critical data and architecture decisions.	Technology sponsor and data lead	Decision sessions scheduled before design freeze.	Architecture and data decisions closed or escalated before late-stage review.
Days 30 to 60	Reset governance rhythm around decisions, assurance and reporting.	Executive sponsors	Agreement on forum remits and attendance.	Reduced duplicate discussion and clear output from each forum.
Days 45 to 75	Resolve client-supplier accountabilities for high-risk dependencies.	Supplier management lead	Internal decisions D02 to D04 sufficiently progressed.	Supplier commitments rest on a documented client position.
Days 60 to 90	Review learning, confirm next-quarter priorities and hand over working assets.	Executive sponsor group	Evidence from review rhythm.	Client team maintains the tools without Felmor support.

Risks, assumptions and learning

Area	Risk or assumption	Mitigation / learning action	Review point
Leadership capacity	Priority owners may delegate decision attendance, recreating delay.	Maintain a visible decision calendar and escalate missed ownership early.	Weekly decision review
Operational readiness	Readiness criteria may be treated as assurance paperwork rather than a service decision.	Use live claims scenarios and customer-impact evidence in the readiness review.	Before build exit
Data ownership	Data decisions may remain framed as technical issues.	Frame each decision around claims-service outcomes, controls and accountability.	Integrated dependency review
Supplier delivery	Supplier disputes may continue if client requirements are unresolved.	Confirm internal decision position before formal challenge or change-control escalation.	Fortnightly sponsor review
Governance	New artefacts may become parallel reporting.	Retire or simplify existing duplicated reporting where the new assets provide better decision traceability.	Day 45 review

Learning questions

- Are the new decision routes reducing the number of issues that return unresolved to more than one forum?
- Are claims-service concerns being raised early enough to shape delivery choices, rather than late enough only to delay release?
- Do the integrated dependency reviews identify and resolve preconditions before they appear as delivery risks?
- Are supplier discussions becoming more specific because internal accountabilities and decisions are clearer?

Review rhythm

Forum	Frequency	Focus	Attendees
Decision review	Weekly	Priority decisions, evidence readiness, blockers and escalations.	Decision owners, programme delivery lead, Felmor during mobilisation.
Integrated dependency review	Weekly	Cross-functional preconditions across operations, technology, data, risk and suppliers.	Workstream leads and dependency owners.
Sponsor review	Fortnightly	Trade-offs, unresolved issues and progress against the 90-day objective.	Executive sponsors and programme lead.
Learning and handover review	Day 60 and Day 90	What to retain, stop, simplify or escalate for the next horizon.	Sponsor group and accountable owners.

HANDOVER CONDITION The engagement closes when the client can operate the decision map, dependency view and review rhythm without external support, and has agreed ownership for the next delivery horizon.