



# Seven Consulting Project and Program Assurance Services

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## Australia's Best Program Delivery Company



Official Partner  
of the



TEAMWORK • TRANSPARENCY • DELIVERY

## 1. Program Delivery



We deliver some of Australia's most complex and challenging agile, traditional and hybrid programs. We work with our clients to understand their organisational and program characteristics. These inform how we design our delivery approach to produce the best outcome for our clients. The majority of our Consultants are scaled agile (SAFe) certified and we have over \$3bn of Agile and traditional Programs under direct management.

## 2. PMO Services



We provide PMO establishment and management, PMO analyst and scheduling services, and tools for some of the largest organisations in Australia.

## 3. Delivery Consulting



We provide delivery capability uplift, sponsor and project manager training, portfolio and program reviews to assist our clients improve their program delivery.

**All of our clients are reference sites**

# Our Clients

*Seven Consulting has a proven track record delivering critical outcomes for Australian organisations across industries and domains. 100% of our clients are reference sites.*





# Our clients and staff are our top priority

## Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
Jan-Jun 2020	99.36%	6,562
2019	99.08%	14,949
2018	98.65%	15,450
2017	99.08%	9,691
2016	98.94%	10,336
2015	99.35%	5,655
2014	99.26%	3,520

100% of our clients are reference sites

## Staff Satisfaction Survey Results

Survey Date	Satisfaction rating
Jun'20	98.51%
Dec'19	98.30%
Jun '19	98.82%
Dec '18	96.44%
Jun '18	96.40%
Dec '17	97.50%



"It is clear that you only recruit PM's that are the best in the business"



"No fuss, just good, honest and consistent project delivery"



"Very professional"  
"Great consulting skills"



"Seven have gone above and beyond to make this implementation a success. With short notice their consultants jumped in and made a significant impact."



"Highly professional staff, great support from the broader organisation. Clear about what they are good at and stick to this"



# How do we get 98%+ client satisfaction?

*Why all our clients are reference sites.*



Hands-on ownership



High staff engagement, low turnover with no contractors



At a minimum, there is monthly Quality Assurance review of the consultant's work, done by either the Founder, Managing Director or PMO Practice Lead



Bench support available to all consultants at no cost to the client



Extensive mentoring and training support, strong IP and knowledge sharing



Holiday and sick leave cover for assignments



Strong in-house tooling to support consultants, clients and quality assurance

# How our values impact our delivery?



## Teamwork

Teamwork has to be at the core because you can't deliver big projects without great teamwork – we focus on ensuring that the Seven team, the client team and vendors work seamlessly together.



## Transparency

Assumptions and poor communications kill projects, whereas openness is the foundation of good relationships and reliable delivery. We remain a completely independent consultancy.



## Delivery

A focus on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to clients high expectations.

# Project and Program Assurance Services

# Project and Program Delivery Assurance Capability

Organisations need confidence that their critical programs and projects will be successful. Seven Consulting's practitioner-led Project and Program Assurance delivery services provide one-time or ongoing independent assessment of key (Agile, & Hybrid Traditional) projects and programs to ensure delivery, appropriate governance and robust controls are in place. Reviews will also provide early warning of key issues and risks.

*Seven Consulting's practitioner-based Project and Program Delivery Assurance services have assisted many top Australian companies in successfully delivering their programs and projects.*

Seven's approach is practitioner-based, using highly experienced project management professionals who have a proven track record of success:

- Our practitioners engage with all stakeholders (not just the project team) to ensure we have fully understood the program status and context.
- We examine both the qualitative and structural / framework integrity of the project or program.
- We examine key artefacts against our own best practice benchmarks to investigate all areas that may affect success.
- We collaborate with the project team to verify our findings and make sure our recommendations are practical and achievable.
- The results of the analysis and recommendations will be reviewed with the project team and then presented to the client as a complete report with evaluated options.
- A management response from the project team, including responsibilities and target dates for agreed actions, will form part of our report.
- For ongoing assessments, we work with the client to create a custom metrics dashboard, collect project performance data and prepare a risk assessment report. This service identifies problems early so that appropriate action can be taken.



# An Independent Quality Review – Our Approach

The recommended program assurance review approach is outlined below.



- Review objectives
- Confirm selection criteria and identify programs / projects
- Assess breadth, scale and complexity
- Identify key stakeholders/key persons for review
- Schedule stakeholder meetings
- Start data gathering

- Engage with stakeholders and project staff to assess and understand their views
- Review tracking to schedule/budget; earned value
- Review project registers eg: Assumptions, Risks, Issues, Dependencies
- Are financials being tracked/accurate?
- Is scope managed and changes reflected in benefits?

- Determine if the project will achieve its objectives and benefits (Customer expectations)
- Conduct gap analysis
- Consider is the this project set up for success? (is the right governance; resourcing, schedule in place to deliver)
- Produce draft report including recommendations

- Consult with the project Sponsor, Manager and Team to validate findings
- Agree and update report with actions, target dates and expected responsibilities

- Present the findings to appropriate management and incorporate feedback
- Issue final report

*We have hybrid frameworks for reviewing traditional and agile programs but more importantly our reviewers are experienced and successful Program Delivery and PMO Leads.*

# Assurance Review Deliverables

As part of any review, Seven Consulting will deliver a structured evaluation report for the nominated projects including a detailed assessment of:

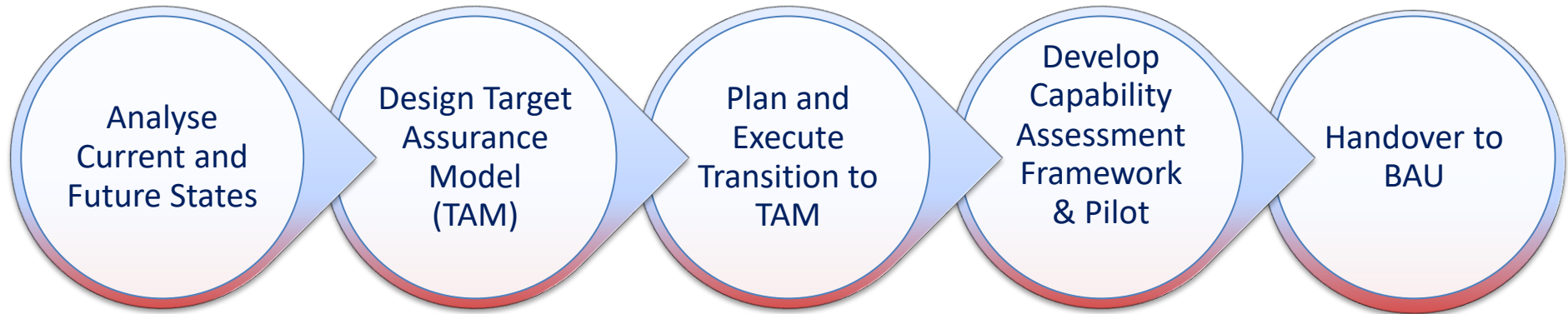
- The project management approach and its effectiveness
- The effectiveness of the management of Risk, Issues, Assumptions and Dependencies, and the effectiveness of the management of Scope, and Change Management
- Financial management of the program/project both historically and currently
- Schedule effectiveness and accuracy including key milestones management
- Quality and project completion/acceptance criteria
- Customer satisfaction where assessable

Depending on the candidate project brief (i.e. deep dive into few projects or less forensic review of a broader range) findings and issues may be project specific or more generic and systemic in nature.

- Improvement and remediation actions will be prioritized according to criticality, value and ease of implementation (e.g. quick wins, must do's and good investment return)
- Where a review is performed on a completed program/project a Findings and Recommendations summary will be tabled

# Ongoing Quality Assurance – Our Approach

Seven Consulting can also offer ongoing quality assurance services, where we design and develop a Target Assurance Model that could be carried out after the initial Quality Assurance Review, or in parallel with the review to bring forward the implementation timeframe



- Analyse current assurance framework
- Workshop and agree Target Assurance Model outcomes
- Agree commercial model for independent reviews

- Design Target Assurance Model and validate with Sponsor / stakeholders and key client staff
- Run pilot review to test new assurance model
- Analyse gaps between current and TAM and formulate transition strategy

- Design and execute communication program for launch of new assurance model
- Expedite required approvals for the transition
- Establish process for provider panel
- Execute transition
- Handover outcomes to key client staff

## If Required

- Design and build Capability Assessment Framework
- Pilot and validate using selected group of PMs
- Produce assessment report and follow up actions needed
- Feeds into the PM Training Needs Analysis

- Agree following review schedule for a period
- Monitor action plans for follow through on recommendations

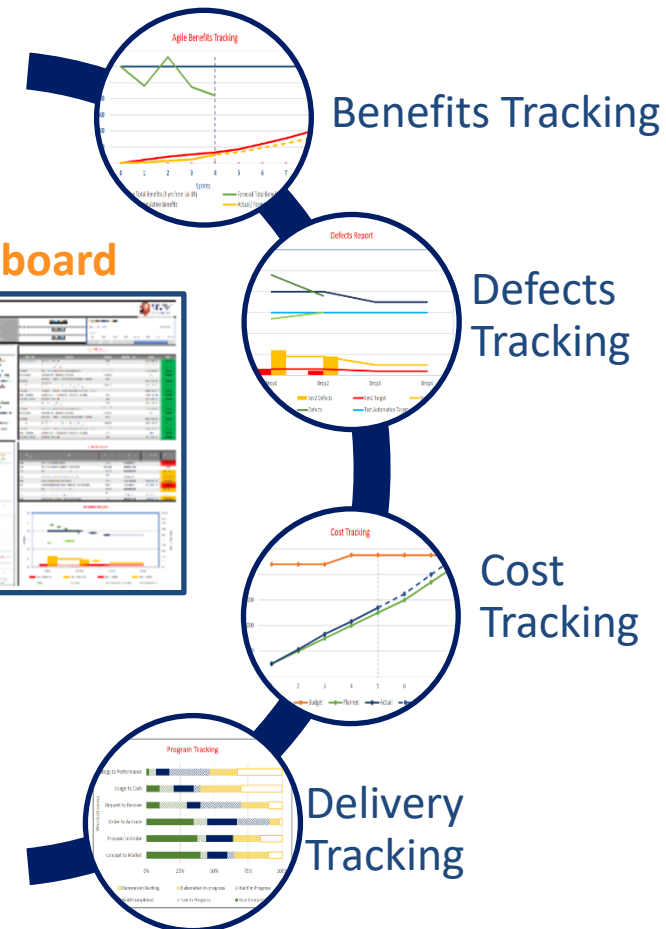
- Delivery of a Target Assurance Model and Ongoing Review Program
  - Definition of the Target Assurance Model including all required process flows, artefacts, checklists and templates
  - Gap analysis comparison to the current assurance model
  - Executable plan for transitioning to the Target Assurance Model
  - Change and Communication plan and messaging for stakeholders and PM communities
  - Budget and process for commissioning and carrying out periodic independent Project Assurance reviews
  
- Seven Consulting can also deliver a PM Capability Assessment Framework for periodic evaluation as well as a PM Tool Review.

## Best Operating Principles Recommendation



The Agile Dashboard combines a number of reports to provide a ‘Dashboard’, or snapshot of agile projects progress. These include Burn-up Chart, Sprint Burn Up, Cost Tracking, Benefits Tracking and Defect Reports.

# Agile Dashboard





# Traditional Program Delivery Tools

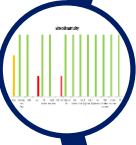
Health Check Score



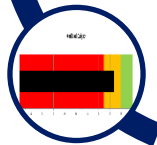
## Health Check Tool



Schedule Maturity

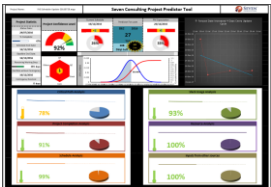


Overall Schedule Quality Score



The Schedule Health Tool is designed to evaluate the quality, integrity and currency of a project schedule and suggests improvement areas.

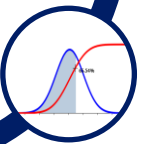
## Schedule Predictor



Project Confidence Level



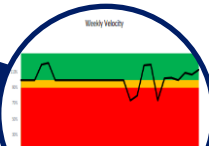
Critical Path Analysis



Cumulative Probability

The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of project forecast date and PM expectation finish date according to their actual performance. It provides a prediction trend line to suggest improvement areas.

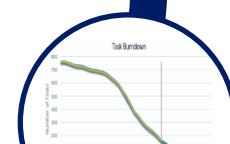
## Dashboard



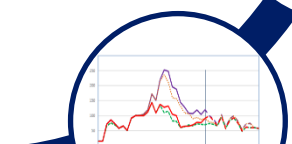
Weekly Velocity



Earned Value



Task burndown



Effort Tracking

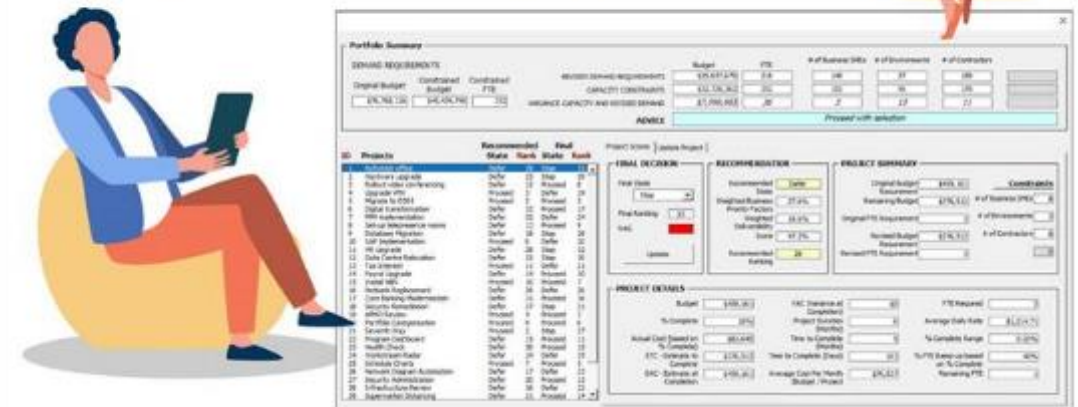
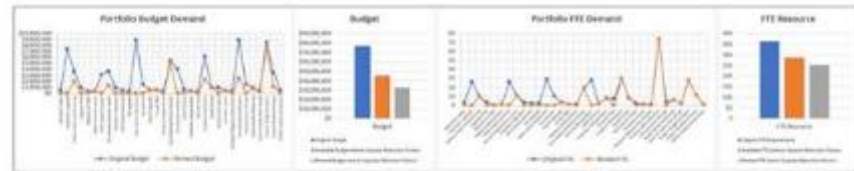
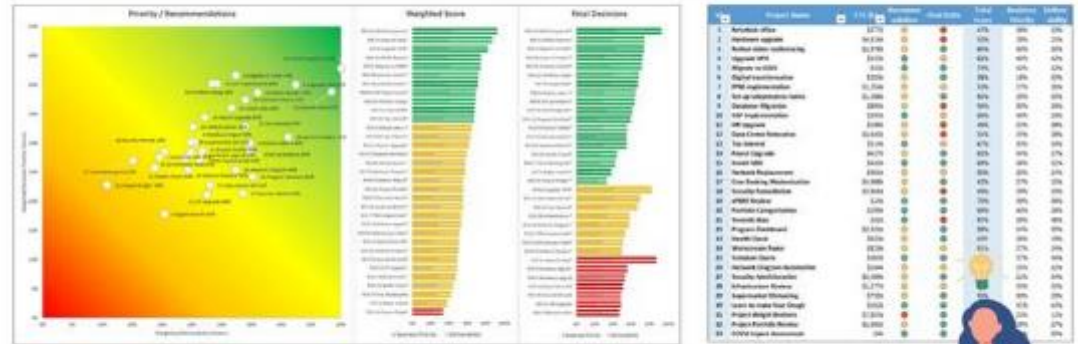
The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of agile projects progress. These include Weekly velocity, Earned Value, Task burndown and Effort Tracking.

# Portfolio Planning Tool

Our **Portfolio Planning Tool** can be used to prioritise projects, calculate changes to capacity and reshape your project portfolio working within configurable constraints like budget, resourcing, environments and SMEs.

Our tool can also produce graphs of projects according to their business priority versus their deliverability. These graphs can be very helpful in visualising the data and promoting the key discussions on projects within your portfolio.

## Portfolio Planning Tool



# Recent Project Assurance Experience

## WOOLWORTHS GROUP

Woolworths had a large and complex IT project portfolio with a spend of approximately \$500m a year. This spend was a mix of development and infrastructure projects across four domains. Seven Consulting were engaged to address the specific concerns around project time delays and cost overruns and provided recommendations on the steps to proactively address these concerns.



Seven Consulting conducted an Assurance Review at NSW eHealth to ensure that projects undertaken were being done consistently and well, and delivering the business benefits in line with the Strategic Roadmap that was in place.



Seven Consulting conducted an Assurance Review on a \$40m+ Agile Project that was 50% complete. The engagement covered a general assessment relative to project objectives as well as calling out key strengths, key issues or risks and potential impact of those issues or risks. A recommendation report was provided based on our best-practice knowledge of how the project should be run, providing both the project team, and their management with practical recommendations to improve project success.



Seven Consulting conducted an Assurance Review of Revenue NSW's Agile Capability identifying any gaps and areas for improvement.



Seven Consulting were engaged to do an Assurance Review of Endeavour Energy's complex multi-year project to deploy SAP modules. The approach Seven Consulting took was to define an optimise delivery approach to validate the program structure, delivery approach and bottom-up delivery plan with aligned resource forecasts and cost models.



The purpose of the IT Project Portfolio Review was to assess SVHA's projects against specific criteria:

**Fit:** To review the alignment of projects against strategy and principles.

**Focus:** To ensure that projects are prioritised and resourced accordingly.

**Momentum:** To assess if the projects are being run with appropriate degree of capability and governance to ensure delivery to scope, time, budget and quality.

# Recent Project Assurance Experience



Seven Consulting was asked to review the quality management framework looking at their entire portfolio and how they govern delivery. Telstra selected 2 programs and 6 projects to be reviewed. The programs/projects were at different stages in their life cycle and all have issues and challenges. We undertook a deep dive into the status of these projects and provided findings that included recommendations to assist the way in which Telstra governs and manages cost, scope, quality, milestones and relevant commercial implications.



Assurance Reviews of several major superannuation programs;

- MLC Encompass
- MLC FOFA
- MLC Swift
- MLC TERP

**StrongerSuper Reporting Disclosure Program** – Assurance Review and Program Management services.

**Superstream Program (e Rollovers, eContributions, MCS Reporting, Legacy Products, Payback)** – Assurance Review & Program Management services



Seven Consulting provided a Program Assurance Review of a major ERP program. Seven Consulting also assisted with a review of Medibank's business model and IT efficiency.



**Information Management Program** - Seven Consulting conducted an initial Assurance Review of the information management program and then provided Program and PMO Management turnaround services for this critical program supporting Oil Search's joint venture with Exxon.



**RAPU / Apollo (CommInsure)** – Seven Consulting was engaged to review the RAPU/ Apollo (CommInsure) and then subsequently program manage the turnaround of this major upgrade to CommInsure's product suite.



Seven Consulting provided Project Assurance review and recommendations for the New Service Model program.



# Seven Consulting is a proud sponsor of Australia's National Football side, the Westfield Matildas

*We are extremely proud to be official sponsors of Australia's best team. The Westfield Matildas are now ranked 7<sup>th</sup> in the world and were finalists in the Asian Cup.*

*We are also providing paid internships for a number of the team (**Tameka Yallop**, and **Elise Kellond-Knight**), to support their post sporting careers.*







**Australia's Best Program Delivery Company**

**Award Winning Company**

WOOLWORTHS GROUP  
  
Woolworths Group IT  
Exceptional Services Award  
**Winner 2018**



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