

# Seven Consulting Program Mobilisation Services

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Australia's Best  
Program Delivery Company



Official Partner  
of the



## 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
2020	98.87%	14,455
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
Dec'20	97.90%
Jun'20	98.51%
Dec'19	98.30%
Jun '19	98.82%
Dec '18	96.44%
Jun '18	96.40%



"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.



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.

Effective mobilisation of a Program is critical to improving the likelihood of a program's success. Often there are questions and uncertainty about how a program will be delivered and by whom, especially when working in complex organisations with network or virtual team resourcing models. Running a structured mobilisation phase will answer these questions and ensure the program has what it needs to deliver effectively.

*Seven Consulting's program mobilisation service will bring qualified practitioners and a structured process to ensure that your program is set up for success from the beginning.*

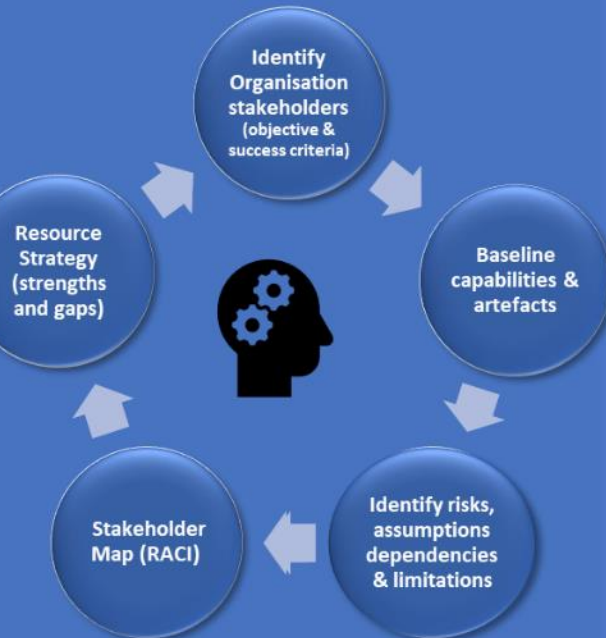
- Our experienced practitioners engage with a broad range of stakeholders to ensure we have fully understood the program objectives and the enterprise delivery capability.
- Key artefacts will be reviewed against our own best practice benchmarks to investigate all areas that may affect success.
- Industry best practice capability frameworks will be used to drive the design of your program structure with the right program management processes and tools.
- We collaborate closely with your team to verify our findings and make sure our recommendations are practical and achievable.
- Our PMO and governance toolsets will create robust plans and schedules for successful execution.
- We will bring our experience of delivering programs across some of Australia's most complex companies, spanning different industry groups and technology domains, to find the most effective model for your enterprise.
- Your internal delivery capability will be independently assessed by our team and factored into the program resource strategy.
- The Seven team will leverage our depth of experience in vendor management to provide valuable input into vendor sourcing and contracting.

# Program Mobilisation Approach

Seven Consulting's approach to program mobilisation includes Discover (the scope, objective and benefits), Design (the structured define the bassline) and Deploy (the team, processes and tools to deliver the program).

## Discover

Establish the program scope, objects and benefits



Program core team will have a holistic view of the enterprise and the intended change to enable an effective mobilisation.

## Design Approach

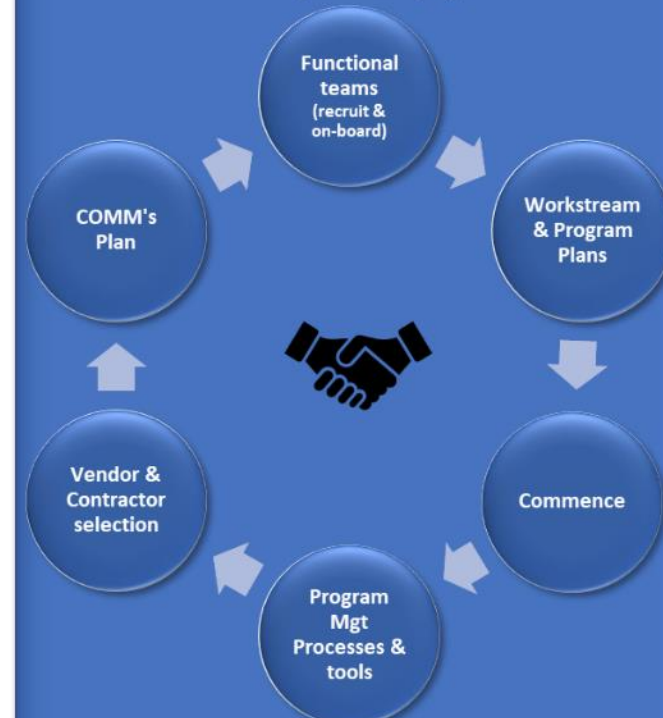
Design the target state program structure and based on this define the initial program baseline. Deliver the core project management governance artefacts for the program.



Agreement between the key stakeholders and the program leadership on the program approach, structure and governance with the first view of the program plan.

## Deploy

Establish and build the team, processes, tools & forums to successfully deliver the program.



An effective and engaged team backed with clear plans as well as the right governance, processes and controls to drive success for the next phase of the program.



# Discover Approach

Key Area	Artefact /Deliverable	Roles
Identify Organisation Stakeholders (objectives and success criteria)	<ul style="list-style-type: none"> <li>• Program Charter (scope, objectives, approach, success criteria)</li> <li>• Stakeholder matrix</li> <li>• Stakeholder management plan</li> <li>• Capability statement</li> </ul>	<ul style="list-style-type: none"> <li>• Project Sponsor Change – Owns the program charter /project success criteria</li> <li>• Change Lead – Owns stakeholder management plan</li> </ul>
Baseline capabilities and artefacts	<ul style="list-style-type: none"> <li>• Business Architecture</li> <li>• Scope</li> <li>• Resource Capability Gap Analysis</li> <li>• Deliverables matrix</li> <li>• Program Logistics – space/equipment/tools schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Business owner – Owns the capability statement</li> <li>• Business solution Lead – Owns the business solution architecture</li> <li>• Program Director – Owns deliverables matrix</li> <li>• PMO Resource lead – Owns resource capability gap analysis and program logistics</li> </ul>
Identify risks/assumptions/dependencies, Issues	<ul style="list-style-type: none"> <li>• RAID (Risk/Assumptions/ Issues / Dependency Register)</li> </ul>	<ul style="list-style-type: none"> <li>• PMO Lead – Owns the RAID and the cadence for managing the RAID</li> </ul>
Stakeholder Map	<ul style="list-style-type: none"> <li>• Stakeholder Matrix (RACI)</li> </ul>	<ul style="list-style-type: none"> <li>• PMO Lead – owns the stakeholder map (RACI)</li> </ul>
Resource Strategy	<ul style="list-style-type: none"> <li>• Resource Plan (mapped in to programme schedule )</li> <li>• Agree roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• PMO Resource lead – Owns the resource plan</li> </ul>

# Design Approach

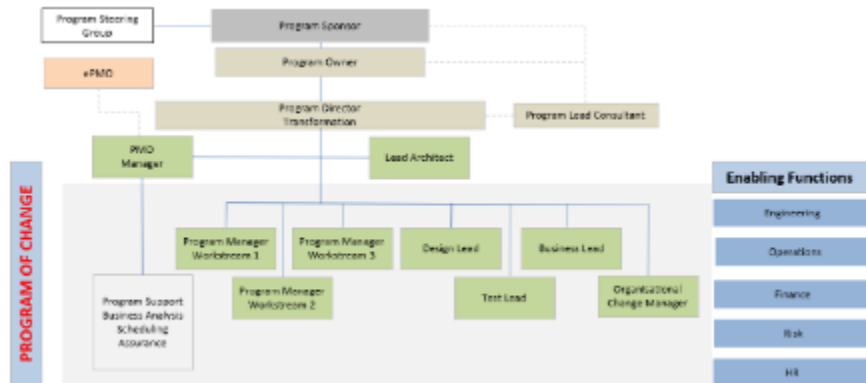
Key Area	Artefact /Deliverable	Roles
Delivery Approach Approved	<ul style="list-style-type: none"> <li>• PMP</li> <li>• Program Charter</li> <li>• Benefits plan</li> </ul>	<ul style="list-style-type: none"> <li>• Program Director</li> </ul>
Programme management Approach approved (PMP)	<ul style="list-style-type: none"> <li>• PMP</li> <li>• Program governance artefacts</li> <li>• Steering Committee Charter</li> <li>• Program Operating Model</li> <li>• Program processes</li> <li>• Workstream delivery structure (Org Chart)</li> </ul>	<ul style="list-style-type: none"> <li>• Program Director</li> <li>• PMO Lead</li> <li>• PMO Lead</li> </ul>
Workstream Scope Statement	<ul style="list-style-type: none"> <li>• Scope (Program Charter, PMP)</li> </ul>	<ul style="list-style-type: none"> <li>• Program Director</li> </ul>
Business Case Approved	<ul style="list-style-type: none"> <li>• Business Case</li> </ul>	<ul style="list-style-type: none"> <li>• Business Owner / Program Sponsor</li> </ul>
Financial Model Populated	<ul style="list-style-type: none"> <li>• Business Case Financial Model</li> </ul>	<ul style="list-style-type: none"> <li>• Lead financial analyst</li> </ul>
RAID logs	<ul style="list-style-type: none"> <li>• RAID logs/registers</li> </ul>	<ul style="list-style-type: none"> <li>• PMO Lead</li> </ul>

# Deploy Approach

Key Area	Artefact /Deliverable	Roles
Functional Teams	<ul style="list-style-type: none"> <li>Position Descriptions (roles &amp; responsibilities)</li> <li>Recruitment process                             <ul style="list-style-type: none"> <li>Onboarding and</li> <li>induction process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Team Leads (owns position descriptions and recruitment process)</li> </ul>
Workstream and program plans	<ul style="list-style-type: none"> <li>Program schedule</li> <li>Resourcing plan</li> <li>Program Prioritisation statement</li> </ul>	<ul style="list-style-type: none"> <li>Program Director (owns the prioritisation statement)</li> <li>PMO Lead (owns the program schedule and resourcing plan)</li> </ul>
Commence	<ul style="list-style-type: none"> <li>Program Schedules/Tracking</li> </ul>	<ul style="list-style-type: none"> <li>PMO lead (owns program schedule)</li> </ul>
Program mgt processes and tools	<ul style="list-style-type: none"> <li>PMP</li> <li>Program tools</li> <li>Program controls –                             <ul style="list-style-type: none"> <li>progress reporting metrics,</li> <li>meeting schedules</li> <li>Quality plan</li> <li>RAID Register(s)</li> <li>Document Management System</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Program Director (owns the PMD)</li> <li>PMO Lead (owns program tools and program controls)</li> </ul>
Vendor and Contract selection	<ul style="list-style-type: none"> <li>Vendor Selection/ Evaluation processes (ROI, RFT, RFP, POC)</li> <li>Evaluation committee (Program Sponsor, Program Director, Legal, Commercial Mgr, plus others)</li> </ul>	<ul style="list-style-type: none"> <li>Program Sponsor (owns plan contracts)</li> <li>Program Director (owns vendor processes)</li> </ul>
Comms plan	<ul style="list-style-type: none"> <li>Communications Plan</li> </ul>	<ul style="list-style-type: none"> <li>Communications Lead (owns communications plan)</li> </ul>

# Program Mobilisation – Example Outputs

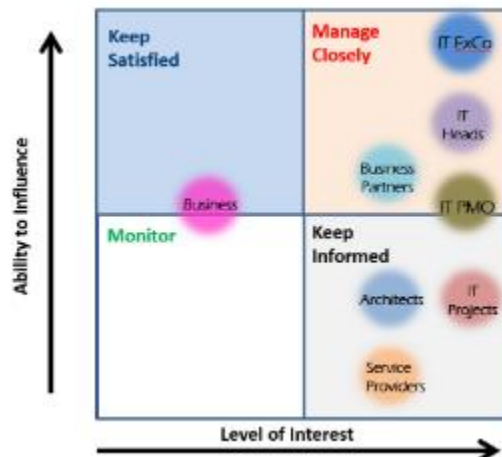
## Program Structure



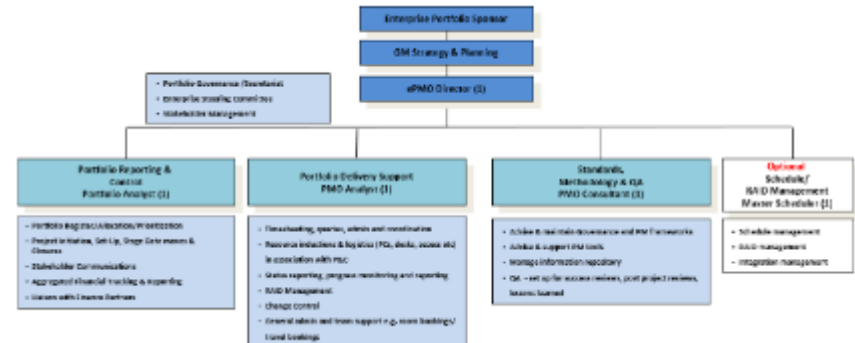
## Workstream Scope Statement

Work stream: Applications	Work stream Manager: Mike Doring
Prime company: VWA	Supporting Companies: RFP Vendors, TechM, App Vendors
<b>Key Stakeholders Sign-off</b> <b>Objectives:</b> To provide all application information required to: <ul style="list-style-type: none"> <li>Ensure that target applications are identified, along with their end-state profile, and the high level actions required to reach this end-state.</li> <li>Ensure that all non target applications are identified for decommissioning as part of Data Centre exit, with associated dates and timelines for when these can occur, so that legacy facilities can be exited in a timely manner without business impact.</li> <li>Ensure all data required for appropriately contracting data centre programs with vendors is collected.</li> </ul>	
<b>Deliverables</b> <ul style="list-style-type: none"> <li>Application Inventory: VWA</li> <li>Application End State Identification: VWA</li> <li>Application Migration Strategy: VWA</li> </ul>	
<b>Dependencies</b> <ul style="list-style-type: none"> <li>End State Architecture (Architecture Workstream)</li> <li>VWA Roadmap (External to Initiative)</li> </ul>	
<b>Out of Scope</b> VWA, CRM and Networks Applications Application Consolidation Planning	
<ul style="list-style-type: none"> <li>Infrastructure Discovery: TechM</li> <li>Capacity Discovery: TechM</li> <li>Configuration Item CMDB: TechM</li> <li>Data Quality Control: VWA</li> <li>System Interdependencies: VWA</li> <li>Required Technical Information Metadata (Technical Workstream)</li> <li>Data Centre Exit Data (Technical Workstream)</li> </ul>	
Business impact analysis (Business Workstream) Operational requirements (Operations Workstream)	

## Stakeholder Map



## PMO Functions





# Program Mobilisation – Experience

## News Corporation

Seven Consulting undertook a 6 week planning and mobilisation activity at News Corporation to prepare a Technology Roadmap, Business Case and Capability Model for an advertising sales transformation program.

Seven Consulting's work enabled News Corporation to:

- Gain a common understanding of the program objectives and alignment of the business and technology goals.
- Mobilise business and technology staff to work on the common solution, underpinned by a properly funded and detailed program plan.

## QBE

Seven Consulting was engaged by QBE in December 2014 in recognition of the need to reset the OneHR@QBE Transformation program.

After a discovery review, Seven Consulting proposed and introduced a new program structure, more appropriate governance framework and established key program processes and controls within the program. The right team was put in place for the overall program leadership, PMO, and leadership of the global technology and testing workstreams. A One Team approach was introduced to ensure that the whole program team were focused on the successful delivery.

Phase 1 of the program went live in Aug 2015 on time and under budget.



Seven Consulting was asked to lead the creation of a Delivery Strategy for the Reporting & Disclosure program, and to address issues of governance, organisation, planning, resourcing, change management and vendor engagement. Involving around 30 key stakeholders from across NAB Wealth departments, a series of focused workshop and feedback sessions were held to mobilise the program.

As part of this planning phase, the scope and high level requirements were defined. Using these, Seven Consulting created an end-to-end program plan, program organisation, resource and cost model. The governance and assurance structure was agreed within the existing portfolio governance model and trustee assurance framework. Finally, the vendor engagement strategy for the technology solution was confirmed.

After the strategy and mobilisation phase was completed, Seven Consulting were subsequently asked to lead a major area of the 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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