



Seven Consulting Portfolio Planning Services

Australia's Best
Program Delivery Company



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
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.

The COVID-19 pandemic has introduced a range of new challenges for businesses to contend with. Traditional responses are likely to be insufficient given the breadth, scale and urgency of change required to meet the new challenges.

COVID-19 has had massive impacts to businesses in Australian and globally. These impacts and challenges put at risk existing business models from both strategic and operational perspectives.

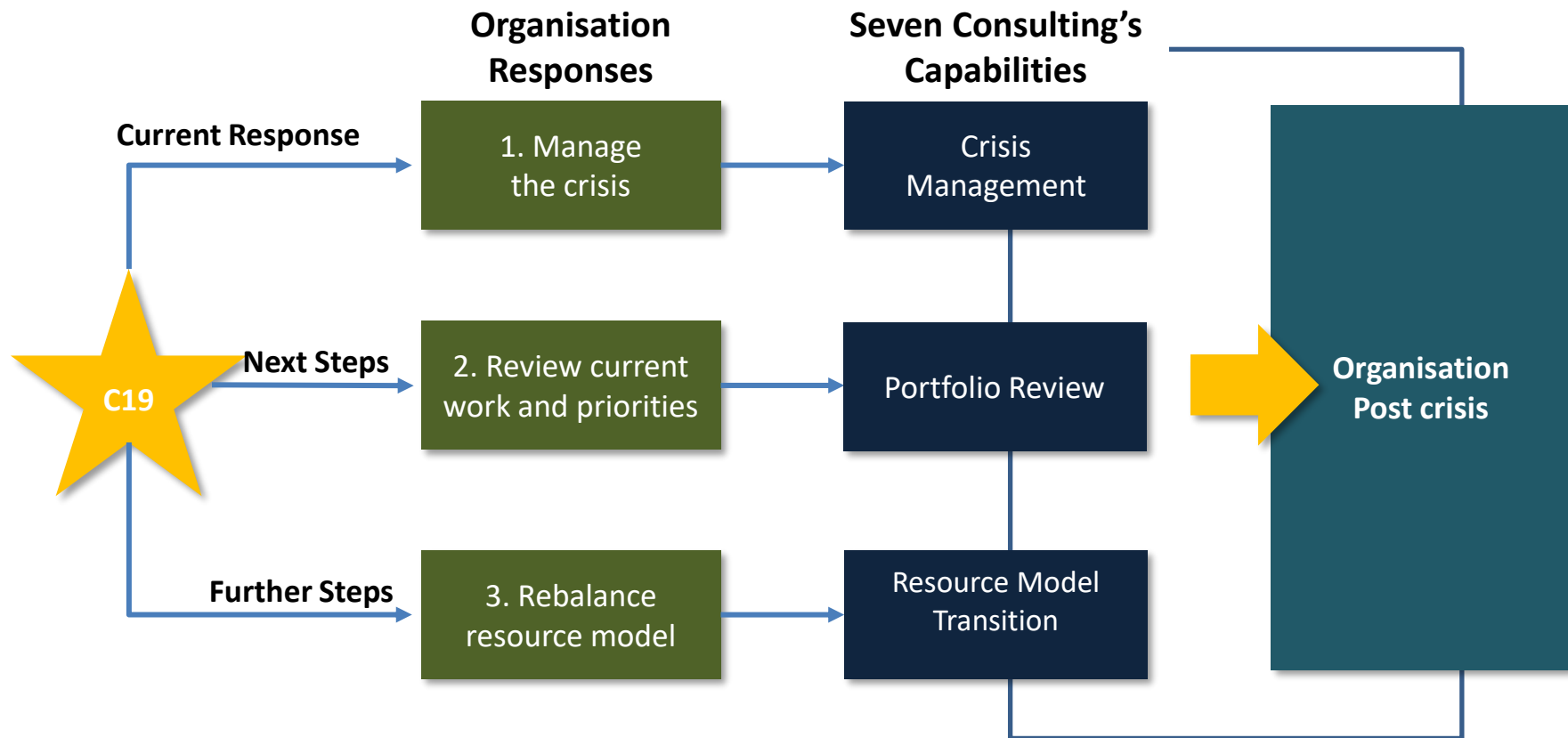
So as the macro environment changes overnight, health, regulation and economic impacts are potentially invalidating current business strategies and thus requiring organisations to reconsider their portfolios of inflight and proposed work.

The customer base, expectations and needs are evolving and changing rapidly (e.g. walk-in to ordering online, community based to individual, isolated needs, etc.). Current workforces, their availability and the way in which they were deployed are changing (moving from onsite, face-to-face, office-based jobs to working and collaborating remotely, from home in most cases, at scale).

These changes had not been expected or planned for, so businesses are now on the back foot, trying to implement new scalable approaches while in the middle of a crisis. We will in this document give you a framework to consider and respond to these changes.

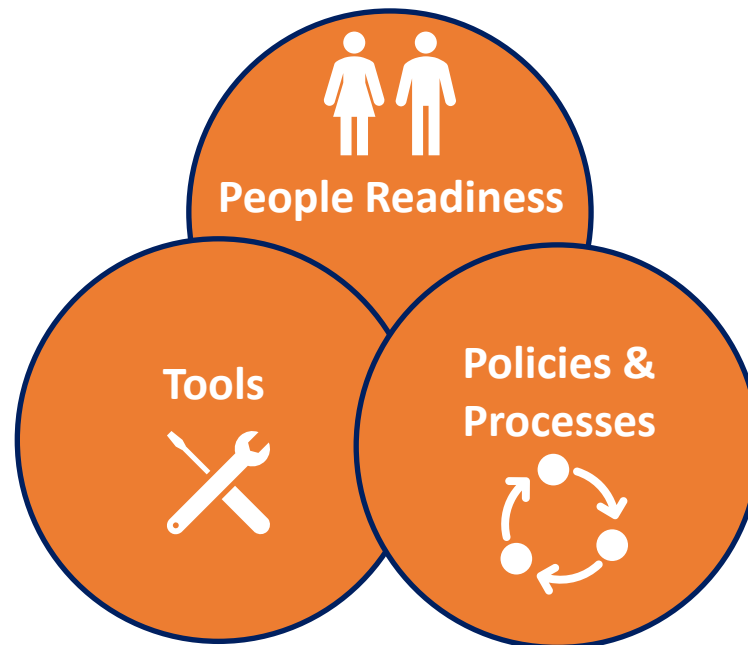
COVID-19 Response Framework

Seven Consulting has considered the changing business environments and needs, and have proposed an approach to best position businesses to respond quickly, in a structured way to manage the new risks and challenges.





1. Crisis Management



1. Crisis management - context

Seven Consulting has considered the changing business environments and needs, and have proposed an approach to best position businesses to respond quickly, in a structured way to manage the new risks and challenges.



The COVID-19 pandemic has introduced a range of new challenges for businesses to contend with. It came without warning and has very quickly had massive impacts across business domains, both domestically and globally. These impacts are challenging businesses from a viability and sustainability perspective. It is a true crisis impacting both lives and livelihoods with some specific characteristics:

- **Macro level responses**
 - Impacts on large gatherings, bars, restaurants, sporting events, etc.
 - International and interstate travel impacts
- **Workforce impacts**
 - New Ways of Working (NWOW) as companies either mandate or promote no-travel and working-from-home (WFH)
 - Capacity & Capability impacts – offshore teams not being able to work from home, expected job losses and staff getting sick or having to care for others
- **Economic impacts**
 - Unemployment, financial hardship, recession
 - Businesses focusing on staying afloat and weathering the storm

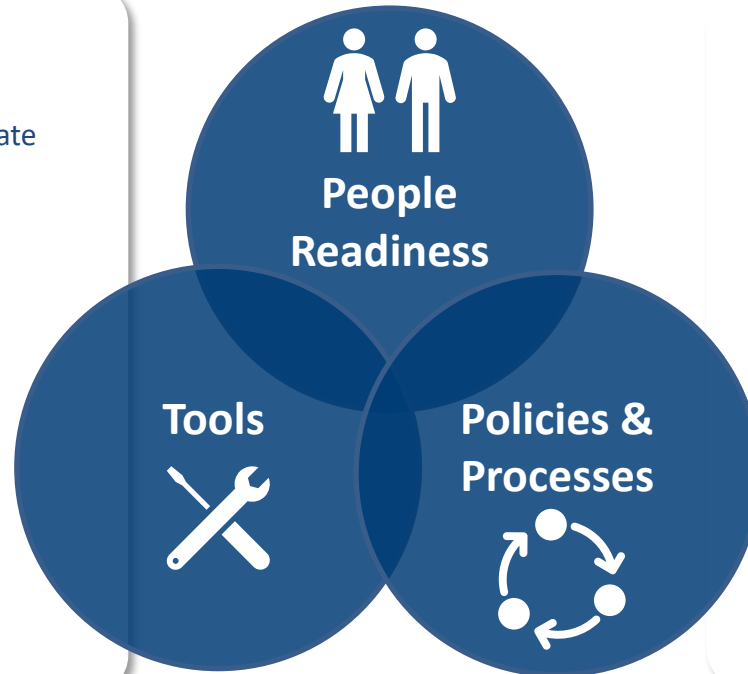
Organisations need to assess the impact of COVID-19 and the economic outlook on their organisation, its projects and its ways of working.

Crisis management activities by domain

Preparing an organisation for a crisis will require an uplift in policies, processes, tools and people readiness.

Tools

1. Laptops
2. Remote access/VPN (Virtual Private Network)
3. Access to remote workspace
4. Access to specialised facilities
5. Email
6. Instant messaging
7. Phone conferencing
8. Video conferencing
9. Information portals
10. Bulletin boards
11. Collaboration tools
12. Decision making and escalation



People Readiness

1. Ensure employees understand the remote working policy
2. Ensure employees understand the incident management plan
3. Nominate champions and SMEs
4. Know where to get technical help
5. Understanding of expectations regarding productivity & responsiveness
6. Understanding of data security and client confidentiality policies as they apply to remote working
7. Access to mental health & counselling services

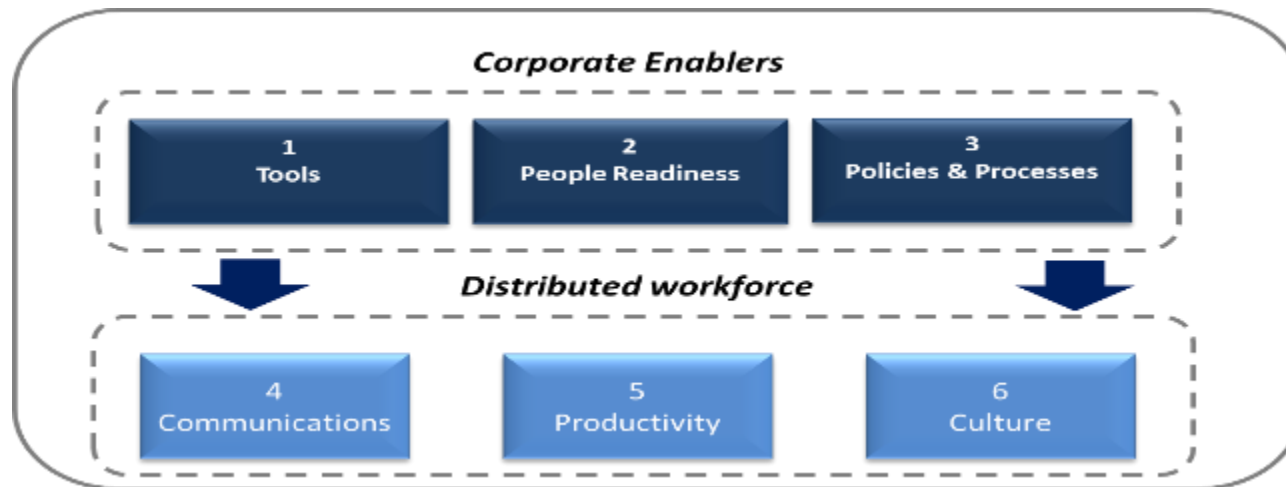
Policies & Processes

1. Define incident management plan
2. Define business continuity plan & comms plan
3. Define working from home policy
4. Manage incidents & keep management informed
4. Define roles and responsibilities, escalation paths, delegation of authority, call trees
5. Establish appropriate governance to ensure compliance
6. Manage stakeholders, customers, suppliers, government departments

Distributed Workforce Framework

Seven Consulting has established a Distributed Workforce Framework which will assist an organisation with establishing their distributed operating model. The framework is comprised of 3 corporate enablers:

1. **Tools** - ensuring employees have all the required tools to perform their work from home
2. **People Readiness** - maintain productivity and efficiency during transition phase
3. **Policies & Processes** - ensuring policies are compliant and processes are uplifted

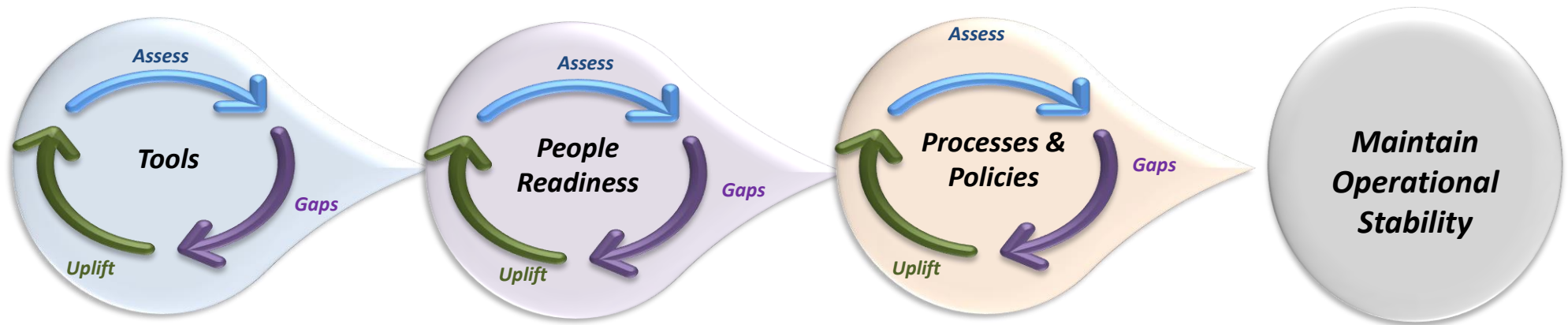


The framework also contains 3 workforce integration enablers:

4. **Communications:** establish effective communication techniques for working remotely
5. **Productivity:** ensure that employee productivity is maintained, despite physical separation
6. **Culture:** ensure the corporate culture can still be retained across a distributed workforce.

Our Approach - Mobilising a Distributed Workforce

To mobilise a distributed workforce, activities need to be undertaken regarding tooling, people readiness and policies/processes in order to maintain operational stability:



1 Tools

- Ability to work from home
- ICT Infrastructure capacity
- Hardware & Software
- Cyber Security
- Access & Authentication

2 People Readiness

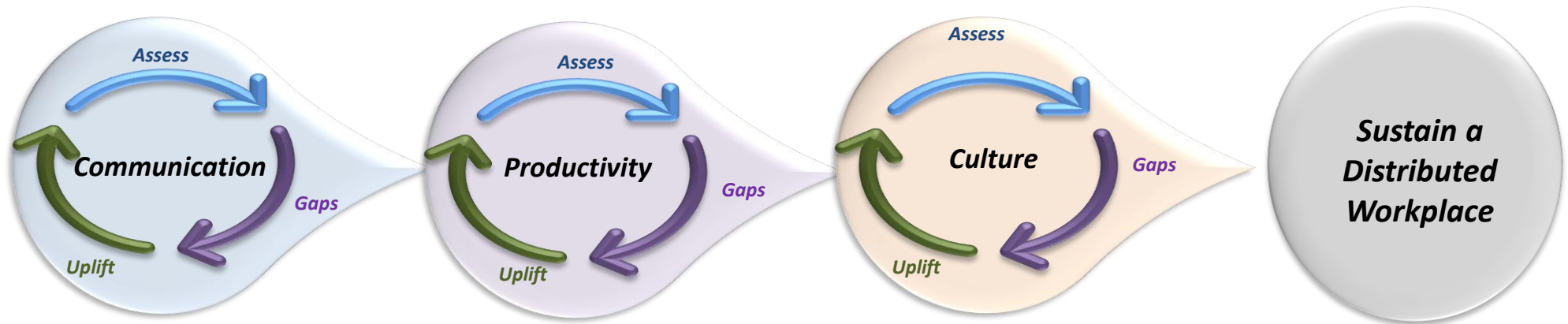
- Determine WFH suitability
- Identify points of failure
- Impacts On/Offshore teams
- Monitor productivity
- Approvals & Delegated Authority

3 Policies & Processes

- Corporate Risks
- Use Scenario Analysis
- Evaluate supply chain issues
- Uplift Processes, align to policies

Our Approach - Integrating the Remote Workforce

Activities need to be undertaken in areas such as communications, productivity and culture to ensure that the distributed workforce is integrated and sustainable. The psychological impacts of working in isolation should not be underestimated. It is essential that communications remains strong across all team members. People need to feel connected in order to perform. Incremental changes in the ways of working will be required to maximise productivity and retain the corporate culture.









- 4 Communication**
- Define a clear comms plan
 - Understand roles & responsibilities
 - Use Collaboration tools
 - Use Tele/video Conference facilities
 - Schedule regular catch-ups
 - Daily standups/stand-downs

- 5 Productivity**
- Support employees with issues
 - Assess supply chain impacts
 - Identify impacts to baseline plans
 - Agree revised plans
 - Assess Impact to benefits
 - Liaise with stakeholders

- 6 Culture**
- Empower Employees – Give them ownership
 - Don't micro-manage
 - Show Empathy
 - Have virtual parties, coffees, morning tea with teams
 - Be informal
 - Promote a safe environment







Our consultants' crisis management experience

Our consultants have worked on a number of engagements relating to emergency management, incident management and crisis management.

Organisation	Engagement description
	Setup and run a multi-company, multi agency situation room in Dubai to monitor terrorist communications via the Blackberry messenger service. The situation room managed and co-ordinated the negotiations, media response and readiness activities over a 6 week period
	Design and build the OSOM (One Source One Message) system which sent out updates on bushfire incidents to 70 radio stations, 10 television stations, the Fireready app, Victorian CFA firefighters, MFB (Metropolitan Fire Brigade) firefighters
	Major Incident manager who worked closely with the CIO. Managed various crisis events including market crash, data centre floods and major telco outages
	Setup and manage Service Now for ANZ Bank
	Design and build new Service Management processes and system for Telstra Enterprise based on ServiceNow. The scope of the work included incident management, problem management. The solution included mobile apps and web portals for the customers to access status information on their incidents without having to call Telstra
	Develop business continuity plan and crisis management plan. Enacted phase 1 of the crisis management plan when the SARS virus came out

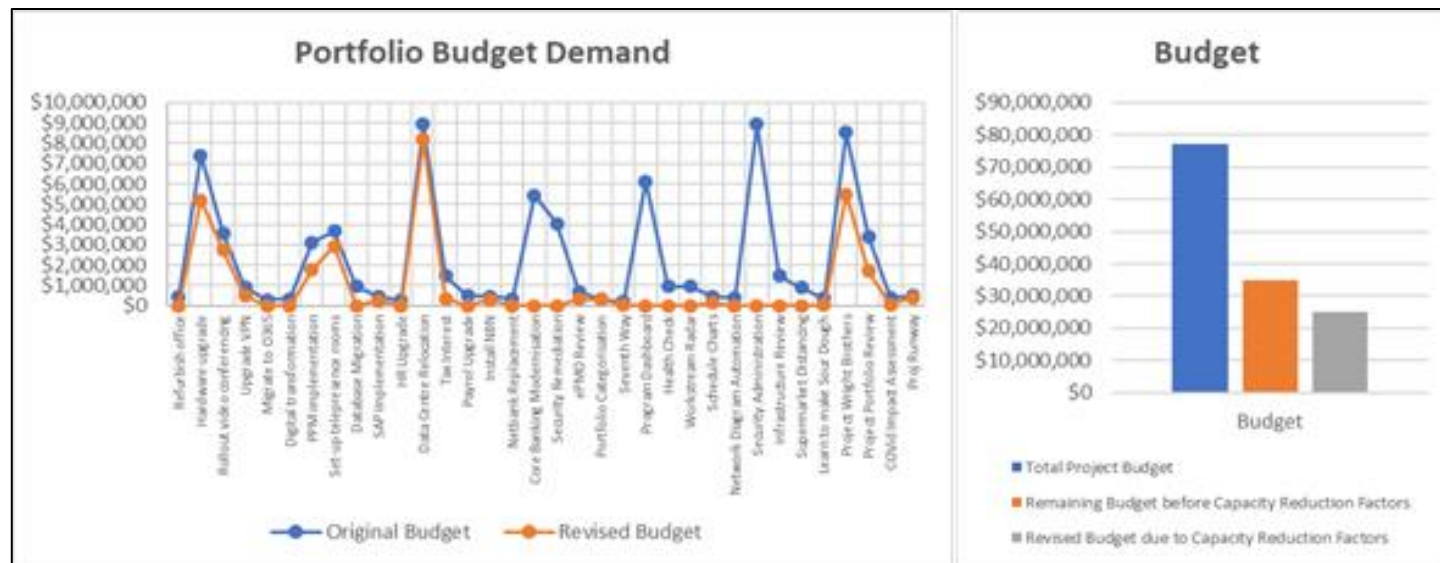
Our distributed workforce enablement experience

Seven Consulting have worked on a number of distributed workforce enablement projects including Office365 rollouts, MS Teams rollouts, HR transformations and end user computing programs.

Organisation	Engagement description
	Program managed the rollout of Office365 to 56,000 people at over 100 sites Australia-wide.
	Program management of Office365 rollout
	Program management of Office365 rollout. Migration of the global head office in Sydney into the Barangaroo T3 building. This migration involved the relocation and consolidation of 5 individual offices into one new generation workplace
	Program management of global HR transformation and Workday implementation across 4 operating divisions and in 42 countries
	Program management for MS Teams rollout including business case and initial pilot
	End user computing and Going Digital programs. Scope included the rollout of MS Teams, Smartsheet reporting and supporting Agile ways of working

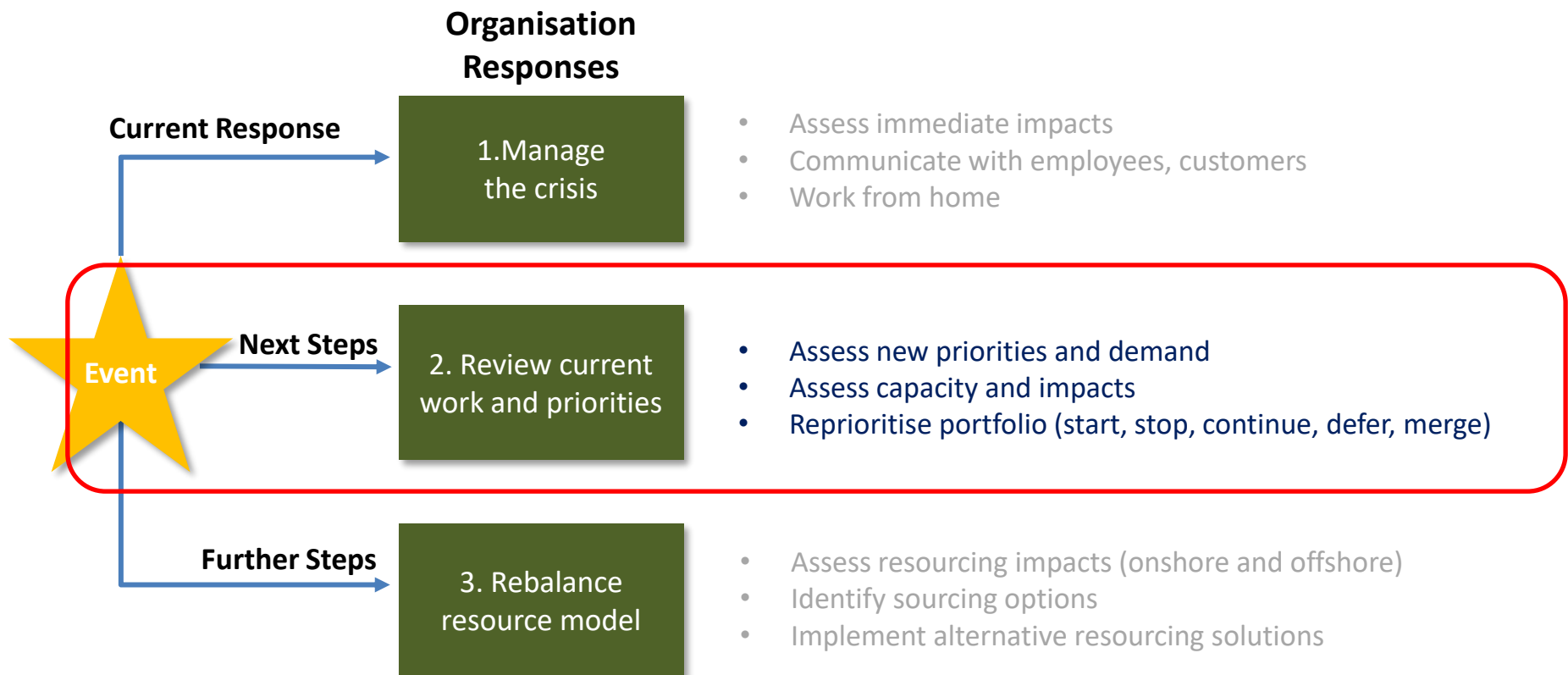


2. Portfolio Review



2. Portfolio review - context

Seven Consulting has considered the changing business environments and needs, and have proposed an approach to best position businesses to respond quickly, in a structured way to manage the new risks and challenges.



Organisations need to assess the impact of COVID-19 and the economic outlook on their organisation, its projects and its ways of working.

Organisations need to **review their current projects and priorities**.

The COVID-19 crisis may result in **urgent new projects being required** and **some projects being stopped due to the economic outlook**.

The crisis will force a lot more people to **work from home due to restrictions, sickness or caring for others**.

The **ability of offshore operations to continue to work** in countries like India and the Philippines needs to be reviewed as working from home may not be an option in these areas. These factors will impact the capacity of the organisation to deliver projects.

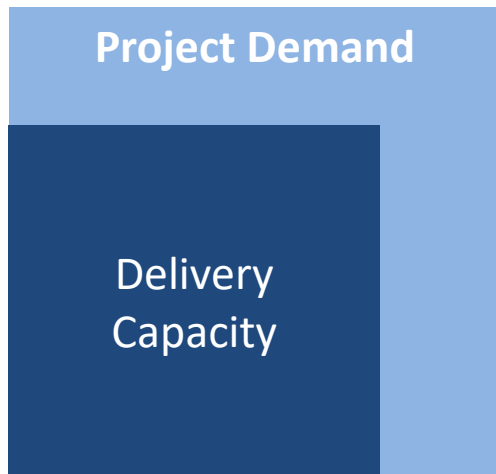
The **capacity of the organisation to fund, resource and deliver the portfolio of work needs to be reassessed and prioritised**.

Seven Consulting has an approach and tools to support this portfolio review exercise. The process will result in **recommendations to start/stop/continue/defer/merge projects**.

Aligning capacity to revised business priorities

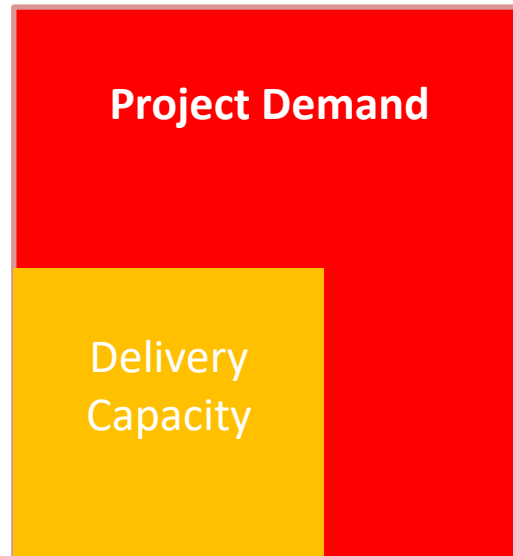
Organisations need to rebalance their project portfolios according to the revised business priorities and revised delivery capacity.

Before COVID-19



Prior to COVID-19, Project Demand (ie business initiatives) slightly exceeded Delivery Capacity (ie ability to deliver projects)

Impact of COVID-19



As a result of COVID-19, Project Demand increases and Delivery Capacity decreases

Rebalance Portfolio



Rebalancing the project portfolio, will realign Prioritised Project Demand with the reduced Delivery Capacity

Portfolio review approach

Seven Consulting's portfolio review approach is outlined below:



- Review scope/objectives of portfolio review with sponsor
- Identify total capacity and impacts
- Identify key stakeholders
- Define revised business priorities
- Define prioritisation criteria and weightings
- Obtain agreement to prioritisation criteria and weightings

- Draft the project inventory
- Publish prioritisation criteria and obtain stakeholder agreement
- Make initial “start/stop/continue/defer” assessment
- Update project assessment based on available capacity (eg funding, resourcing)
- Conduct the project prioritisation session

- Analyse the results of the project prioritisation session and follow up on any actions from the session
- Produce draft report including recommendations regarding which projects should “start/stop/continue/defer”
- Summarise key findings and recommendations

- Review draft report with sponsor
- Agree and update report with actions, target dates and expected responsibilities

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

The key steps required to review your project portfolio include:

1. **Prepare inventory of projects** – compile a comprehensive list of all projects and their key characteristics
2. **Identify capacity impacts** – identify the revised capacity of the organisation to deliver projects in terms of funding, people, productivity, offshore capability and delivery
3. **Define revised business priorities** – define the revised business priorities which then impact the priorities for the project portfolio
4. **Define prioritisation criteria and weightings** – identify the criteria upon which the project portfolio will be assessed and prioritised. Obtain stakeholder approval to the prioritisation criteria and weightings
5. **Make preliminary assessment** of which projects should be started/stopped/continued/deferred/merged
6. **Review preliminary assessment of projects given the revised capacity** of the organisation and update the project recommendations
7. **Conduct prioritisation session** – review the assessment of the project portfolio with key stakeholders. Identify any overrides of project recommendations preliminary results and exemptions

Key factors to consider in determining an organisation's revised capacity can include:

1. **Funding** – How much funding will be allocated to discretionary projects as a result of the poor economic outlook and government restrictions?
2. **People** – How many people are still available for work? How many are sick or caring for others? How many resources have had to be redeployed to urgent BAU activities?
3. **Productivity** – How productive is the workforce when many of them are working from home? How good are the organisation's collaboration tools to support remote working?
4. **Offshore** – What is the organisation's exposure to offshore work? How productive are the organisations offshore team during lockdown restrictions in certain countries such as India and the Philippines?

Key inputs to revised business priorities

An organisation needs to define its new business priorities during and after the COVID-19 period. Key inputs to the revised business priorities include:

1. **Business continuity** – managing the identified risks to business continuity. Are the current projects going to improve or degrade operational stability
2. **Business viability** – Responding to the changing economic outlook. Does the current portfolio of projects still deliver value in the new economic paradigm. E.g. a project delivering a customer outcome no longer of value in a declining economy
3. **Business strategy** – does the current business strategy still makes sense considering the known short-term and longer-term implications of the change drivers
4. **Change viability** – considering the timing and both the business and customers' ability to consume transformational change
5. **Impacts of changes to current portfolio** – what is the implication of pausing or stopping projects that are well inflight, delaying starting projects that were about to commence, or starting new projects as priority over other projects that may be well-planned and supported
6. **Changing profile of workforce** – how will the changing capacity and capability, and probable changes to the ways of working of a newly distributed workforce impact the business' ability to deliver and potentially impact project outcomes
7. **Edge case planning** – how will the portfolio be influenced by new, unprecedented changes or low likelihood, chain-reaction impacts of the current drivers of change, e.g. India as workforce go offline due to not being able to work in a distributed model in India, i.e. not setup for Indian workers working from home.

Project prioritisation factors

For each project, the project related factors to be considered during the project prioritisation include:

Business priority factors

- Type of project
- Priority of Project
- Contractual Obligations
- Benefits - Dollars
- Customer Benefits
- Brand Benefits
- Return On Investment of remaining cost

Deliverability factors

- Impact of the crisis on the Project
- % Complete
- Cost
- ETC (Estimate to complete) - Dollars
- Project Duration (months)
- Time to Complete (months)
- Resource Requirements (FTE)
- Vendor Resources
- Dependencies - Complexity & Number of
- Face-to-face meetings required
- Onshore/Offshore/Both
- Access to special premises/equipment
- Client/ Data Sensitivity

To be included in the framework will be your **business specific factors** (bespoke to your business) that will be derived from the thinking and work done to address business continuity, business viability and business strategy

The Seven Consulting portfolio planning tool:

- provides a base set of business priority factors and deliverability factors which can be customised for each organisation
- includes draft weightings of each factor which can be adjusted for each organisation
- provides an input form to capture the key characteristics of a project
- calculates a weighted score for each project based on the business priority and deliverability factors
- produces a ranking of projects based upon their weighted scores
- provides a summary dashboard of project's business priority vs deliverability
- assists in calculating the revised capacity of the organisation based on a set of constraints
- assists in aligning the revised portfolio with the revised capacity
- captures management decisions regarding project priorities discussed in a prioritisation session

A number of input forms and sample outputs from the Seven Consulting portfolio planning tool are provided on the following slides.

Seven Consulting will work with our clients to configure the project planning tool for your environment, projects, factors and constraints.

Portfolio planning tool – prioritisation parameters

Illustrative

Factors to be considered during prioritisation	Weightings	Parameters	Score	Parameters	Score	Parameters	Score	Parameters	Score	Parameters	Score
Business Priority Factors	100%										
Type of Project	7%	Other	1	Platform Improvement	2	Cost Savings/Efficiency	3	Growth	4	Reg/Gov Mandated	5
Priority of Project	8%	Low	1	Low-Med	2	Medium	3	Med-High	4	High	5
Contractual Obligations	7%	No	1		2	Maybe	3		4	Yes	5
Benefits - Dollars	7%	\$0-\$500K	1	\$500K-\$1M	2	\$1M-\$5M	3	\$5M-\$10M	4	>\$10M	5
Customer Benefits	7%	Low	1	Low-Med	2	Medium	3	Med-High	4	High	5
Brand Benefits	7%	Low	1	Low-Med	2	Medium	3	Med-High	4	High	5
Return On Investment of Remaining Cost	7%	0-20%	1	20-40%	2	40-60%	3	60-80%	4	80-100%	5
Deliverability Factors											
Impact of the Crisis on the Project	4%	High	1	Med-High	2	Medium	3	Low-Med	4	Low	5
% Complete	4%	0-20%	1	20-40%	2	40-60%	3	60-80%	4	80-100%	5
Cost	4%	>\$10M	1	\$5M-\$10M	2	\$1M-\$5M	3	\$500K-\$1M	4	\$0-\$500K	5
ETC (Estimate to complete) - Dollars	6%	>\$10M	1	\$5M-\$10M	2	\$1M-\$5M	3	\$500K-\$1M	4	\$0-\$500K	5
Project Duration (months)	4%	>24m	1	18-24m	2	12-18m	3	6-12m	4	0-6m	5
Time to Complete (months)	6%	>24m	1	18-24m	2	12-18m	3	6-12m	4	0-6m	5
Peak Resource Requirements (FTE)	2%	>100 FTE	1	51-100 FTE	2	26-50 FTE	3	11-25 FTE	4	0-10 FTE	5
Vendor Resources	4%	Yes	1		2	Maybe	3		4	No	5
Dependencies - Complexity & Number of	4%	High	1	Med-High	2	Medium	3	Low-Med	4	Low	5
Face-to-face Meetings Required	4%	Yes	1		2	Maybe	3		4	No	5
Onshore/ Offshore/ Both	4%	Offshore	1		2	Both	3		4	Onshore	5
Access to Special Premises/ Equipment	2%	Yes	1		2	Maybe	3		4	No	5
Client/ Data Sensitivity	2%	Yes	1		2	Maybe	3		4	No	5

Portfolio planning tool – capacity factors

Illustrative

Factors to be considered during capacity planning		% of Capacity Reduction				
Capacity Factor	Onshore Availability	Onshore Productivity	Offshore Availability	Offshore Productivity		Considerations
People Capacity	1%		1%			Will overall portfolio funding be impacted by the crisis? Will some people not be able to work due to the crisis?
Management Bandwidth	1%		1%			Will managers have capacity to step up their availability to deal with the new delivery challenges when dealing with a crisis in parallel?
Business Bandwidth	1%					Will sponsors and business resources have the capacity to dedicate time to projects when businesses are considering their continuity
Resource Efficiency		5%		5%		Will there be productivity loss by resources working from home or due to more lead times required from dependent parties?
Tools Impact	1%	1%	1%	1%		Are the current tools sufficient to maintain productivity in the new environment?
Process Impact	1%	1%	1%	1%		Will project delivery processes and SDLC changes be required to deliver in the new paradigm?
Governance Model Impact		1%		1%		Will the current governance suffice to track, report and manage in the new paradigm?
TOTAL	5%	8%	4%	8%		

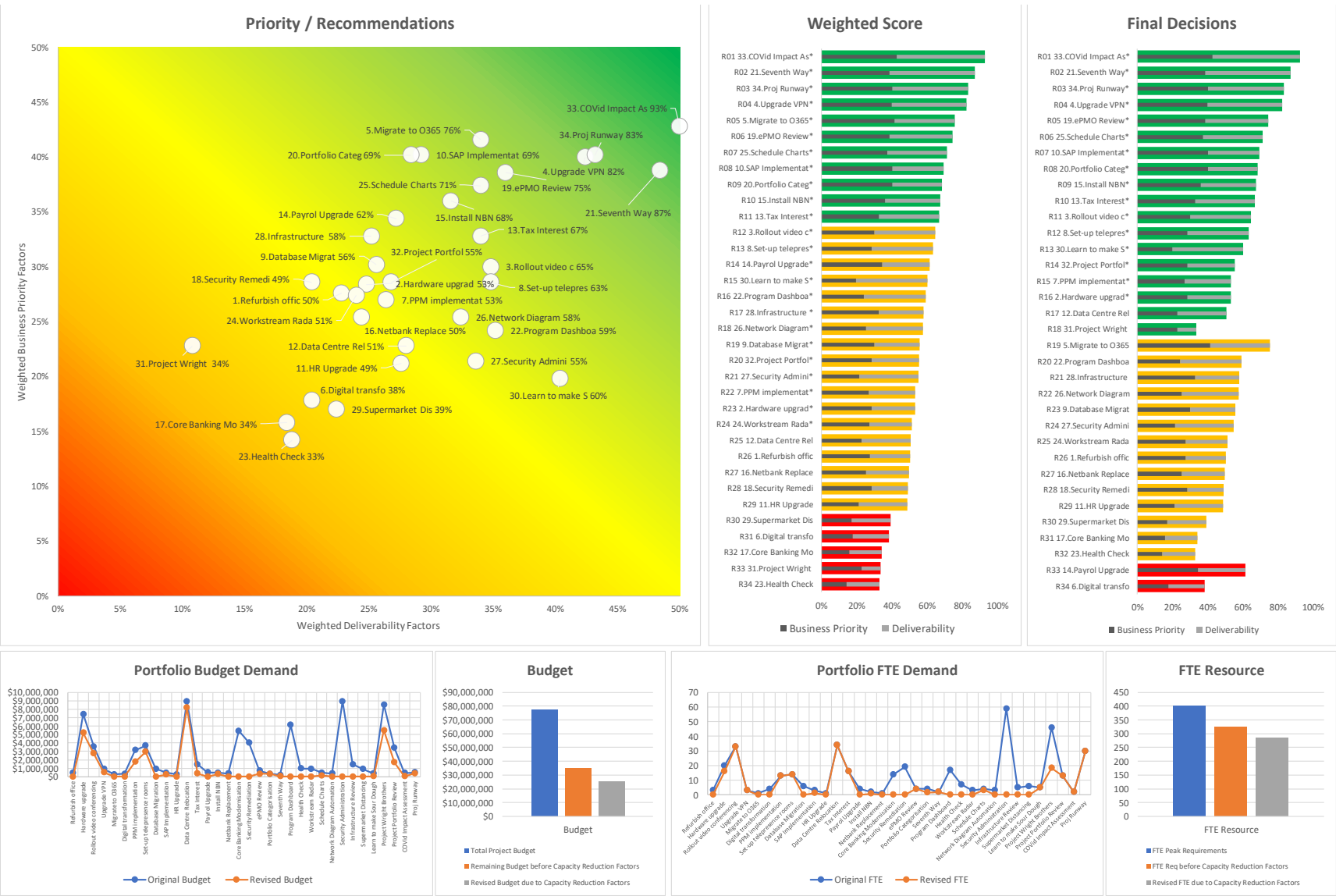
Portfolio planning tool – capacity constraints

Illustrative

Constraint	Constraint Description	Constraint Limit	Formula Criteria
Budget	Within Budget	0	FALSE
Current FTE Available	Within FTE	0	TRUE
Other Constraint #1 (e.g. # of Business SMEs)	# of Business SMEs	152	TRUE
Other Constraint #2 (e.g. # of environments)	# of Environments	50	TRUE
Other Constraint #3 (e.g. # of contractors)	# of Contractors	170	TRUE
Other Constraint #4 (e.g. % change aversion)	% Change Aversion	15%	TRUE

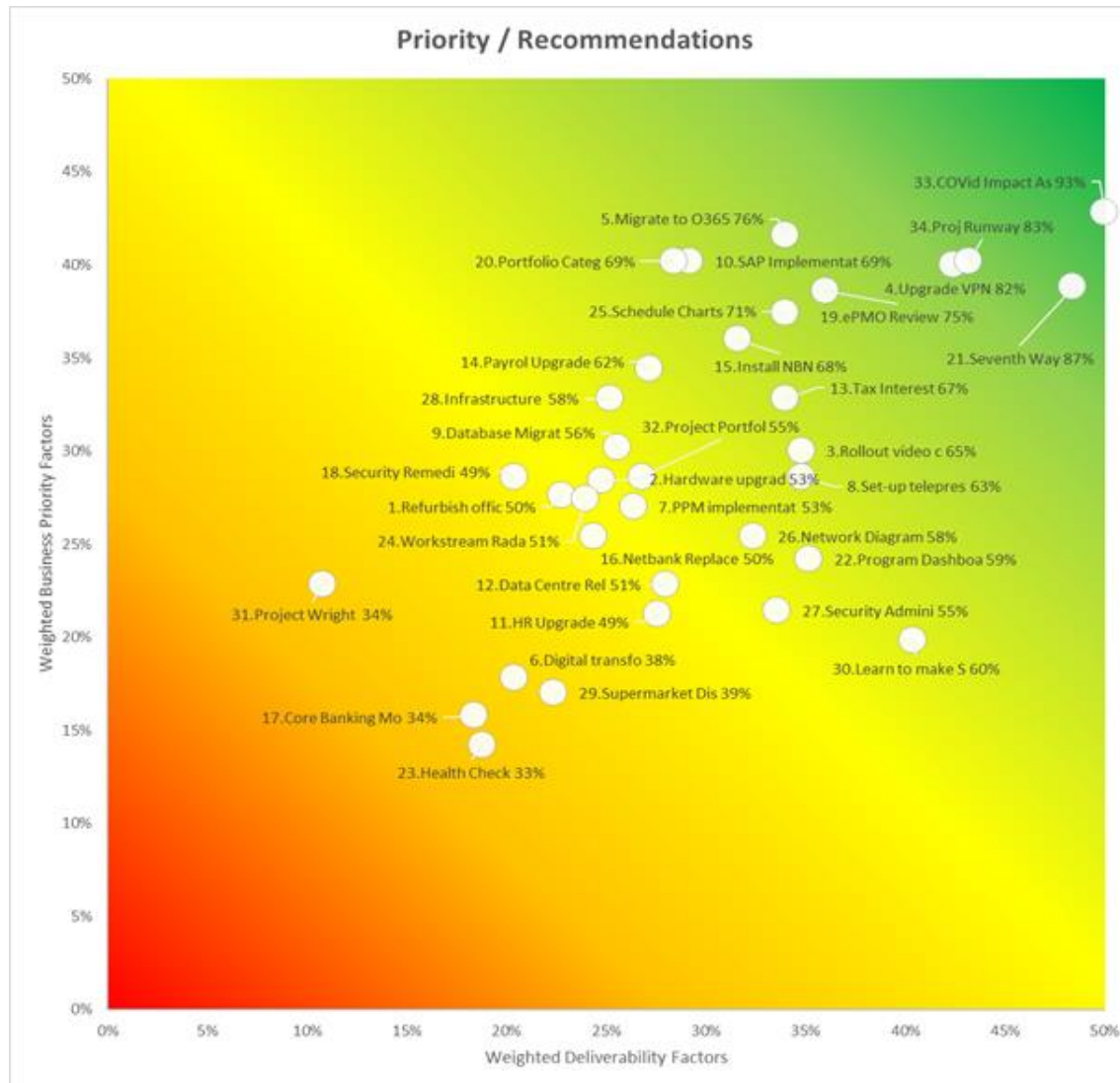
These constraints can be configured for each organisation

Portfolio planning tool – summary dashboard



Portfolio planning tool – graph of project business priority versus deliverability

Illustrative



Outcomes from the Portfolio Review

Key outcomes from the portfolio review should include:

1. **Prioritised view of the project portfolio** – projects will have been categorised into start, stop, continue, defer and merge categories
2. Decisions will have been made on **which projects should be started, stopped or deferred**
3. **Updated view on the delivery capacity of the organisation to deliver projects in the current environment**
4. **Increased management confidence** that the organisation is spending its funding on the right projects in the current environment
5. **An ongoing framework** which can be reviewed on a regular basis to confirm that funding and resourcing is still be allocated to the most important projects

Our 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.



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.



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



Seven Consulting was asked to review Telstra's 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.



The ATO has a slate of proposed initiatives covering applications simplification and remediation and needed to ensure that investment in this portfolio is optimised, to deliver the maximum value for money. The scope of work within the portfolio needs to align to strategic drivers, risk oversight measures and financial (funding) constraints. The portfolio needs to be prioritised and optimised to utilise available capacity and reduce conflicting commitments.

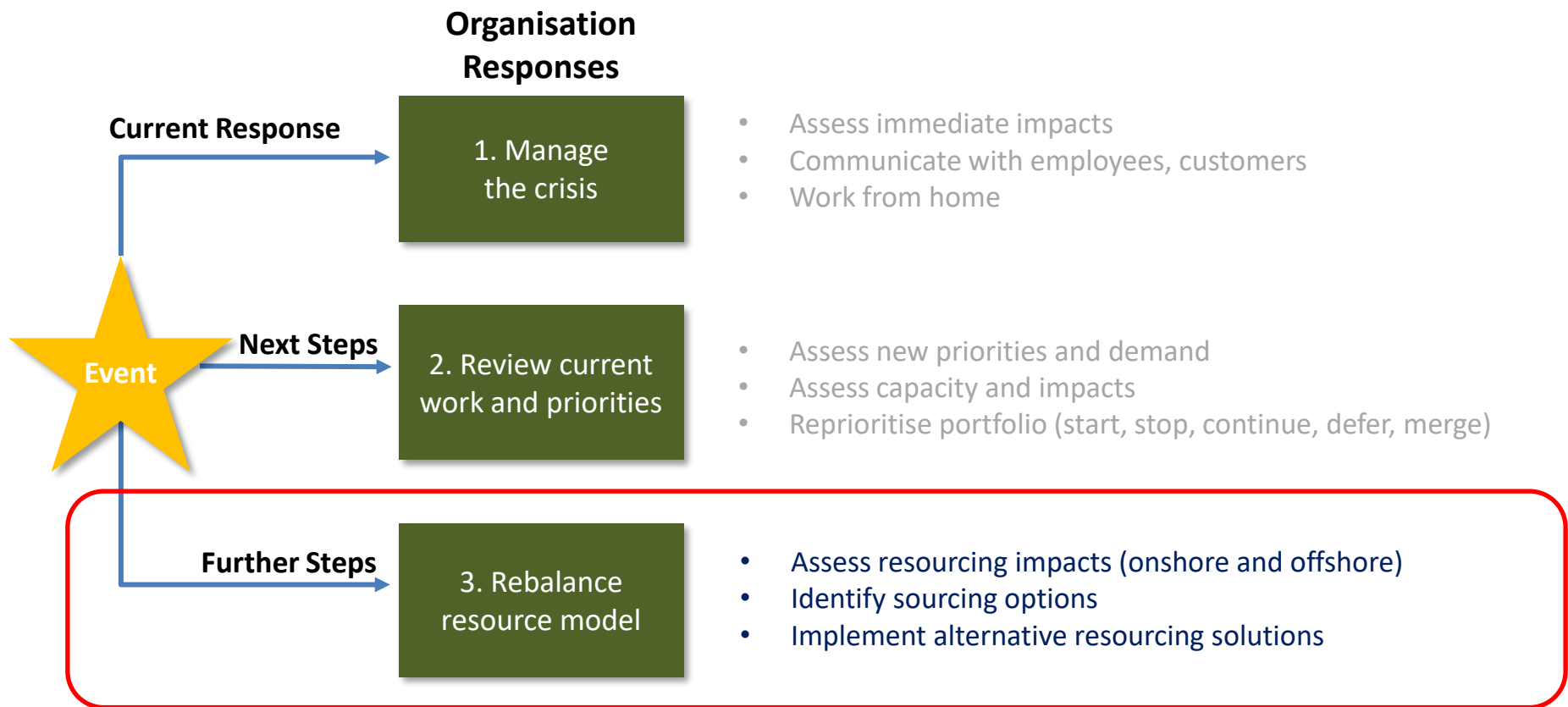


3. Resource Model Transition



3. Resource model transition - context

Seven Consulting has considered the changing business environments and needs, and have proposed an approach to best position businesses to respond quickly, in a structured way to manage the new risks and challenges.



Resource model transition - background

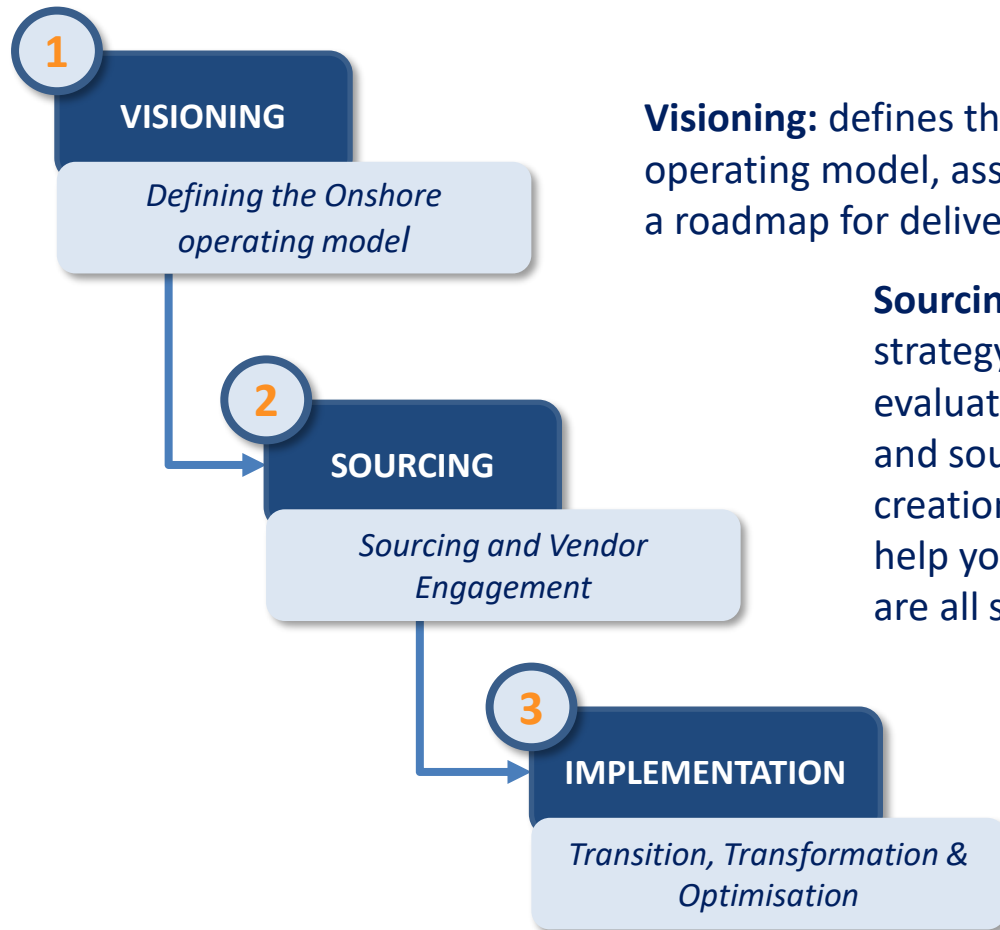
The COVID-19 Coronavirus has had a major impact on **the resourcing capacity** of organisations, both onshore and offshore.

Onshore impacts include sickness, working from home, factory closures, caring for children who are being home schooled etc.

Some offshore teams are unable to function during lockdown restrictions.

In situations where a major resourcing impact has occurred, this section discusses the **key steps required to source alternative providers**.

Seven Consulting has **extensive strategic sourcing experience** and can apply this experience to helping organisations source alternative resourcing providers quickly.



Visioning: defines the sourcing objectives, defines the target onshore operating model, assesses the change impact, considers options and creates a roadmap for delivery.

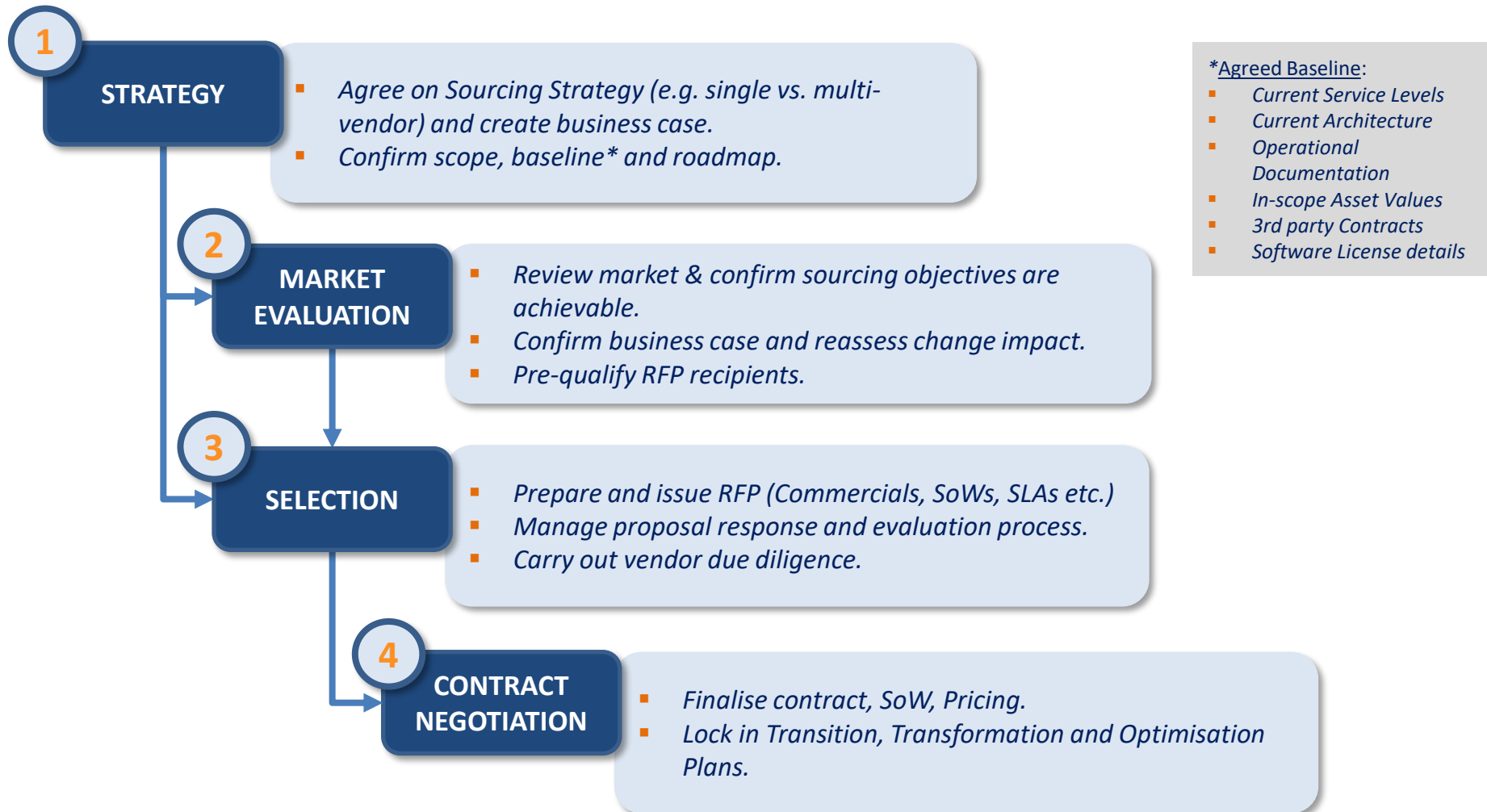
Sourcing: We will help you define an appropriate sourcing strategy based on your sourcing objectives. We will lead the evaluation of market offerings against your sourcing objectives and sourcing strategy. We will manage the RFI/RFP/RFQ creation, supplier selection and negotiation process. We will help you define the SLAs, OLAs, KPIs and other metrics which are all simple, objective, achievable and measurable.

Implementation: Drawing on our specialist project management expertise, we will manage the transition to your new service provider(s), including any transformation of your IT environment. We can periodically audit your ongoing sourcing relationship and help you optimise it over time.

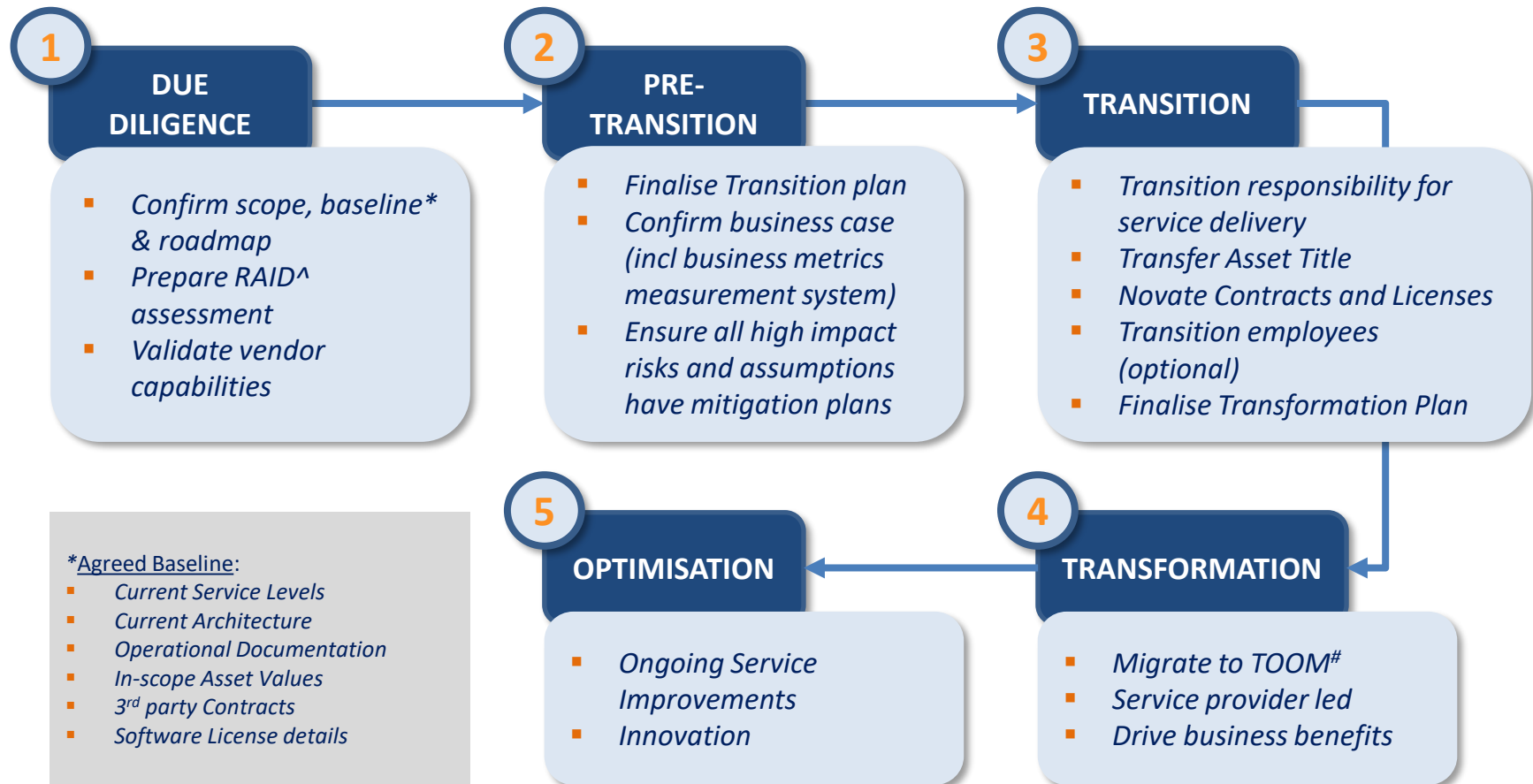
Sourcing strategy – Visioning phase



Sourcing strategy – Sourcing phase



Sourcing strategy - Implementation



^ Risk Assumption Issue Dependency

Target Outsource Operating Model



MEDIA GROUP

Outsource Feasibility Study – Seven Consulting was engaged to conduct a feasibility study into the outsourcing of IT and Accounts Payable/Accounts Receivable.

Starfish – Seven Consulting managed the outsourcing/offshoring of Bauer's Network Services Company call centre.



Commonwealth Bank

Telecommunications Outsourcing – Seven Consulting provided the 2IC to the Program Director for this major transition from Gen-i to Telstra.

Outsource Project Management Review – Seven Consulting reviewed the engagement model between the Bank and its outsourcing partner, HP (EDS), and made a number of improvement recommendations.



IT Outsourcing Consolidation – Seven Consulting provided a team (Program Director, PMO Manager, Project Managers, IT Service Management Consultant, Master Scheduler) to manage the transition of IT Support Services from IBM, Ericsson, HP, TCS to Tech Mahindra (multi-hundred million dollar outsourcing agreement).

Applications Transition – Seven Consulting managed the Transition of a select number of key business applications from IBM to TCS as part of an applications portfolio re-alignment resulting from the Vodafone Hutchison merger.

Systems Integration and Test Management capability – Seven Consulting reviewed the capabilities of these outsourced areas and provided recommendations for improvement.

IT/Network Delivery Framework – Seven Consulting defined a new IT project/vendor governance framework for the merged Vodafone/Hutchison BSS&IT organisation. Seven Consulting were subsequently engaged to perform a similar engagement for VHA Networks.

IT (Data Centre) Transformation – Seven Consulting managed the start-up of a major program to transform VHA's IT cost base, including migration/outsourcing of all VHA infrastructure to new data centres as well as implementation of new virtualisation

Our Experience (continued)



HP New Operating Model –Seven Consulting managed the program office for the insourcing of mortgage processing from HP.



Transition program - Seven Consulting provided Transition Management services to implement a new multi-sourced outsourcing framework.

Oil Search

Outsource Feasibility Study – Seven Consulting was engaged to conduct a feasibility study into the outsourcing of IT and Networks.



Cathay Pacific Transition – Seven Consulting managed the transition of Cathay Pacific's IT Services from IBM on behalf of Unisys. Delivered on contractual dates, ahead of budget and to an extremely high quality. Service delivery post transition was rated by Cathay as improved beyond expectations, resulting in a renewed and expanded contract with Unisys years ahead of schedule.



IT Outsourcing - Seven Consulting provided Program and PMO Management services for this major infrastructure outsourcing program covering Data Centre, End User Computing and Networks.



RunIT Operational Model – Seven Consulting helped Woolworths develop a new organisational structure and high level operating process for their IT Operations area (“RunIT”) as a pre-cursor to potential outsourcing.



LESP (Leveraging External Service Providers) – Seven Consulting led the sourcing phase of this initiative to select a partner to deliver all of Macquarie Bank's application development, testing and level 3 support. Using a strategic “top down” approach, Seven Consulting ensured that, as well as being best positioned to deliver value-for-money services, the selected partner had compatible corporate objectives and there was a strong cultural fit.

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 7th 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.*





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