

Australia's Best Program Delivery Company

TEAMWORK
TRANSPARENCY
DELIVERY

The 2020 Seven Consulting
Delivery Summit received
an NPS of 70!



SEVEN CONSULTING
**DELIVERY
SUMMIT 2021**





Australia's Best Program
Delivery Company

A photograph of several mountaineers in winter gear climbing a steep, snow-covered mountain peak. The lead climber in the foreground is wearing an orange jacket and a large black backpack. Other climbers are visible further up the slope in the background.

Founded in 2002.
We manage billions of dollars
of transformation programs
that range in size from
<\$1m to >\$500m

**Welcome to our second
delivery summit.**

Our Clients

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



Client Satisfaction Survey Results

Year	Satisfaction rating
2021 YTD	99.46%
2020	98.87%
2019	99.08%
2018	98.65%
2017	99.08%
2016	98.94%
2015	99.35%



Percentages reflect the overall percent of positive responses from clients.



“Very professional and deliver the job to a high quality.”



“I have always had a very positive experience.”



“Fantastic outcomes through high quality resources.”



“Trusted delivery partner with excellent consultants who are committed to getting the job done.”



“Extremely professional with all relevant skills to be most effective.”



“Exemplary performance.”

What our clients say about us...

MORNING AGENDA

TIME	TOPIC
08:00AM	Coffee and Breakfast
08:45AM	Welcome, Introduction by Chair - Hugh Harley (Seven Consulting)
08:55AM	Introduction to Seven Consulting - Declan Boylan (Seven Consulting)
09:00AM	Keynote 1: Making it happen: Delivering Business Transformation - Jacqui Visch (AMP)
09:40AM	Panel 1: Delivery Innovation - Declan Boylan (Chair), Jacqui Visch (AMP), Tim Kelly (Woolworths Group), Owen Eaton (NAB), Richard Heeley (Macquarie Bank), Ruth Bradley (Ericsson)
10:25AM	Break / Coffee
10:45AM	Keynote 2: Project Management: Science or Art? - Rob Thomsett (Seven Consulting)
11:25AM	Breakout Session 1 Diagnosing Your Team's Health - Rob Thomsett (Seven Consulting) The Post Pandemic PMO - Louise Ford (Seven Consulting), John Middlemist (Nordea) Embracing Agile to Combat Dynamic, Evolving Cyber Threats - Hanlie Botha (Woolworths Group, Cyber Security) What to do when Transformation isn't going to plan - Mark Kouyias (Bendigo and Adelaide Bank)
12:10PM	Lunch

AFTERNOON AGENDA

TIME	TOPIC
01:00PM	Matildas Welcome - Sarah Walsh and Gema Simon
01:20PM	Keynote 3: Mobilising an agile transformation portfolio within Shared Services - Mel Parks (QBE)
02:00PM	Panel 2: Creating value through divestment delivery - Gareth James (Chair), Mel Parks (QBE), Björn Meier (SURA), Craig Lauchlan (MLC)
02:45PM	Break / Coffee
03:05PM	Keynote 4: A CIO's View of Delivery - Bob McKinnon (Mirin Digital; Former CIO of both CBA and Westpac; Former Joint MD Multiplex)
03:45PM	Breakout Session 2 Diagnosing Your Team's Health - Rob Thomsett (Seven Consulting) The Post Pandemic PMO - Louise Ford (Seven Consulting), John Middlemist (Nordea) Embracing Agile to Combat Dynamic, Evolving Cyber Threats - Hanlie Botha (Woolworths Group, Cyber Security) What to do when Transformation isn't going to plan - Mark Kouyias (Bendigo and Adelaide Bank)
04:30PM	Keynote 5: How can an ePMO drive speed to value? - Clive Dickens (OPTUS), Declan Boylan (Seven Consulting)
05:10PM	Closing thoughts - Hugh Harley (Seven Consulting)
05:15PM	Drinks and Networking
06:45PM	Close

Seven Consulting – Values



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.

Morning Sessions

08:00AM - Coffee and Breakfast

08:45AM - Welcome, Introduction by Chair



Hugh Harley - *Seven Consulting, Strategic Advisor*

Hugh Harley is Strategic Advisor at Seven Consulting, where he draws on three decades of corporate experience to help the Seven team be Australia's best program delivery company. Hugh has held executive and non-executive roles in the public and private sectors, including Commonwealth Bank, ING Bank Australia, and PwC, both in Australia and Asia.

09:00AM - Keynote 1: Making it happen: Delivering Business Transformation

Make it happen ... immerse yourself into a business transformation deep dive and key ingredients for success
 #digitallysavvy #datadriven #peoplepower

Jacqui Visch - *AMP, Chief Technology and Data Officer*

A passionate technology leader in the adoption and implementation of new ways of working and cultural transformations. Through approaches such as Scaled Agile, Customer Centred Design, DevOps, Lean, Shift Left and Servant Leadership practices, Jacqui has reduced cycle time by 90%, increased cost reduction by 70% and created pipelines of customer defined offerings.



09:40AM - Panel 1: Delivery Innovation

Some of the most innovative technology leaders in Australia will give their insights into the new thinking that is helping drive outcomes for their organisations. From robots to mobbing to intrapreneurship, what delivery approaches are making the difference for NAB, AMP, Woolworths Group, Macquarie Bank and Ericsson.



Declan Boylan - *Seven Consulting, Founder*

Declan Boylan founded Seven Consulting in 2002. Seven Consulting now delivers billions of dollars of transformation programs that range in size from <\$1m to >\$500m annually to 40 major organisations. Seven Consulting has achieved over 98% customer satisfaction and over 95% team satisfaction every year. Declan has personally delivered over 30 programs, including Netbank for CBA.

Tim Kelly - *Woolworths Group, General Manager - CIO Office*

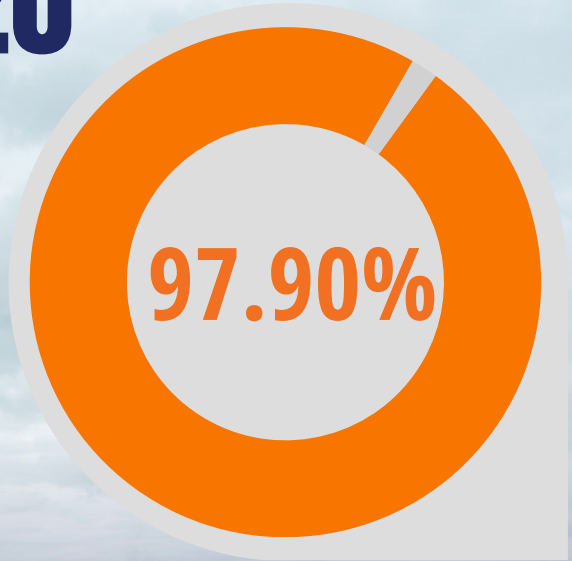
Tim heads up the Office of the CIO for Woolworths Group with accountability for Architecture, Planning, PMO and Commercial Management. He previously led the architecture teams in Woolworths Group and in Vodafone. He was the lead architect on Vodafone's multi year core systems replacement project.



Owen Eaton - *NAB, Business Transformation & Strategy Executive*

Owen is a dynamic and creative business transformation and strategy executive with a proven track record of success in Financial Services, built on a solid foundation of banking operational experience and a clear focus on the customer. He is currently a Business Transformation and Strategy Executive at NAB.

DEC. 2020 TEAM SURVEY RESULTS



Survey Date	Satisfaction rating
Dec 2020	97.90%
Jun 2020	98.51%
Dec 2019	98.30%
Jun 2019	98.82%
Dec 2018	96.44%
Jun 2018	96.40%

Seven Consulting conducts an anonymous six-monthly Team Satisfaction Survey as part of its process to continuously improve and become a better company.

Percentages reflect the overall percent of positive responses from Seven Consulting team.

Our team satisfaction has been over 95% for every survey since 2014.

Morning Sessions

09:40AM - Panel 1: Delivery Innovation (continued)



Jacqui Visch - AMP, Chief Technology and Data Officer

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Richard Heeley - Macquarie BFS, Chief Information Officer - Head of Technology

Richard is the CIO Head of Technology for the Macquarie Banking and Financial Services (BFS). Richard joined Macquarie in 2014 and leads the BFS Technology team in Corporate Operations Group (COG) and is responsible for the management and operation of technology services for BFS- the primary relationship manager for Macquarie’s retail client base. #EnterpriseAgile and #DevOps is the business-wide operating model and culture which has introduced big changes in how the team thinks, acts and approaches work every day.



Ruth Bradley - Ericsson, Programme Director Next Generation BSS IoT

A Technology Executive with a successful track record of delivering desired business, operational, and organisational outcomes in technology services and telecommunications. Highly experienced team leader specialising in the development and implementation of ICT strategies and initiatives that enable organisations to achieve its strategic intent. Key achievements include 90% year-on-year delivery success rate for an international organisation and simplifying managed service operations by implementing a new operating model, sourcing strategy and leading the tender process through to board approval to execute a \$150m contract.

10:25AM - Break / Coffee

10:45AM - Keynote 2: Project Management: Science or Art?

Project management has been evolving for over 50 years. For much of its evolution, project management was dominated by a scientific and engineering paradigm. While this has provided a proven core body of knowledge, as technology and other innovations accelerate, it is time for greater emphasis on the art of managing creativity, uncertainty and collaboration.



Rob Thomsett - Seven Consulting, Thought Leader

Rob has over 40 years of experience working with industry and commercial leaders and is generally acknowledged as the pioneer of modern project management in Australia. Rob has directed, developed, trained and supported numerous number of programs including the initial Project Management framework for the Australian Federal Government and the first Tax Modernisation Program. Rob has also published and is the author of 5 books, including Radical Project Management and The Real Benefits Workbook.

PATHWAYS FOR WOMEN

Creating Pathways for Women in Project and Program delivery is a series that Seven Consulting are running to empower, educate, inform, and support women coming into the Program Delivery workforce and to encourage women as they build their career.

Pathways covers a diverse range of topics such as:

- How to Have a Career and a Family, Panel Discussion
- Discrimination in the Workplace and How to Deal With It
- Seven Secrets of Project Management
- Building a Career Plan Panel Discussion
- Scaling Agile
- Stakeholder Management
- Power and Influence
- Leaning In
- Building A Great Team
- Benefits Management
- Change Management
- Working From Home – The New Normal
- Stakeholder Management
- Powerful Presentations
- How to Grow Your Influence
- The impact of Coronavirus on our Working Practices

The series encourages networking, the sharing of ideas and the promotion of inclusivity and equality.

We would like to acknowledge the support of our guest speakers, Debbie Taylor- Chief Information Officer (**NBN**), Lee Ward - Interim Business Development Executive, Intelligence Group (**Leidos**), Jody Weir- Director Enterprise Ways of Working, APAC (**Johnson Controls**), Alicia Aitken- Advisory Board Member (**Office of Projects Victoria**), Tanya Graham- Executive General Manager, Strategic Programs (**Healthscope**), Jenni Smith- Non Executive Director (**Heffron SMSF Solutions**), Hanlie Botha- Head of IT- Project Delivery Cyber (**Woolworths Group**), Jacqui Visch- Chief Technology and Data Officer (**AMP**), Kathleen McKay - Chief Digital Officer and Executive Director (**NSW Department of Customer Service**), Connie McKeage - Board Member (**Financy Women's Index Advisory Board**), Kylie De Courtney - Managing Director (**NSW Telco Authority**), Jackie Ross- Retail Change Lead (**Alinta Energy**), Tanya Chesher- Change Lead Regulatory Reporting (**CBA**), Margaret Wilde- Programme Director Consumer (**NAB**), Fiona Porter- Head of PMO (**Linfox**), Anne Garlick- General Manager, Business Controls and Monitoring Chief Operating Office (**Westpac**), Noelene De Villiers- Head of Business Improvement (**Big W**), Michelle Bendschneider- Executive General Manager, Privacy and Cyber Technology (**CBA**) and Anni Minassian- IT Director- Corporate Systems & Program Management (**ASIC**), who all ensured vibrant, dynamic and engaging sessions.

For more information please contact
berna.akdeniz@sevenconsulting.com

Morning Sessions

11:25AM - Breakout Session 1

Diagnosing Your Team's Health - Beyond COVID 19, project teams have been under severe stress for many years. Geographically dispersed teams with outsourced partners, little formal investment in the well-established team building education and coaching approaches is common. Project managers, Scrum Masters and others who often focus on what is being delivered not how the team is feeling. Diagnosing how your team is performing is the first step to building a healthier and happier project team.



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The Post Pandemic PMO - The coronavirus has had a significant effect on business and how projects are delivered but it has also provided companies with the opportunity to rethink their strategies & how they deliver change. In this breakout session we will discuss how changes to some working practices are having a positive impact on project delivery and how effective PMOs are enabling businesses to thrive in the post pandemic world.

Louise Ford - *Seven Consulting, PMO Practice Lead* - Louise is the Seven Consulting PMO Practice Lead, where she uses her 20 years of experience in project and PMO management to support, develop and assure the quality of delivery for Seven's PMO Team. Louise specialises in the implementation of transformation programs and has worked with a variety of organisational cultures in complex multi-vendor environments.



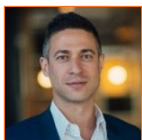
John Middlemist - *Nordea, Head of Core Banking PMO* - John has over 25 years' experience in Program/Project Management and Management Consulting, in engineering, procurement and delivery with major global companies and industry experience in the following lines of business: government, telecommunication, banking, system integration, and defence projects. John has successfully implemented several Programme Management Offices for major organisations that have provided the tools, processes and governance to deliver projects.

Embracing Agile to Combat Dynamic, Evolving Cyber Threats - How to be agile in the current environment where cyber attacks are increasing by the day. This session will tell you more about the road Woolworths Group took to become agile and how it was applied in the project world. Hanlie will also further provide insight into what worked well and what to look out for.

Hanlie Botha - *Woolworths Group, Head of IT - Project Delivery Cyber* - Hanlie's experience in Information and Communication Technology spans over 29 years with extensive experience in the life cycle of IT solutions and delivering enterprise wide projects. Hanlie has successfully managed a multi-agency Government program, specifically around Agile delivery of a new digital product with various feature releases, has successfully delivered large-scale, high profile business transformation initiatives and has established a number of Centre of Excellence along the way.



What to do when Transformation isn't going to plan - Transformation is complex and challenging for everyone involved... and doesn't always go to plan. Without the right foundations, everything gets even harder. This session looks at how to diagnose, remediate and sustain an effective ecosystem to enable lasting change.



Mark Kouyias - *Bendigo and Adelaide Bank, Director - Transformation Delivery* - Mark is an Executive leader with a proven track record of delivering business solutions, transformation programs and enterprise scale change in complex environments across AU, EU and Asia in the Banking, Financial Services, Telecoms, and IT sectors. He is currently Director, Transformation Delivery at Bendigo and Adelaide Bank and has previously worked with NAB, Telstra and Ericsson leading enterprise wide transformation initiatives to drive efficiency and growth and improve customer experience. Mark is recognised as a leader who builds trusted relationships, creates highly engaged customer focused teams, and gets things done.

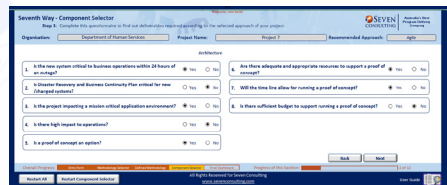
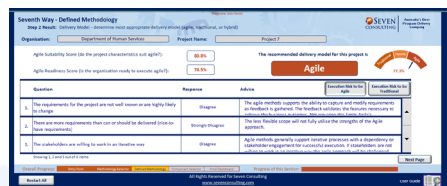
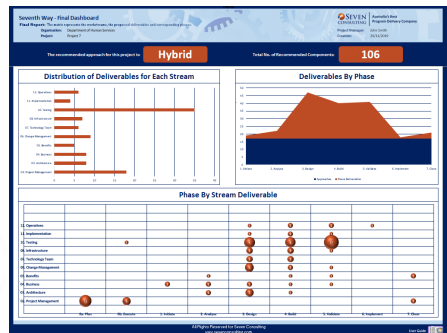
Seventh Way Tool

A unique tool to assist you with the right project management approach.



Over the last three years, we have developed a tool that helps us, in 30 minutes or less, to create the following for any project:

- Agree the optimised project delivery approach: agile, traditional (waterfall) or blended.
- Where the recommended approach is a blended approach, detail the customised blend.
- Understand the residual risks and mitigations for that approach.
- Specify the deliverables required for delivery, many of which are agnostic to the agile or traditional approach.
- Detail the deliverables by phase and stream.
- Provide templates for each of the deliverables.
- Produce a detailed schedule, including dependencies.



***Seventh way tool is used on all Seven engagements and has licensed the tool to a major Telco.**

12:10PM Lunch

01:00PM - Matildas Welcome: Sarah Walsh and Gema Simon

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.

CONGRATULATIONS

Seven Consulting looks forward to the Westfield Matildas welcoming the football world to Australia.

Football Federation Australia together with New Zealand Football successfully bought home the bid for Australia and New Zealand to host the FIFA Women's World Cup in 2023.

We cannot wait to watch the Westfield Matildas play against the best teams in the world Down Under.



Tameka Yallop

Elise Kellond-Knight



A friendly football 1-day round robin tournament proudly sponsored by Seven Consulting between female Technology and Delivery Executives and providing a networking platform for the industry.

The event was created to celebrate the announcement of Australia and New Zealand winning the rights to host the next FIFA Women's world cup in 2023 and to also celebrate women's sport. In 2020 we saw over 100 attendees to the tournament and the networking event that followed.



An overview video of 2020's event can be found on Seven's Youtube channel: <http://bit.ly/SC-WEFIT-2020>

"Thank-you so much for hosting and organising the inaugural event, had a great time! More importantly I thought the event was a powerful celebration and validation of women in general and also the marvellous Matildas. It was also great to network with other women in the telco industry."

- Jane Witter - General Manager Commercial Agreements at Telstra Wholesale

"Overall everyone was blown away by the whole event and very grateful for the opportunity to play." - OPTUS

"The coordination, organisation and overall set up on the day was excellent. It was well thought out and planned extremely well from our end. Playing alongside Caitlin was a real hit too! Great networking opportunity and noticed a lot in common across the women I met. It was fun, super organised and a great networking opportunity with likeminded women."

- NSW Electoral Commission



Seven Consulting have planned the 2021 event:

When: Sunday, October 10th, 2021

Where: Sydney University Football Ground - Regimental Dr, Camperdown NSW 2050

Time: 03:00PM - 05:30PM (Followed by Food & Beverages)

If you wish to attend the networking event or play part of a team please contact Berna Akdeniz at berna.akdeniz@sevenconsulting.com

Afternoon Sessions

01:20PM - Keynote 3: Mobilising an agile transformation portfolio within Shared Services

Following a deep strategic review of QBE’s offshore operations, hear how the team juggled the pandemic response while laying the foundations for an agile change portfolio



Mel Parks - QBE , Chief Transformation Officer

Mel is an executive with significant operational and strategic generalist experience gained across a breadth of industry sectors and international markets. She has proven success in delivering large scale, complex transformation and leading cross functional, multi-geo teams. High level influencing, collaboration and stakeholder engagement skills ensure successful business outcomes. A real change agent with an enterprise mindset.

02:00PM - Panel 2: Creating value through divestment delivery

In this panel we will discuss some of the common challenges seen in the delivery of business divestments. We will look at the different motivations of the seller, acquirer and acquired and how these can influence the delivery activity. We will also explore ways to protect and potentially enhance value in the transaction. This group will bring together experience of managing separations and integrations covering Europe, Asia, Australia and the Americas covering Airlines, financial services, FMCG and telecommunications.



Gareth James - Seven Consulting, Managing Director

Gareth has lead significant business transformation with responsibility for budgets upwards of \$500m USD, teams of 1000+ across global footprints and has successfully delivered outcomes across 48 countries. He excels in developing and championing transformational change including the redesign of operating models, service delivery models and the associated organisational change management activities.

Björn Meier - SURA, Chief Operating Officer

Björn is a seasoned executive with twenty years of international business experience that includes leadership positions with consulting and financial institutions, With a successful track record in business transformation initiatives and programme management at the top management level. As a globally versatile, self-confident and pragmatic leader with strong credentials in building and leading high-performing teams, Björn delivers transformational change in support of turnaround and performance optimisation strategies.



Craig Lauchlan - NAB Wealth, General Manager - Wealth Separation

Craig is passionate about designing and delivering transformational change for organisations and customers and is currently the General Manager for Wealth Separation at MLC. Previously he has held roles as General Manager of Customer Experience Transformation at AGL and General Manager of Enterprise Portfolio Services at CBA.

**With Mel Parks (QBE); please refer to short bio above.*

02:45PM Break /Coffee

Afternoon Sessions

03:05PM - Keynote 4: A CIO's View of Delivery

Business and IT strategic issues are increasingly interconnected, with IT more and more a critical enabler for business in the Digital Age. At the same time, the IT organisation is being constantly challenged to deliver more with less. In this environment how can the IT organisation identify and develop the capabilities it needs to successfully deliver the outcomes the business needs? What are the implications for the role of the CIO?



Bob McKinnon - *Mirin Digital; Former CIO of both CBA and Westpac; Former Joint MD Multiplex* - Leveraging his broad business, financial and technology experience Bob currently assists Mirin's clients with strategic IT issues, particularly driving business outcomes from all aspects of technology. Bob also holds a number of board roles, including chair of Australia's New Payments Platform. During an executive career spanning more than 40 years, Bob held a variety of group executive, senior executive and board roles in finance, technology and general management across the financial services and property industries. Outside of technology Bob's senior executive roles included Joint MD & CFO of Brookfield Multiplex Group, CEO of State Street Australia, COO & CFO of MLC Group, and CFO of Lend Lease Corporation.

03:45PM - Breakout Session 2

Diagnosing Your Team's Health - Beyond COVID 19, project teams have been under severe stress for many years. Geographically dispersed teams with outsourced partners, little formal investment in the well-established team building education and coaching approaches is common. Project managers, Scrum Masters and others who often focus on what is being delivered not how the team is feeling. Diagnosing how your team is performing is the first step to building a healthier and happier project team.



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04:30PM - Keynote 5: How can an ePMO drive speed to value?

An overview of setting up a world class ePMO from scratch for OPTUS. This presentation will focus on the process applied to optimise portfolio design, with specific focus on capacity management, measuring portfolio effectiveness and the uplift project management capability. We will illustrate some tools and processes which we believe to be best practice.



Clive Dickens - OPTUS, VP Product Development, TV and Content

Clive is an experienced C-Suite Executive Director with a demonstrated history of working in the Worldwide Broadcast Media, Digital Media, Digital Lifestyle and News publishing, Start Ups Investments, Digital Consumer Product and Telco. His current role at OPTUS is to expand the range of services beyond the telco core and is also the lead of OPTUS's multi year 5G product and network investment.

Declan Boylan - Seven Consulting, Founder

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05:10PM - Closing Thoughts

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05:15PM - Drinks and Networking

06:45PM - Close



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KEY CONTACTS



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Australia's Best Program Delivery Company

Delivery Summit 2021 Supporting Clients



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Official Partner
of the





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