

Australia's Best Program Delivery Company

Welcome to Seventh Way Tool

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





Seven Consulting - Services



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.





AUSTRALIAN INSTITUTE of COMPANY DIRECTORS





















































Our clients and team 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

WABC

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

Woolworths 6

"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"

Team 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%



How do we get 98%+ client satisfaction?



Why all our clients are reference sites.



Hands-on ownership



High employee engagement, low turnover with **no** contractors



At a minimum, there is a 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 including internal project training, majority of our team are SAFe certified.



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.

Our Agile journey



- In 2002, Seven Consulting undertook 0 Agile projects.
- By 2010, that number had increased to 10% to 20% of our portfolio.
- Now over 40% of our projects are Agile-based.
- This aligns with the market growth of Agile adoption in Australia IT projects.
- Through these engagements, Seven Consulting has found strengths in both methods.
- We manage about \$1b of Agile program annually and have delivered some of the largest and most successful Agile programs in Australia.
- Over 2/3 of our team is scaled agile (SAFe) qualified.
- We have two qualified SAFe trainers internally.
- However we still believe that not all programs should be delivered using Agile methodology.
- This tool helps ascertain quickly the correct delivery approach on the spectrum of Traditional to Agile.
- Use the best tool for the job!

Introduction to the Seventh Way



- Over the last three years, we have developed a tool that, helps us within 30 minutes to create the following for any project:
 - Agree the optimized 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 mapped dependencies.

Background



There is no single best way to deliver a program.

From our experience of delivering billions of dollars of programs each year for some of Australia's largest organisations, we believe that different approaches are required to deliver different projects.

- This is for two sets of reasons, firstly the projects themselves are all different. Compliance and innovation projects have different characteristics.
- Secondly, organisations (technically, capability-wise and culturally) are also different.

We believe that these two sets of characteristics that influence how the programs should be delivered.

What does work?



- Assessing the organizational and project characteristics to work out the best way to deliver is the work of skilled and experienced Program Managers.
- While we don't believe in one approach, we do have a bias towards agile where sensible.
- We have spent two years codifying our collective 1000's of years of experience to allow this analysis to be done within 30 minutes.
- In addition, this Seventh Way Tool will provide an overview of the delivery streams, phases and dependencies.
- Finally, the tool links the deliverables to templates and supporting documents, as well as creating a starting schedule based on the delivery approach.
- This tool is of best value for each of the following to assess or build delivery approach per project.
 - Portfolio Managers
 - ePMO or ITPMO Managers
 - Risk and Assurance Stakeholders and Program Reviewers
 - Project Managers stepping into larger or different roles
- We use this tool across our whole technology change portfolio with over 25 client organisations.



Example Agile v Traditional Project and Organisational Characteristics

Importance of speed to market versus quality





Agile

- Speed, speed, speed.
- What does this work best for?
 - New products.
 - New campaigns.
 - Market testing.
 - Non-core Systems.

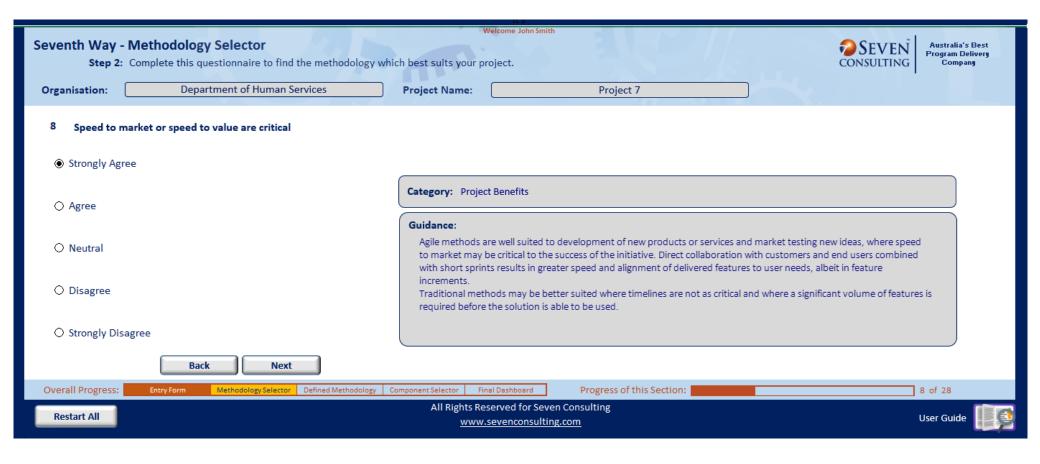


Traditional

- Quality, quality, quality.
- What does this work best for?
 - Looking after people's money, medical applications, payroll etc.
 - Implementing core systems.
 - Implementing systems that impact on people's safety.
 - Best where once you release you can't rollback.

Importance of speed to market versus quality





Ability to deliver in short cycles.





Agile

- Can deliver partial business benefits quicker.
- Get feedback from customers quickly.
- Refine and improve outputs for later cycles.
- How a child learns to walk.

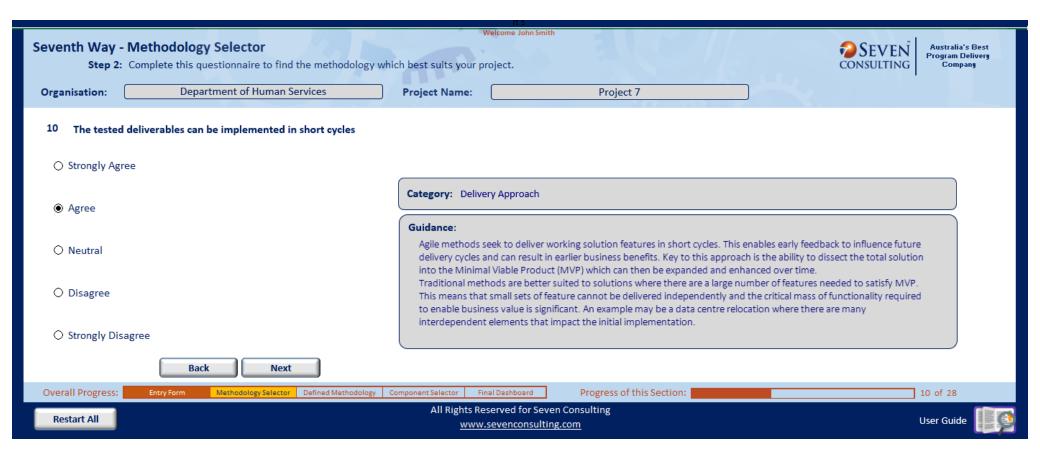


Traditional

 Best suited to majority of functionality being released in one go; e.g. a payroll program, GST introduction, currency change.

Ability to deliver in short cycles.





A knowledgeable Product Owner is appropriately assigned to the project





Agile

- A product owner is essential to work with the team and be available to provide quick decisions.
- On large programs, you may need multiple product owners covering different areas with one overall decision maker.
- On small projects, a part time product owner that is available daily would likely suffice.



Traditional

- Reviews can be done in larger blocks although the time this takes clearly creates time delays versus agile.
- Can suffer from management by committee.
- There may be some advantages in seeing the end-to-end requirements, design etc.

A knowledgeable Product Owner is appropriately assigned to the project



Seventh Way - Methodology Selector Step 2: Complete this questionnaire to find the methodology which	SEV EIN Progra	alia's Best m Delivery ompany
Organisation: Department of Human Services	Project Name: Project 7	
13 A knowledgeable and empowered Product Owner (Member of agile	e team responsible for defining stories and prioritizing the team backlogs) exists and is assigned to the project	
Strongly Agree		
○ Agree	Category: Flow of Knowledge	
○ Neutral	Guidance: It is essential to the success of agile methods that an appropriate Product Owner be assigned to the project. The Product Owner must be knowledgeable in the project vision and product domain and be empowered to take decisions on prioritisation and acceptance of features.	
○ Disagree	Traditional methods generally use group forums for deliverable review and approval and steering committees for decision making. These mechanisms are inadequate to support the demands of agile for rapid decision making and resolution of blockers.	
Strongly Disagree		
Back Next		
Overall Progress: Entry Form Methodology Selector Defined Methodology Co	omponent Selector Final Dashboard Progress of this Section: 13 of 2	8
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Are the tools (environments, processes and data) for continuous development, testing and deployment in place?





Agile

- Hard to move to continuous development, testing and release if the supporting elements are not in place for this.
- Many companies need time to put these in place before they can run true agile programs.
- The need for proper environment and tooling is especially true at scale and for non digital and highly integrated systems.

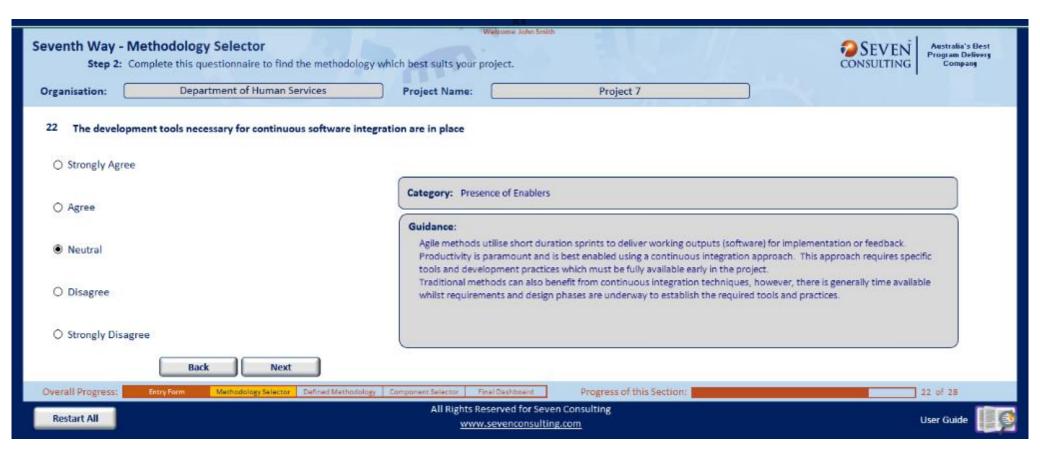


Traditional

 Simpler for traditional projects as they have more time in parallel with requirements, design and build, to put these items in place where they don't exist (to the extent they need them and they will need less.)

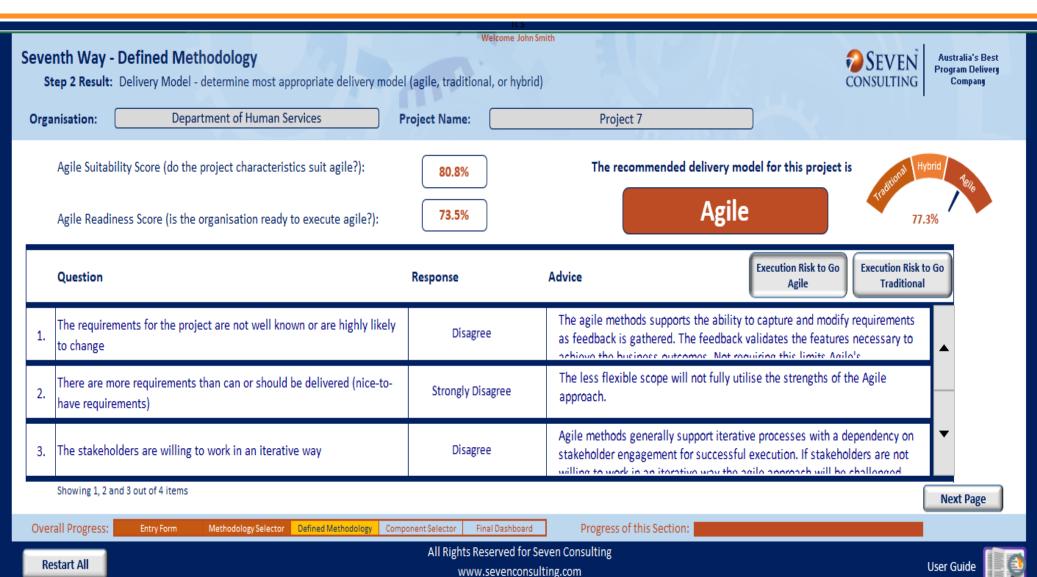
Are the tools (environments, processes and data) for continuous development, testing and deployment in place?





7th Way - Selected Approach





Agile v Traditional agnostic decisions



Not every delivery decision is resolved by working out whether we should deliver via an agile, traditional or blended approach.

There is a second series of questions to be considered:

- Do we need to do a parallel run?
- Do we need to test operability of the new system?
- Do we need to do performance, DR/BCP, or Security testing?
- Do we need to perform a dress rehearsal?
- Do we need to do a pilot?

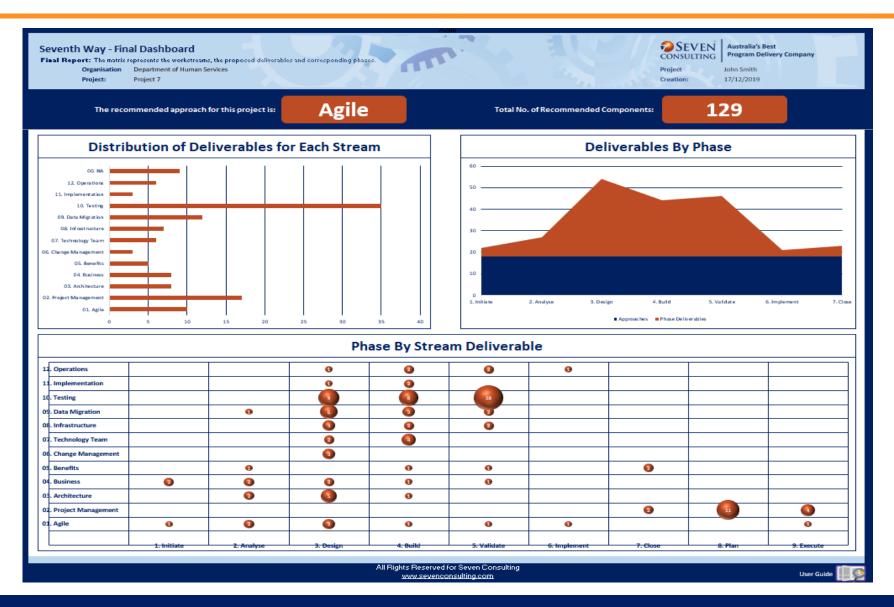
7th Way - Agile / Traditional agnostic question examples.



Seventh Way - Component Selector Step 3: Complete this questionnaire to find out deliverables required Organisation: Department of Human Services P		elected approach of your project. Project 7 Recommended Approach:	Australia's Best Program Delivery Company Agile			
Architecture						
Is the new system critical to business operations within 24 hours of an outage?	● Yes ○ No	6. Are there adequate and appropriate resources to support a proof of concept?	Yes			
Is Disaster Recovery and Business Continuity Plan critical for new /changed systems?	○ Yes ● No	7. Will the time line allow for running a proof of concept?	Yes			
3. Is the project impacting a mission critical application environment?	● Yes ○ No	8. Is there sufficient budget to support running a proof of concept?	○ Yes ● No			
4. Is there high impact to operations?	○ Yes ● No					
5. Is a proof of concept an option?	● Yes ○ No					
Back Next						
Overall Progress: Entry Form Methodology Selector Defined Methodology Comp	All Rights Resen	ved for Seven Consulting enconsulting.com	2 of 10 User Guide			

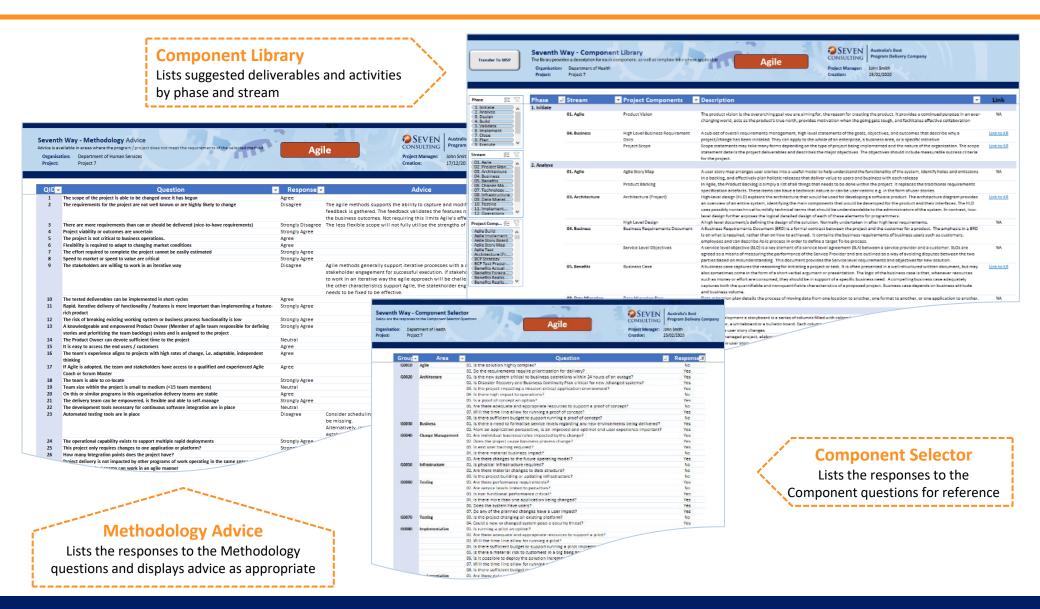
7th Way Example Output





7th Way Example Output





Tool Outputs within 30 minutes



- Recommended delivery approach for your program.
- 2. The risks with that approach and suggested mitigants.
- Deliverables by phase and workstream
- 4. Automatically created schedule including dependencies.

Tool implementation steps and median durations



Activities

Understand and review current delivery methodology

Recommend and agree any changes around deliverables and descriptions

Updating tool to reflect agreed approaches Add new or revised
Templates
to intranet

Test tool on sample set of projects

Rollout.

Mostly spent organizing rollout meetings.

Week 1

Week 2

Week 3

Week 4

Week 5

Week 6

Week 7

Week 8













Review of your current methodologies.

Agreed and implemented improvements to the methodologies.

Seventh Way Tool updated to reflect your agreed situational delivery processes.

Revised delivery processes and templates.

Piloting, Training and Rollout of Seventh Way Tool.

Outputs

Business Outcomes of using Seventh Way



- Using a consistent approach to have your project delivery customised and optimised based on its and your organisation's characteristics within your portfolio.
- 2. Increased ability to define delivery approach far more quickly.
- 3. Reduced level of project management oversights or omissions.
- Leading to better project outcomes.
- 5. This can be further extended to look at how each project should fit into your portfolio governance and assurance structure.

Seventh Way Licence Costings



Number of users	Monthly cost	Estimated cost per user per month	Annual Coaching Pack	Email support	Access to monthly Master Classes
1-5	\$ 2,500	\$ 833	10 hours	У	У
6-20	\$ 5,000	\$ 385	20 hours	У	У
21-50	\$ 10,000	\$ 281	30 hours	У	У
51-200	\$ 20,000	\$ 159	50 hours	У	У
201+	\$ 30,000	\$ 100	100 hours	У	У



Our projects so far:

2007Villawood Detention Centre (Sydney)

2008South Australian Detention Centre (Sydney)

Seven Consulting regularly gives back to the wider community, supporting our team and their families in voluntary projects to assist those who find themselves in need of help.

2011

Cambodian School Build (Sydney)



2012Barnardos Kingston House (Sydney)



2013 Youth off the Streets (Sydney)



2015

- Jesuit Refugee House Blaiket (Syd)
- Hanover Crisis Centre (Melb)



2019

- · Avalon Centre (Melbourne)
- Dignity.org.au (Sydney)
- Bahay San Jose House with No Steps Foundation (Manila)







2018

- Erin's Place (Sydney)
- · Concordia Childrens Services (Manila)
- Mad Women Foundation (Melb)







2017

- Launch Housing (Melbourne)
- Cerebral Palsy Foundation (MNL)



2016

Marian Villa (Sydney)





2020 – DONATION DRIVE

In 2020, Seven Consulting continued to acknowledge the importance of fostering a community presence. Despite the restrictions brought on by the COVID-19 pandemic, the Project 7 initiative was able to provide help to those community causes that needed it most. Although physical volunteering was no longer an option due to health concerns, Project 7 gave back to the community, by donating \$104,000 across 29 charities, enabling these organisations to create real change in the lives of those who need it most. In 2021, Project 7 will once again be providing the team at Seven the opportunity to volunteer their own time to the community.







Australia's Best Program Delivery Company

Award Winning Company

Woolworths Group IT
Exceptional Services Award
Winner 2018



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