



Australia's Best  
Program Delivery Company

*Partnering to deliver the change needed for a better future*

# Seven Consulting Sponsor Coaching



Major Sponsor of the



◆ CommBank  
**MATILDAS**



SEVEN CONSULTING  
**OPALS**

TEAMWORK • TRANSPARENCY • DELIVERY





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



## PMO Services

We provide PMO establishment and management, PMO analysis and scheduling services, and tools for some of the largest organisations in Australia. This can range from scheduling services, to running the PMO for \$1.5bn programs, to ePMO management.

**All of our clients are reference sites**



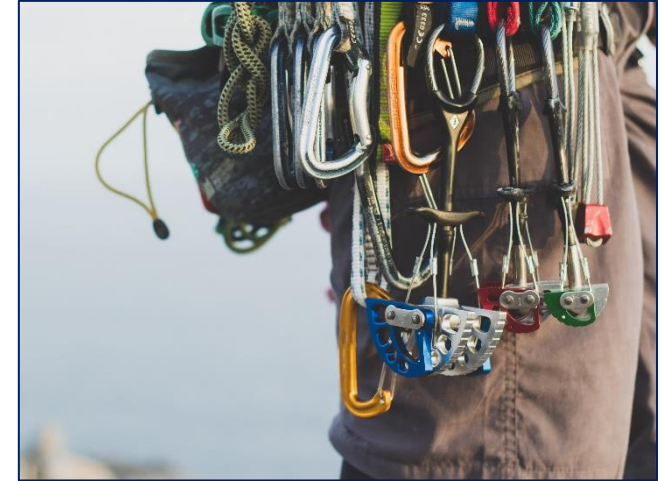
## Change Management Services

From Q2 2023, we will provide Change Management services across the entire lifecycle of a program from early analysis of the problem statement to delivering a solution that realises the intended benefits.



## Delivery Consulting

We provide delivery capability uplift, sponsor and project manager training, portfolio and program reviews to assist our clients improve their program delivery. We have successfully provided these services to over 50 clients.



## Delivery Tools

Seven Consulting has designed and developed world leading tools to assist our clients optimise their portfolio, design their delivery approach and provide deep weekly delivery insights. These tools are used successfully on over \$5bn of Programs annually.

**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.*

 Commonwealth Bank Client Since 2005	 vodafone Client Since 2009	 AMP Client Since 2012	 Woolworths Australia's fresh food people Client Since 2012	 nab Client Since 2013	 MACQUARIE Client Since 2014	 futurefund Australia's Sovereign Wealth Fund Client Since 2015	 Colonial First State Client Since 2015	 agl Client Since 2017
 NSW GOVERNMENT Communities & Justice Client Since 2017	 alintaenergy Client Since 2018	 BNP PARIBAS Client Since 2018	 ST VINCENT'S HEALTH AUSTRALIA Client Since 2018	 ASX AUSTRALIAN SECURITIES EXCHANGE Client Since 2019	 THE UNIVERSITY OF SYDNEY Client Since 2019	 airservices Client Since 2020	 AUSTRALIAN INSTITUTE of COMPANY DIRECTORS Client Since 2020	 InvoCare Innovation Vocation Care Client Since 2020
 Coca-Cola EUROPACIFIC PARTNERS AUSTRALIA Client Since 2021	 CSR Client Since 2021	 MELBOURNE GIRLS GRAMMAR AN ANGLICAN SCHOOL Client Since 2021	 NSW GOVERNMENT Client Since 2021	 IMB MARTINBROWER Client Since 2022	 MONASH University Client Since 2022	 pwc Client Since 2022	 vic roads Client Since 2022	 CEnet catholic education network Client Since 2022
 dexus Client Since 2022	 phn EASTERN MELBOURNE An Australian Government Initiative Client Since 2022	 Equity Trustees Client Since 2022	 SUPER FUTURE Client Since 2022	 ipSCAPE Client Since 2022	 iress Client Since 2022			

# Our clients and team are our top priority

## Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
2022	99.20%	13,191
2021	99.15%	15,932
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

100% of our clients are reference sites

## Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%
Dec'20	97.90%
Jun'20	98.51%



“Bright and solutions focused consultants, with whom it has been a pleasure to work with.”



“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.”



Commonwealth Bank  
“Consistent high quality of project management consultants.”  
“All consultants are highly professional, and delivery focused.”



# 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 strong emphasis on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to our client's high expectations.

# Why Sponsor Coaching Sessions?

- Projects are the vehicle of strategic change.
  - The increasing rate of change is demanding Speed to Value from those projects
  - An organization's agility in executing the right change the right way and realising the benefits from those changes.
  - Many IT and project organisations are hampered by bureaucratic and slow project governance and project management models that were first used in the 1980's.
  - The Corporate Executive Board (CEB) *Accelerating Projects* report of 2015 reveals that Sponsors behaviours have a significant impact on Speed to Value.
  - Most organisations have standards and guidelines on **what** sponsors should do but not **how** to do their roles.
- 
- Seven Consulting can provide a proven transformative approach, not just for how projects are managed, but how projects are governed, sponsored and planned.
  - Agile Project Sponsorship and Agile Project Management are based on collaboration, openness, transparency, simplicity and speed as the levers of change.
  - Seven Consulting has developed a suite of powerful tools and techniques that are proven to assist Sponsors to be more effective and agile.
  - Rob Thomsett has been at the forefront of designing and deploying these methods for over 15 years.



The Sponsor ensures the strategic impact and benefits of the project are aligned with the organisation's strategic and financial goals. The Sponsor determines the goal or outcome of the project and owns his or her project through the entire project life-cycle – planning, development, on-going operations and benefit realisation. The Sponsor must also be the key advocate for their project supporting their PM and team.

There are five major Governance functions undertaken by a Sponsor. These functions should be undertaken in an open and transparent partnership between the Sponsor, Program Manager and critical stakeholders.

## These are:

### **Leading the development and approval of project Business Case**

- Identification of expected Program Outcome and related benefits;
- Engagement of critical stakeholders;
- Proactive mitigation of project risks; etc.

### **Determining and managing the overall Project Governance process**

- Agreement on project status reporting cadence;
- Composition and chairing of Steering Committee;
- Oversight of Organisational Change Management impact; etc.

### **Monitoring the on-going status of the project and Business Case;**

- Regular meetings with Program Manager;
- Participation in key project reviews and retrospectives;
- Regular updates to colleagues and peers, etc.

### **Assistance in and approval of project change**

- Assistance in resolution of project issues;
- Assessing impact on Business Case of changes;
- Agreement with and approval of updated Business Case and related plans; etc.

### **Oversight of on-going operations and benefit realisation**

- Oversight of the Change Management implementation;
- Ensuring relevant resources and processes are funded and operational;
- Ensuring that planned benefits are realised in partnership with Benefit Owners; etc .

Our executive consultants have designed and tailored sponsor briefings, sponsor mentoring and coaching around our powerful tools and techniques, for the following major organisations over the past 7 years:

- In 2015, one of our lead consultants worked with a small team to assist a major financial institution to effectively measure, manage and realise benefits from a \$1 billion/pa project investment slate as part of the organisation's Agile Transformation. This involved developing leading edge approaches to benefits planning, managing and realising. This involved integrating benefits management into the governance, sponsorship, project and change management practices of the organisation.
- eon (UK) – one of the largest electricity companies in the EU
- CBA – Executive Sponsor Briefings (multiple year contract)
- NAB – Sponsor Briefings/Mentoring to over 200 senior executives (including. CEO Andrew Thorburn)
- Future Fund – Sponsor Coaching

# Sponsor Coaching – Session Overviews

Given experience of senior management, this briefing has been designed as a series of conversations and tutorials. The executives involved in the briefing session can select the tutorials appropriate for their concerns.

*The Coaching Sessions can be designed in 1 hour segments, half-day sessions or full-day sessions. They can be one-on-one or small group sessions.*

Coaching session available include:

## 1. The new project management process – agile and simple

This tutorial covers Agile project management the various project contracts required by senior management for managing complex projects - Business Case, Quality Agreement, Stakeholder Agreements and Benefits Realisation. It explores key tools for “Setting up projects for Success”.

## 2. Agile sponsorship – doing the right project right

This tutorial explores the roles of senior business managers in managing Agile projects. This tutorial also examines senior managers role in the critical issue of project stakeholders or service providers. It covers techniques for analysing stakeholders relationships and for developing various stakeholders agreements. It also explores the role of stakeholders in benefits realisation.

## 3. Modelling objectives/Added Value/Benefits Realisation

This tutorial concentrates techniques for developing accurate and measurable project objectives/outcomes and the relationship between objectives and return-on-investment. It also presents the critical executives roles and powerful tools for managing benefits realisation and ensuring added value from their IT investment.

## 4. Quality Requirements

This tutorial concentrates on powerful techniques for modelling quality expectations or requirements. It also considers the impact on quality expectations on other project management issues such as estimation and risk. Senior management must define their quality expectations as part of managing the project. This topic is critical to effective governance and sponsorship.

## 5. Project Risk Assessment and Management

This tutorial examines the various approaches to project risk analysis, assessment and management. It also explores risk reporting, risk mitigation models and risk management plans and the role of senior management in project and benefit realisation risk management. It also examines the impact of execution risk and benefits realization risk.

The briefing also provides participants with a copy of *Agile Sponsorship* by Rob Thomsett.

# Sponsor Coaching Experience / Case Studies



The Seven Consultant worked with a small team to design, implement and support a Benefits management Framework across 100 major programs and projects in a \$1 billion/pa portfolio. This involved project planning, project tracking integrated with benefits and benefits realisation reporting. Hundreds of executives, sponsors, finance experts, project managers attended briefing sessions conducted by the consultant. A small hands-on consultancy service for sponsors and benefit owners was also implemented.



The Seven Consultant worked with our Thought Leader to design, implement and then execute the Benefits Management approach for AGL's CXT program. CXT was a multi-year \$300m transformation initiative run using an Agile methodology. The approach was fully integrated into Agile and included definition, measurement and tracking of benefits through the life cycle with multiple business units. It was used as a basis for Benefits measurement in other areas of AGL and was used to report monthly to the Executive and through to the AGL board to demonstrate the value of CXT.



The Seven Consultant was engaged to undertake a detailed review of project management, benefits management, sponsor and governance processes for ME Bank. The recommendations from this review were accepted by ME Bank Board and are currently being implemented in pilot mode by ME Bank with part-time support from the consultant.



Seven Consulting worked closely with the Executive Sponsor of a complex project. Using the Seven Consulting PM Plug-In tools such as the O3, Benefits Scan, Quality Agreement. Win/Lose to assist the Sponsor, Seven Consulting experts engaged all key executives in building and agreeing with critical project planning and management details.



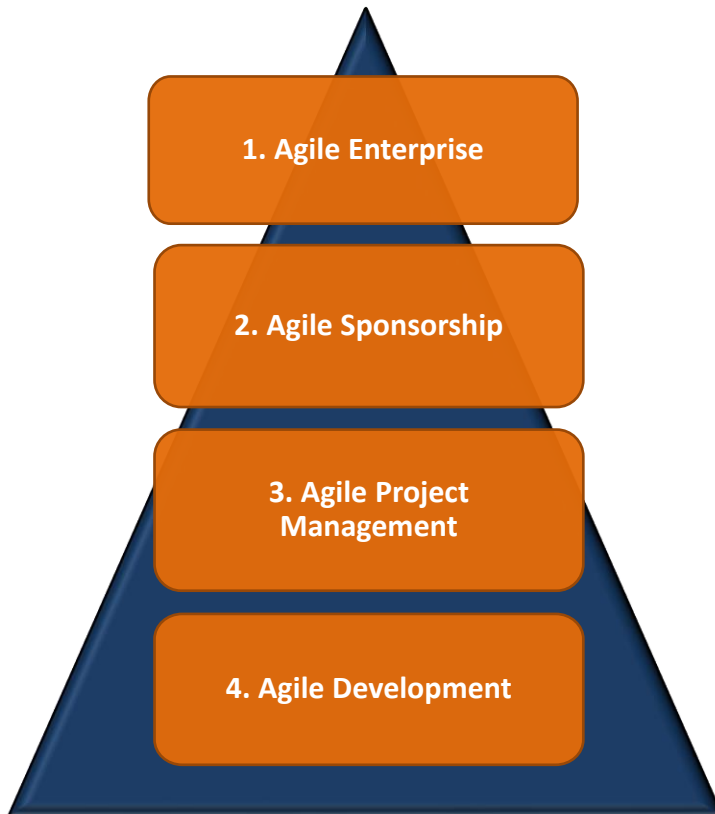
Project Management and PMO Capability Review - Seven Consulting undertook a forensic examination of the structure and effectiveness of DFSI's ePMO frameworks and Individual PM capability with a view to uplifting their overall program capability. The outcome was a design of an ePMO framework tailored to specific DFSI requirements and a report to give the DFSI executive better understanding of their Project Manager capability.

**Other organisations that have engaged with Seven Consulting for Sponsor Coaching and support include Melbourne Girls Grammar, AMP, BNZ, ACU and Firemonkeys.**



# The Integrated Agile Enterprise Framework

- Seven Consulting's Agile Project Enterprise Framework outlined below is a proven framework of integrated processes, tools and techniques focused on simpler, faster delivery & improved ongoing support of the delivered change.
- The key focus is the integration of speed of decision-making, planning and delivery of real benefits.



1. **Agile Enterprise (AE)** focuses on the cultural, procedural and people changes required to optimise, adopt, embed to sustain Agile models of project delivery. This includes an agile approach to strategic portfolio governance.
2. **Agile Sponsorship (AS)** requires executives to get closer to their projects, their project managers and their project teams. Single sponsors who must be flexible in making time available for face-to-face meetings and use simplified and face-to-face reporting lines. The Agile Sponsor is focused on benefits realisation.
3. **Agile Project Management (APM)** is an open, stakeholder-driven approach to project planning. While Scrum Masters and Product Owners focus on the detailed technical delivery, APM's must focus on stakeholder engagement, change management and related projects to ensure outwards as well as inwards management of the project.
4. **Agile Development (ADM)** involves a cultural as well as a procedural and technical change in how projects are planned and delivered. The coaching of project managers, business experts in how to setup and support Agile Development (Scrum, SAFe, etc.) is a critical factor for successful and sustained deployment of Agile Development Methods.

## Rob Thomsett



### Thought Leader

#### Achievements:

- Consulted and implemented a relationship and values-driven model of project management and sponsorship in many Australian and international organisations including Bank of America, AT&T, CBA, Westpac
- Designed and governed implementation of the PMI award winning Master of Project Management for Sydney University.
- Trained thousands of Project Managers in Agile Project Management in UK, US, Asia, EU, NZ and Australia.
- Consulted with the NAB Group to implement an Agile approach to executive sponsorship, benefits realisation, project management and governance across a \$1billion p.a. project portfolio.
- His latest books *The Agile Project Manager's Tool Kit* and *Agile Sponsorship* are available from Seven Consulting.

## Declan Boylan



### Founder

#### Achievements:

- Start-up and management through to development and test of Westpac's \$300M+ Online Transformation Program.
- End to end delivery of the \$100M Internet Banking system replacement for CBA.
- Turn-around of the eENABLE program for HP (EDS), the fourth attempt by CBA to implement the largest voucher imaging and processing system in the Southern Hemisphere.
- Successful delivery of a wide variety of programs for Blue Chip Clients including Credit Card Scoring for CBA; Transition of the Cathay Pacific IT outsourcing from IBM to Unisys; Billing system upgrade for Hutchison Telecommunications; and the GST Program for Fairfax.
- Provision of Governance across 80+ assignments carried out by Seven Consulting since 2002, ranging from \$1m to \$1.5bn programs.

## Our projects so far:

**2007**  
Villawood Detention Centre  
(Sydney)

**2008**  
South 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)



**2012**  
Barnardos 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

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.



### 2021 – Mini Project 7

In 2021, 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. Seven Consulting team members across three cities were able to participate in multiple mini projects this year to see our Project 7 commitment through.



# Seven Consulting is a proud sponsor of Australia's National Football side, the CommBank Matildas and Australia's Women's Basketball team, the Seven Consulting Opals

We are extremely proud to be official sponsors of Australia's best teams. The CommBank Matildas and the Seven Consulting Opals.

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

## CONGRATULATIONS

Seven Consulting looks forward to the CommBank Matildas welcoming the world to Australia and a congratulations to the Seven Consulting Opals for winning Bronze in the FIBA Women's World Cup 2022



Tameka Yallop

Elise Kellond-Knight



is a proud sponsor of the







**Australia's Best Program Delivery Company**

**Award Winning Company**

Woolworths   
*The fresh food people*  
Woolworths Group IT  
Exceptional Services Award  
**Winner 2018**



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[www.sevenconsulting.com](http://www.sevenconsulting.com)