



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

We provide program change management, adding value from the start of an initiative through to realising benefits. We also support the integration of change management at an enterprise level to improve portfolio performance.



## 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.*



# Our clients and team are our top priority

## Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
Jan-Jun 2023	99.31%	6,206
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

100% of our clients are reference sites

## Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%
Dec'20	97.90%



"The team from Seven has integrated effectively with IVC and shows they understand the business."



"Seven is one of the most prestigious consultancies in Australia and most of the Seven Consultants I have come across at my current and previous organisation prove that."



"Strong program delivery capability with the flexibility to scale up and down quickly to meet program and business needs. Look to continue to bring the best of the Seven ecosystem to clients to demonstrate the value-add."



"Good people and a focus on support from the central organisation when required."



alintaenergy

"Very happy with the level of organisation and governance the Seven project/program managers bring to our more complex initiatives."



Commonwealth Bank

"Every Seven consulting person I have ever worked with has been very good at what they do."

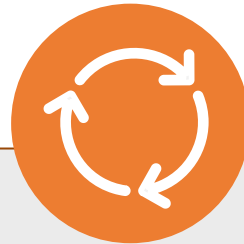


# How do we get to 98+% customer satisfaction?



## People

- 100% permanent workforce, tested extensively through a robust recruitment process.
- High employee engagement.
- Hands on owners that have delivered major programs.
- Training allowances and internal learning sessions.
- Comprehensive mentoring.
- 95% SAFe® qualified and internal trainers.



## Process

- Regular structured quality assurance of all assignments.
- Weekly review of all assignments' status.
- Industry leading Customer Satisfaction and NPS management.
- Bench support available at no cost to client.
- Holidays and illness cover for clients.



## Tools

- Dedicated project tools team.
- Program Delivery approach designed with Pathfinder.
- Delivery approach risks defined with Pathfinder.
- Schedule integrity measured with Healthcheck tool.
- Project reporting with dashboards and scorecards.
- Portfolio optimisation tool.

**All our clients are reference sites.**

# 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.



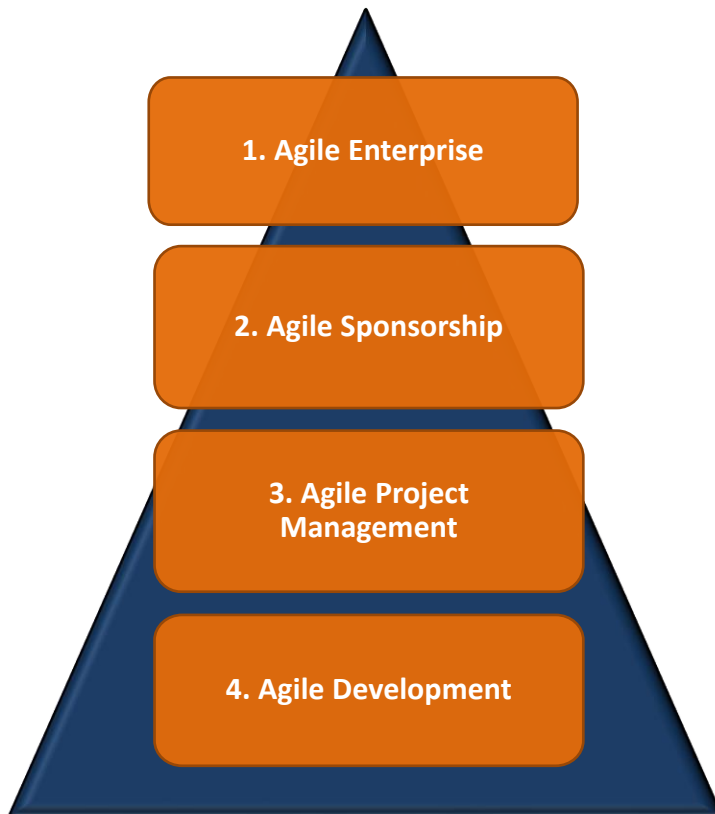
Project Management and PMO Capability Review - Seven Consulting undertook a forensic examination of the structure and effectiveness of DFSI's ePMO frameworks and Individual PM capability with a view to uplifting their overall program capability. The outcome was a design of an ePMO framework tailored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

# Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customise and optimise project delivery based each project's and organisation's key characteristics.
2. Reduce the level of project management oversights or omissions.
3. Identify delivery approach risks and mitigants.
4. Create a draft schedule in MS project or JIRA with streams, phases, deliverables, tasks and dependencies.
5. Enable better project outcomes.
6. All in 30 minutes or less.



Visit us for more information:

<https://www.sevenconsulting.com/project-pathfinder/>

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

### 2022

- M.A.D. Woman (Melbourne) *The pencil case challenge*
- Bahay ni Maria and Tahanan ng Pagmamahal (Manila)







# SEVEN CONSULTING DELIVERY SUMMIT



The purpose of the Seven Consulting annual Delivery Summit is to share our clients' best practice in program and project delivery. It also serves as a celebration of success and a thank you, training and networking opportunity for our clients and their selected delivery leads.

## Some of the Delivery Summit Speakers include:

**Richard Heeley**, CIO – Head of Technology, Macquarie BFS; **Jacqui Visch**, Chief Technology and Data Officer, AMP; **Tanya Graham** Alinta Energy – Chief Transformation Officer; **Bob Hennessy** Lendlease Group CIO; **Malcolm Pascoe** Former SAI Global, Sydney Trains – CIO; **Owen Eaton**, Business Transformation & Strategy Executive, NAB; **Bob McKinnon**, Co-Founder & Director, Mirin Digital; **Mel Parks**, Chief Transformation Officer, QBE; **Clive Dickens**, VP Product Development, TV and Content, OPTUS; **Dr. Catriona Wallace**, CEO, Ethical AI Advisory; **Mirella Robinson**, CITO – Chief Information; Technology Officer, CBUS; **Nicole Pelchen**, Chief Technology Officer, Link Group; **Seth Holmes**, Chief Transformation, Government Relations & Corporate Services, VicRoads; **Sarah Rees-Williams**, Executive Director, Macquarie Bank; **Nikki Watts**, Division Director, Macquarie Group; **Abdullah Khan**, Former Director, Group Technology, AMP

The 2023 Seven Consulting Delivery Summit received an **NPS of 73**.

## Some of our Delivery Summit Supporting Organisations



Visit us for more information:

[www.sevenconsulting.com/seven-consulting-delivery-summit](http://www.sevenconsulting.com/seven-consulting-delivery-summit)

# 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**







**Australia's Best Program Delivery Company**

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

### **Award Winning Company**



Woolworths Group IT  
Exceptional Services Award

**Winner 2018**



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