



Australia's Best
Program Delivery Company

Partnering to deliver the change needed for a better future

Seven Consulting EPMO Capability Overview

SEVEN CONSULTING
OPALS

SEVEN CONSULTING

Seven Consulting proudly supports the world-class Australian women's team, the Seven Consulting Opals, currently ranked No. 3 globally and bronze medal winners in the FIBA Women's World Cup. We also sponsor the Financy Women's Index, promoting gender financial equality in Australia.

Financy
Women's Index

TEAMWORK • TRANSPARENCY • DELIVERY

Seven Consulting - Services



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

Seven Consulting – Products & Services



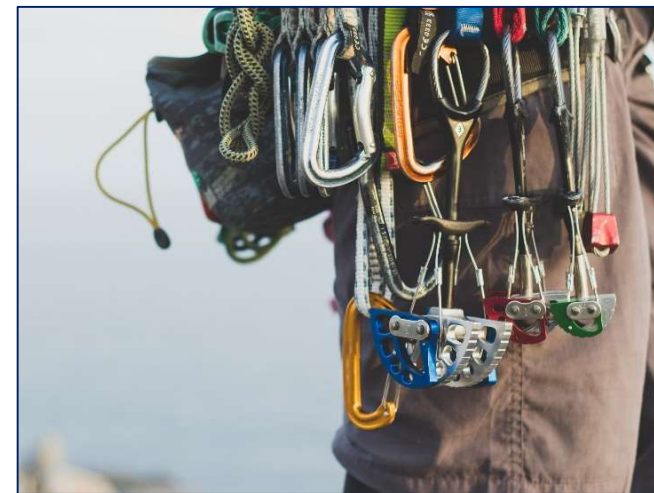
Change Management Services

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
2023	99.50%	11,223
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
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%



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



"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."



"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."



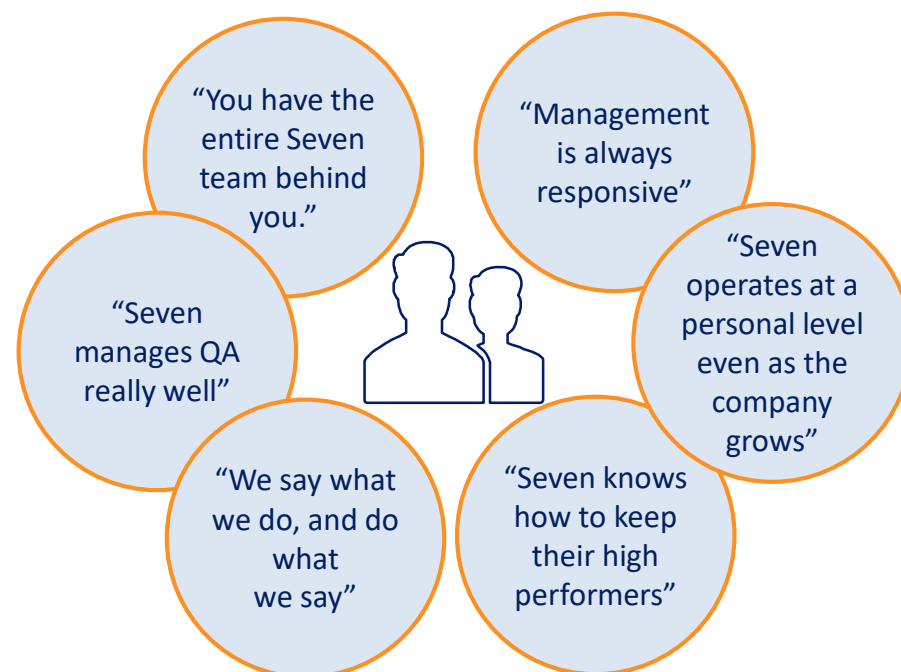
"Good people and a focus on support from the central organisation when required."



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



"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

- Over 95% 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

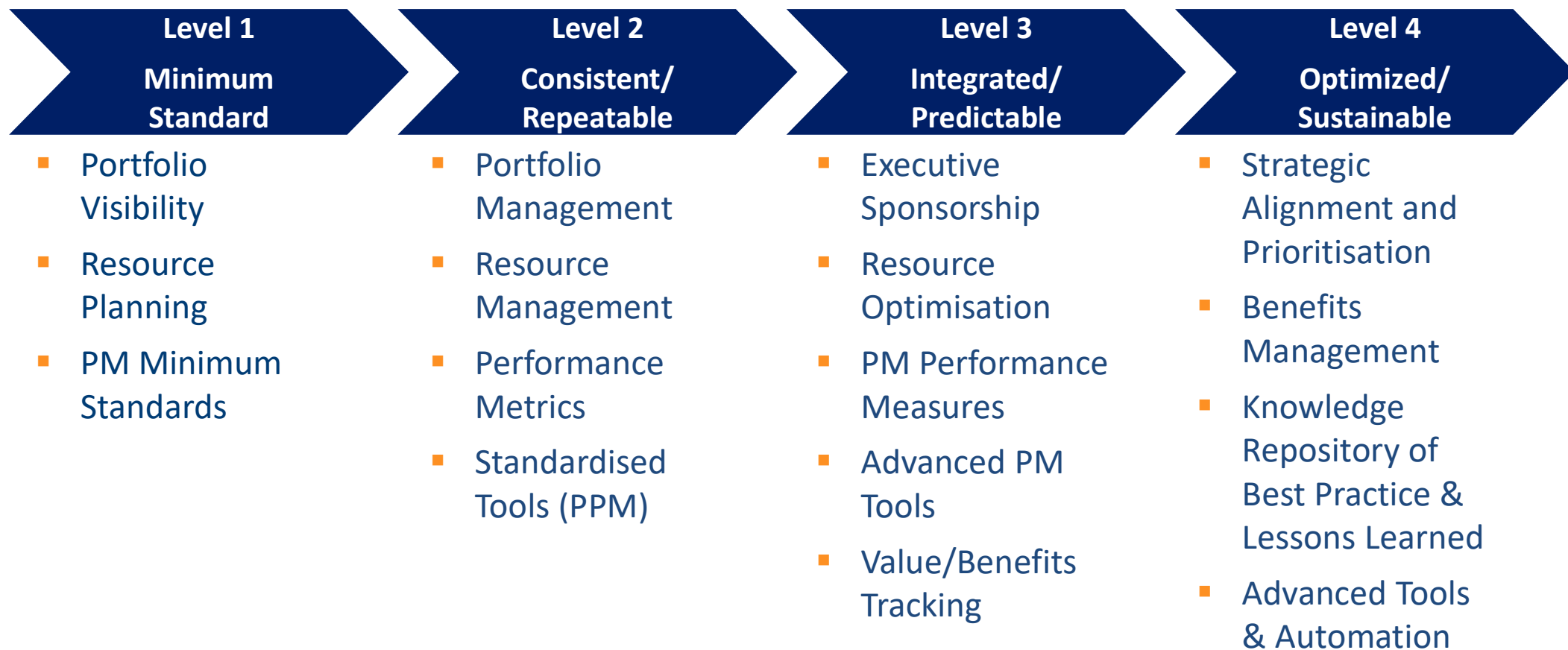
A strong emphasis on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to our client's high expectations.

Key Objectives of an EPMO

- **STRATEGY ALIGNMENT:** Ensuring all projects/programs are clearly linked to strategic objectives in terms of increasing business value and benefit realisation
- **PRIORITISATION:** Drive prioritisation of work against strategic alignment to ensure the organisation is doing the right work at the right time and manages associated funding approvals
- **TOOLS & TECHNIQUES:** Define, implement, manage and evolve standards, methodologies, processes, tools and approaches to support successful delivery.
- **REPOSITORY OF BEST PRACTICE & LESSONS LEARNED:** Identify and develop project management methodology, best practices and standards, Provide Lessons learned from successful / failed implementations into strategic planning & Provide a central repository for project documents & learning.
- **ORGANISATION METRICS:** Provide performance reporting and management metrics (KPIs, compliance, timelines, budget, scope and quality)
- **HEALTH CHECKS:** Conduct project health checks to ensure compliance with EPMO standards and policies plus project management best practices. Monitor and report status by defining standard management tracking and reporting processes
- **CAPACITY PLANNING:** Manage team capacity, variations and skill sets.

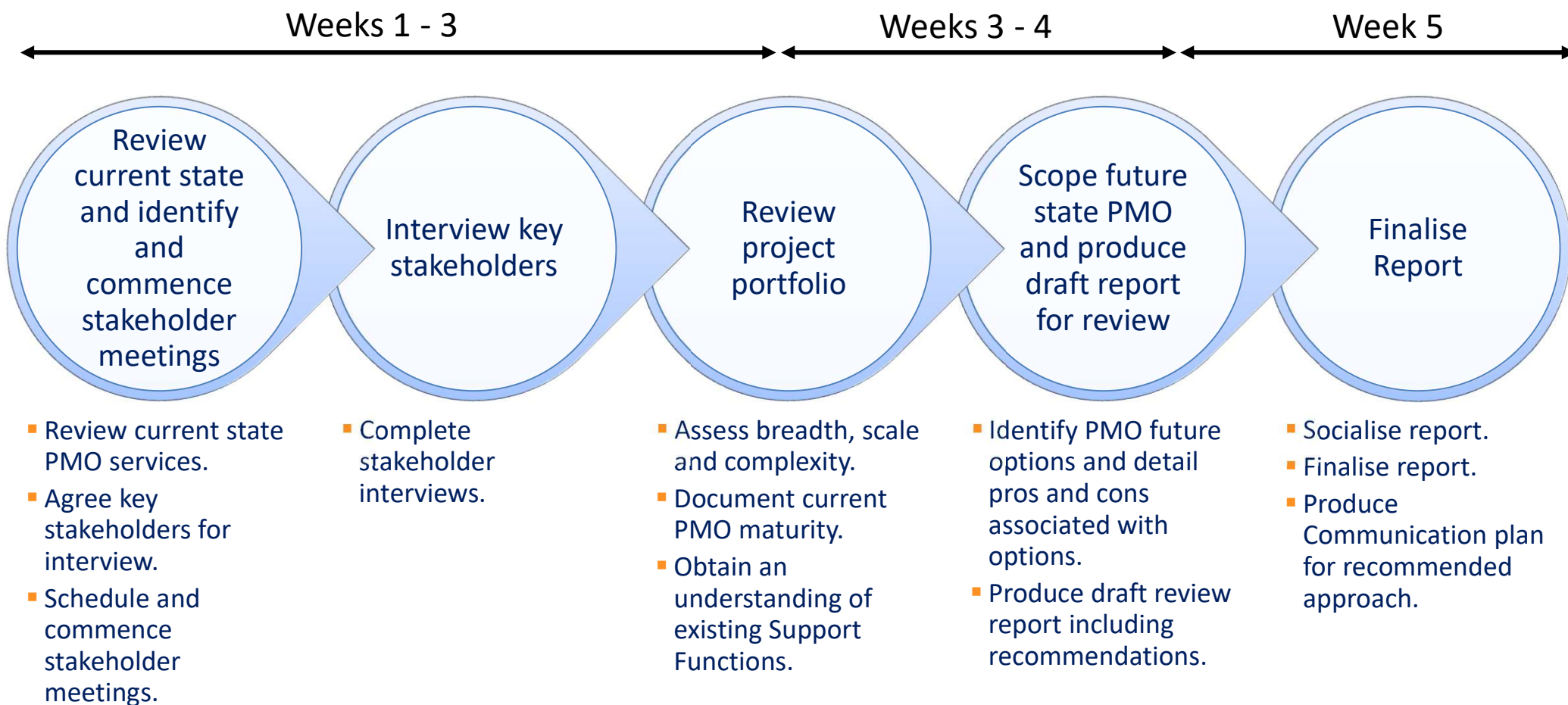
EPMO Maturity Model

We use the below maturity model to help us assess what is the current capability level of the client's EP MO and the desired target state;



Typical EPMO Review Approach

- A 5 week exercise is required to understand our client's current stakeholder requirements, assess the current state, review options for EPMO uplift and create the report including recommendations.



Common Challenges of the ePMO

Every client receives a tailored solution. However our experience indicates that there are common themes in the issues clients experience at a Project/Program and Portfolio/Enterprise level.

Common Problems	Frequent Root Causes	Common Solutions	Services – How we can help
Poor project or program delivery	<ul style="list-style-type: none"> • Poor ePMO control or Governance • Executive Sponsorship is missing • Appropriate metrics and tools not in place 	<ul style="list-style-type: none"> • Supplement /Upskilling ePMO and project staff • Sponsor Training • Implement Appropriate metrics and Tools 	<ul style="list-style-type: none"> • ePMO & Delivery support • Outsource / Virtual ePMO • ePMO Capability & Uplift • Sponsor Training • Tools implementation
Lack of capability, capacity or a transient need for ePMO	<ul style="list-style-type: none"> ▪ Unexpected or shorter term transformation workload ▪ Project or program workload that is unusual or outside normal expertise 	<ul style="list-style-type: none"> ▪ Supplement ePMO or delivery staff 	<ul style="list-style-type: none"> ▪ ePMO & Delivery support ▪ Outsource / Virtual ePMO
Perceived lack of value or poor return on ePMO investment	<ul style="list-style-type: none"> ▪ High base costs ▪ Ineffective processes or processes not followed ▪ Global or offshore teams not supported well ▪ Lack of clarity from Sponsors 	<ul style="list-style-type: none"> ▪ Cost reduction without impacting quality ▪ Improve processes or process compliance ▪ Improve ePMO coverage 	<ul style="list-style-type: none"> ▪ ePMO & Delivery support ▪ Outsource / Virtual ePMO ▪ ePMO Capability & Uplift ▪ Training & Tools
ePMO not adding value or seen as “just policemen”	<ul style="list-style-type: none"> ▪ ePMO not thinking strategically ▪ Lack of ePMO focus on business benefits ▪ ePMO too focussed on the “how” not the “why” 	<ul style="list-style-type: none"> ▪ ePMO maturity development 	<ul style="list-style-type: none"> ▪ ePMO Capability & Uplift ▪ ePMO & Delivery support ▪ ePMO Maturity Development

Enterprise PMO Implementation

OPTUS

*Design, build and implementation of Optus Consumer ePMO/
For an Agile organisation*



Optus had transformed to a predominantly agile delivery organisation. However, there was no overarching ePMO, portfolio build, dependencies management, delivery process design, benefits management framework, etc.



Seven Consulting designed, built and implemented an ePMO for the Optus CEO, working closely with the agile tribes and key stakeholders. This was performed on schedule and on budget, including significant culture change.



Optus has a structured portfolio design process active, Portfolio management, centralised PM, BA and change management capability, more active governance and a benefits management framework.

PMO Creation



Delivery Turnaround at Stockland



Stockland had experienced an unsatisfactory level of projects being delivered late, over budget or failing to meet objectives.



Seven Consulting established a PMO framework and capability tailored to the Stockland culture and environment, and worked with staff and stakeholders to bring them on the journey.



Key business stakeholders see the benefits and become active champions of the PMO. Poor project delivery and 'Red' projects are a rarity.



Managing an Agile Portfolio

*Improve Customer Experience Transformation (CXT) Program
for AGL via Agile principles at scale*



AGL engaged Seven to improve the tribe services for the large scale agile CXT Program (\$300M budget). Number of key disciplines needed to be revisited including Executive Reporting, Transparency, Benefits Realisation framework and promote the “One Team Approach”



Seven deployed a highly skilled team, who partnered with AGL to implement Agile tools and cadence to lift the tribe services effectiveness. This included engaging business owners via Portfolio KANBAN Board's and aligning key stakeholders like legal, audit and value stream owners via synchronisation at key ceremonies.



- ✓ Enabled benefits realisation focus across the portfolio
- ✓ Aligned Program backlog to AGL's strategic themes
- ✓ Improved lean governance structures and the right focus at each level
- ✓ Additional initiatives proposed by Seven Consulting commenced implementation within AGL.

PM Capability / PMO Review



Assessing and designing the transformation of the delivery capability for Australia's largest nation building program



nbn IT delivers large and complex programs for their internal customers. As a company that had experienced rapid growth they realised that the ways of working that had been successful in the past may not be as effective in the future. They wanted to investigate alternatives that would allow them to maintain a strong delivery reputation but with greater efficiencies



Seven Consulting led an intensive review of capability and performance. We interviewed 76 members of staff, held workshops for an additional 67 team members and reviewed over 50 project artefacts. We observed processes and meetings and drew a comprehensive picture of PM and PMO performance and capability. We delivered papers for C-level review that detailed the strengths and weaknesses of the current organisation and defined a clear strategy and route for sustainable improvement. These papers were accepted and we then planned and initiated the Transformation



nbn have now established a multi year Transformation program that is already delivering efficiencies. We successfully delivered the first initiatives in the roadmap and a senior nbn leader said “(we) got value for money from the engagement and we were left with actionable information that continues to be used at senior levels within the company”

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 (Sydney)
• Hanover Crisis Centre (Melbourne)



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.

- 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)
 - M.A.D. Woman Foundation (Melbourne)



- 2017**
- Launch Housing (Melbourne)
 - Cerebral Palsy Foundation (MNL)



2016
Marian Villa (Sydney)



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 – Mini Project 7

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



2023 – Mini Project 7 Sydney & Melbourne

- Clean Up Australia
- HeartKids
- M.A.D. Woman Sydney
- Balmoral Burn
- Monika's Rescue
- Pocket City Farms Manila
- Solar Hope
- JCI Batangas Caballero





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



Following on from being the first dedicated sponsor of the Matildas we continue our support of world-class Australian women's teams with the Seven Consulting Opals, currently ranked No.3 in the world and world bronze medal winners.

We are extremely proud to be official sponsors of the Australian Women's National Basketball team, the Seven Consulting Opals.



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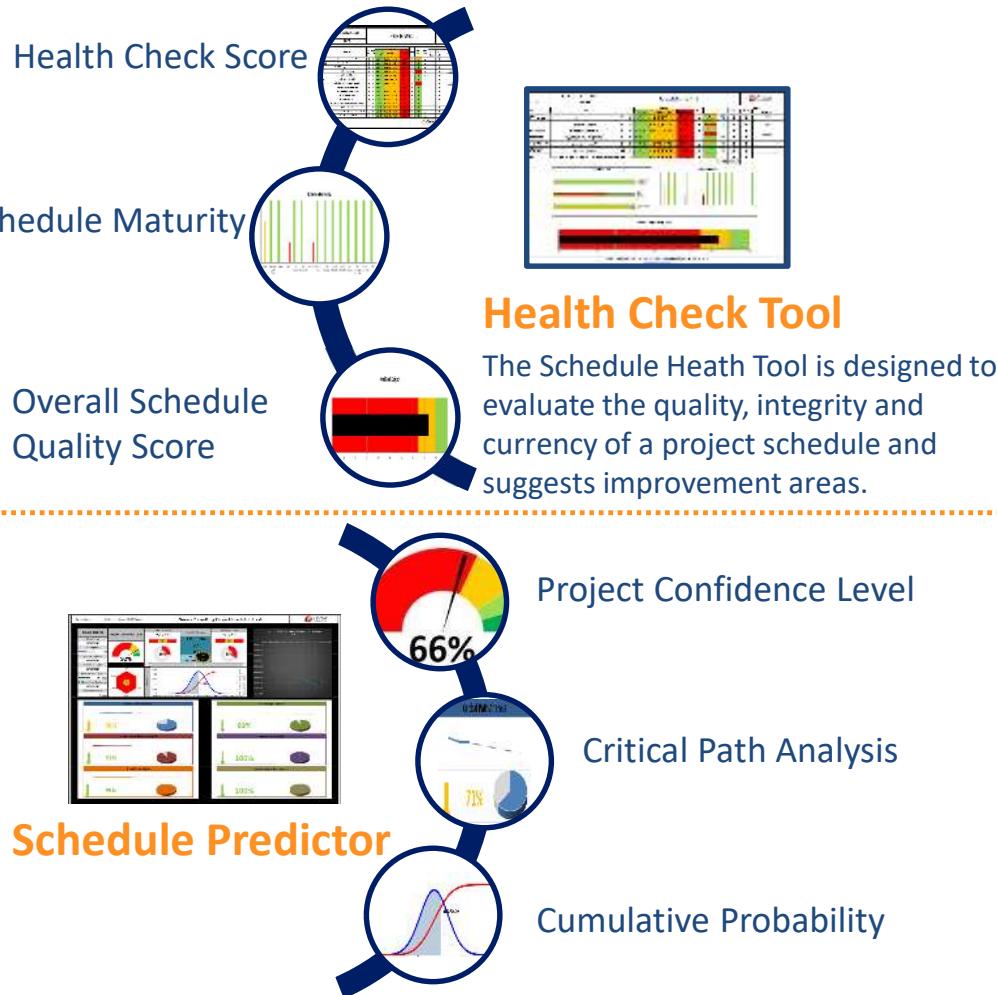


is a proud sponsor of the

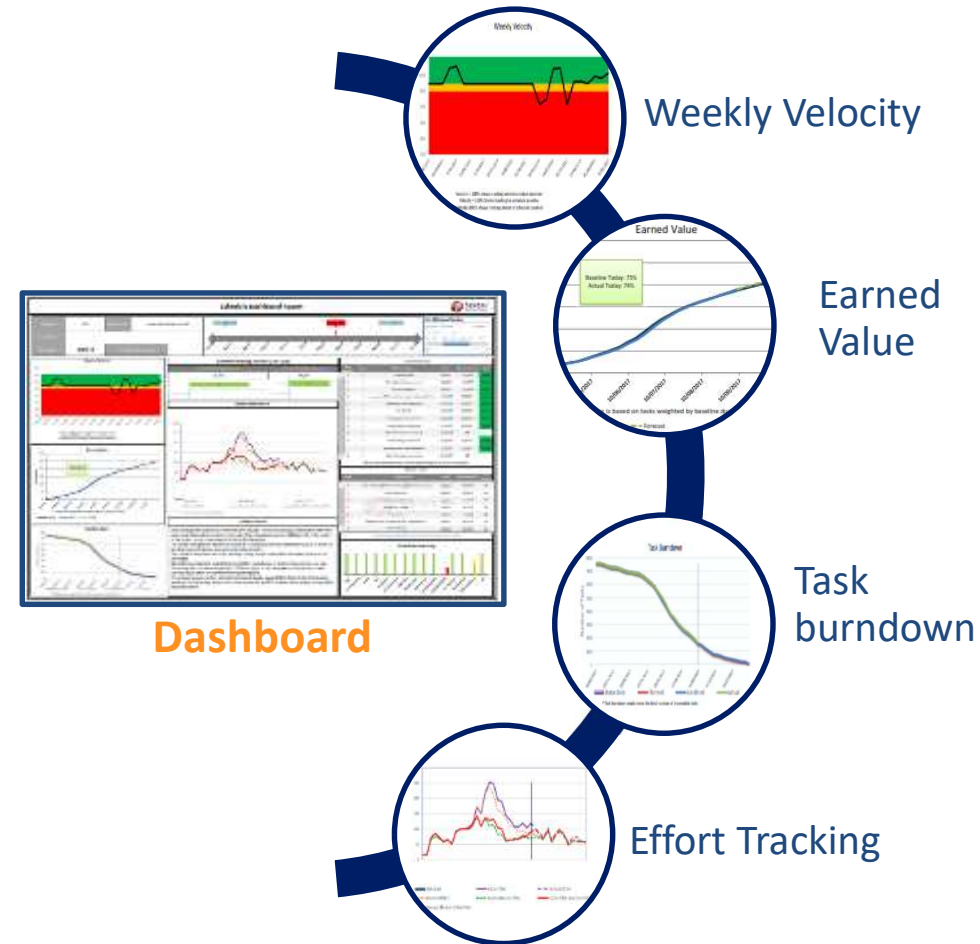


Appendix A Tools

Traditional Program Delivery Tools



The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of project forecast date and PM expectation finish date according to their actual performance. It provides a prediction trend line to suggest improvement areas.



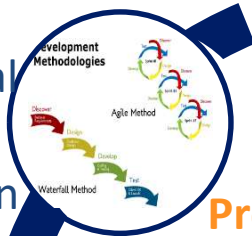
The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of agile projects progress. These include Weekly velocity, Earned Value, Task burndown and Effort Tracking.

Agile Program Delivery Tools

Agile / Traditional
Methodology
Recommendation

Recommends
Delivery
Components

Best Operating
Principles
Recommendation



Project Pathfinder Tool

UPDATE RECOMMENDATIONS NOW			
TRADITIONAL PROJECT METHOD			
Component	Recommendation	Recommendation	Recommendation
1. Project Charter	Project Charter	Project Charter	Project Charter
2. Project Plan	Project Plan	Project Plan	Project Plan
3. Project Management Plan	Project Management Plan	Project Management Plan	Project Management Plan
4. Project Risk Management	Project Risk Management	Project Risk Management	Project Risk Management
5. Project Communications Management	Project Communications Management	Project Communications Management	Project Communications Management
6. Project Stakeholder Management	Project Stakeholder Management	Project Stakeholder Management	Project Stakeholder Management
7. Project Resource Management	Project Resource Management	Project Resource Management	Project Resource Management
8. Project Procurement Management	Project Procurement Management	Project Procurement Management	Project Procurement Management
9. Project Quality Management	Project Quality Management	Project Quality Management	Project Quality Management
10. Project Safety Management	Project Safety Management	Project Safety Management	Project Safety Management
11. Project Sustainability Management	Project Sustainability Management	Project Sustainability Management	Project Sustainability Management
12. Project Social Responsibility Management	Project Social Responsibility Management	Project Social Responsibility Management	Project Social Responsibility Management
13. Project Environmental Management	Project Environmental Management	Project Environmental Management	Project Environmental Management
14. Project Governance Management	Project Governance Management	Project Governance Management	Project Governance Management
15. Project Ethics Management	Project Ethics Management	Project Ethics Management	Project Ethics Management
16. Project Security Management	Project Security Management	Project Security Management	Project Security Management
17. Project Privacy Management	Project Privacy Management	Project Privacy Management	Project Privacy Management
18. Project Data Management	Project Data Management	Project Data Management	Project Data Management
19. Project Information Management	Project Information Management	Project Information Management	Project Information Management
20. Project Knowledge Management	Project Knowledge Management	Project Knowledge Management	Project Knowledge Management

Agile Dashboard



Benefits Tracking

Defects Tracking

Cost Tracking

Delivery Tracking

Seven Consulting's Project Pathfinder Tool provides guidance on how to tailor your program or project. It provides suggestions on agile or traditional methodology components to apply, operating practices to adopt and artefacts to prepare to deliver your program or project.

The Agile Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of agile projects progress. These include Burn-up Chart, Sprint Burn Up, Cost Tracking, Benefits Tracking and Defect Reports.

Portfolio Optimisation Tool

Our Portfolio Optimisation Tool

can be used to prioritise projects, calculate changes to capacity and reshape your project portfolio working within configurable constraints like budget, resourcing, environments and SMEs.

Our tool can also produce graphs of projects according to their business priority versus their deliverability. These graphs can be very helpful in visualising the data and promoting the key discussions on projects within your portfolio.

Portfolio Optimisation Tool





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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