

Australia's Best Program Delivery Company

Partnering to deliver the change needed for a better future

# Seven Consulting's Tools



**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.





# **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.











Client Since 2015







Client Since 2018



Client Since 2018



















Client Since 2022



Client Since 2022



Client Since 2022



Client Since 2021



Client Since 2022







Client Since 2023

**Australian Super** 



Client Since 2023



Client Since 2023

# 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%

# **O**InvoCare

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

# WOOlWOrths The fresh food people

"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."



"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? SEVEN





#### 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.

# **Seven Consulting's Tools**



Seven Consulting's Project Pathfinder Methodology Predictor





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

Portfolio Optimisation
Tool

Portfolio Planning





The Portfolio Optimisation Tool helps clients manage and prioritise their project portfolios based on a set of business priorities and deliverability constraints. Schedule Health
Schedule Quality





The Schedule Heath Tool is designed to evaluate the quality, integrity and currency of a project schedule and suggests improvement areas.

# **Seven Consulting's Tools**



Schedule Dashboard
Schedule Data Snapshot





The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of project progress. These include task burndown, earned value, weekly velocity, critical path management and forecast accuracy.

Schedule Predictor
Project End Date Predictor





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.

Risk and Issue
Risk & Issue Dashboard



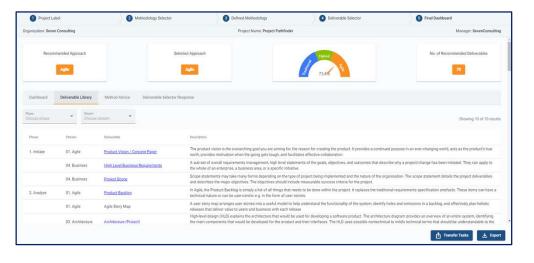


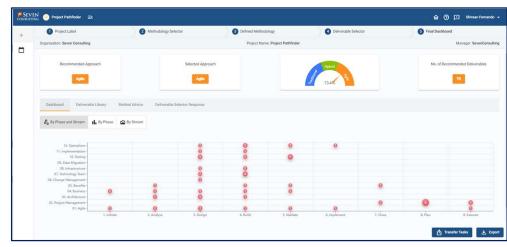
The Risk and Issue Dashboard analyses the project risk and issue registers to provide a view of key metrics that include aging, cost, quantities by project phase and severity.



# Seven Consulting's Project Pathfinder

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





## Introduction to the Project Pathfinder



- 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 delivery approach, including dependencies, mapped to a schedule.

## **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 60% 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 \$1bn of Agile program annually and have delivered some of the largest and most successful Agile programs in Australia.
- Over 3/4 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!

# **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 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 Project Pathfinder 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.



# Seven Consulting's Project Pathfinder

4 Examples of our 28 Agile vs 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.

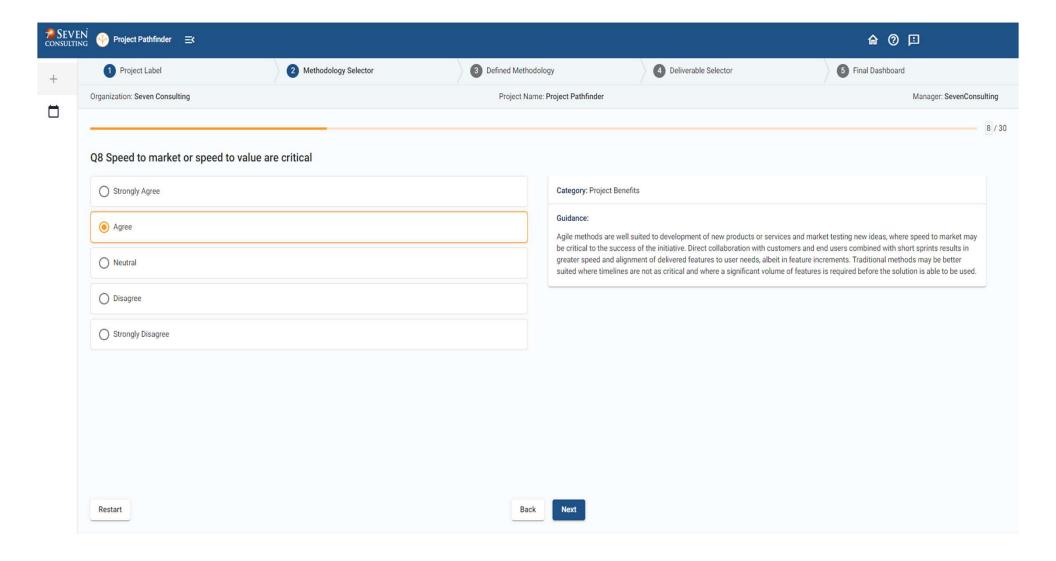


#### **Traditional**

- 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.

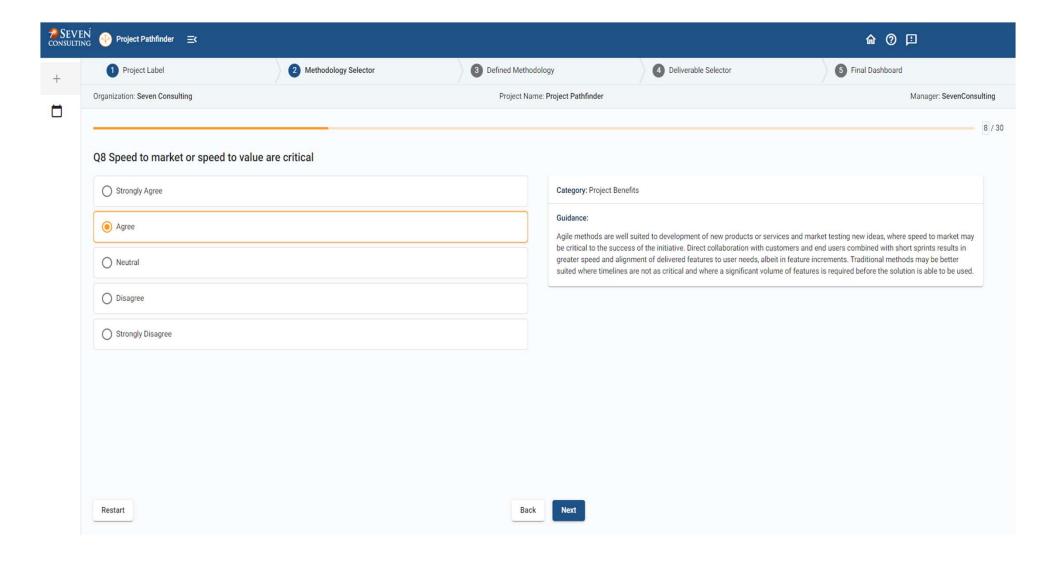


#### **Traditional**

 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.





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#### 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.

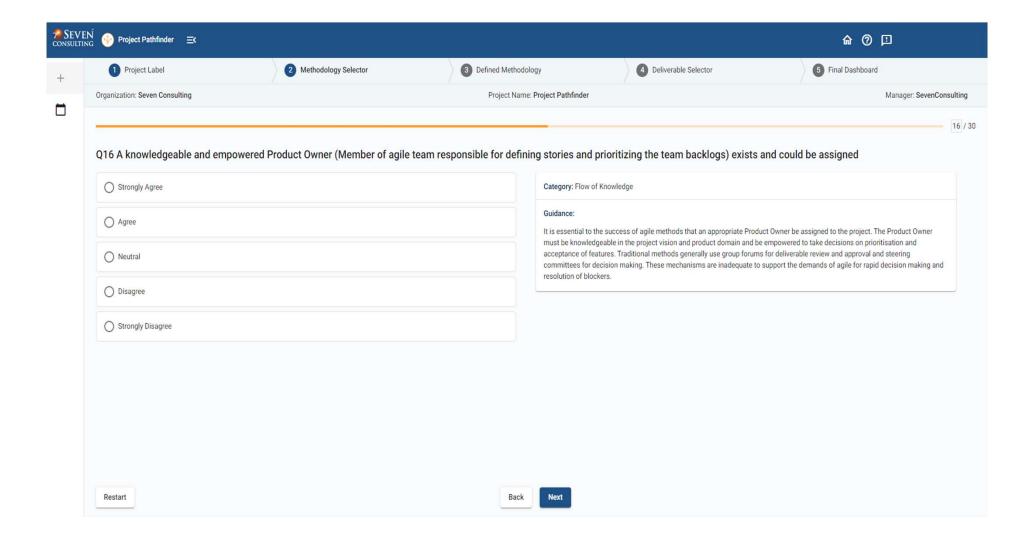


#### **Traditional**

- 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





# 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.

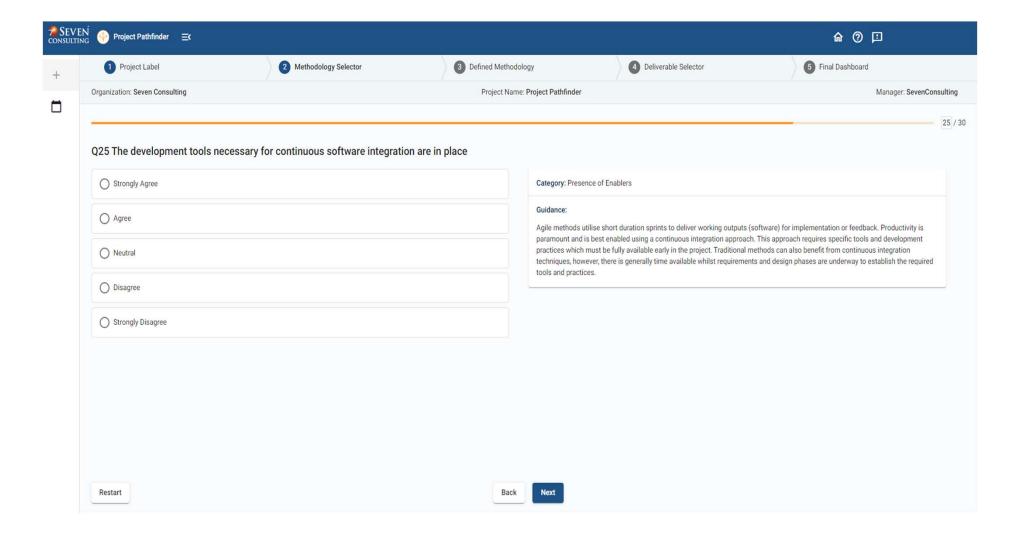


#### **Traditional**

- 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.
- Fewer and less complex tooling generally required for traditional projects.

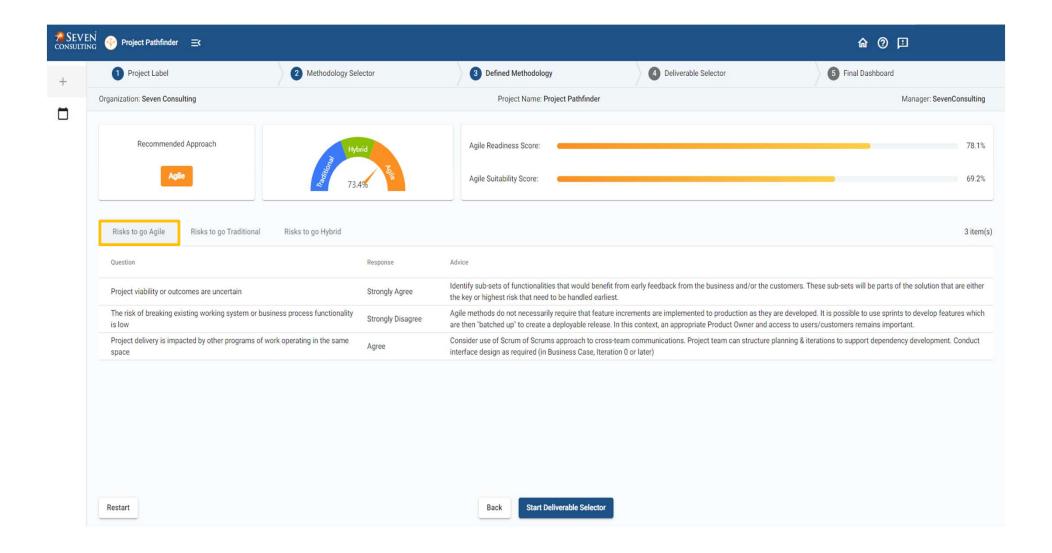
# Are the tools (environments, processes and data) for continuous development, testing and deployment in place?





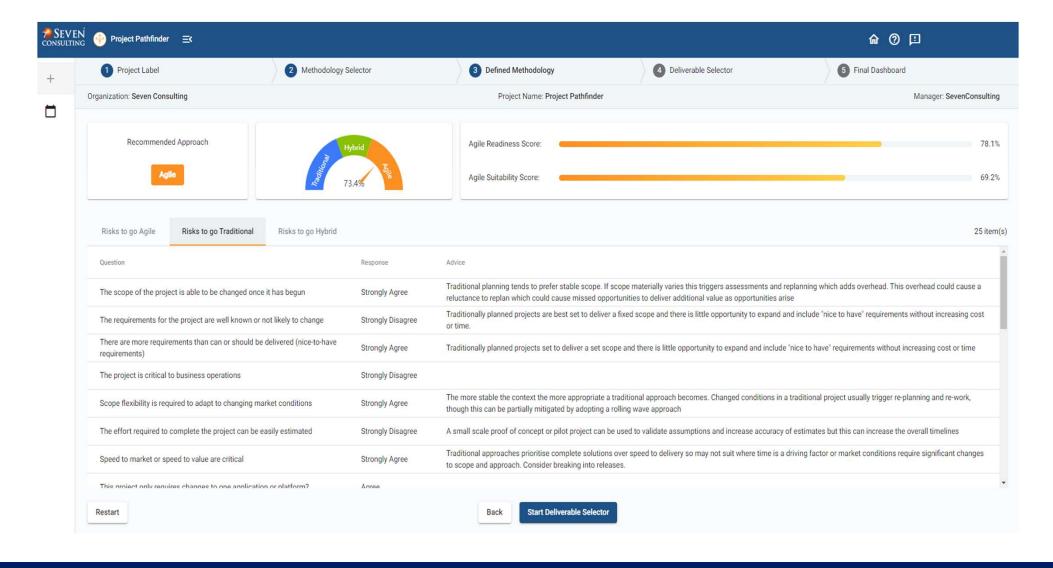
# **Project Pathfinder - Selected Approach**





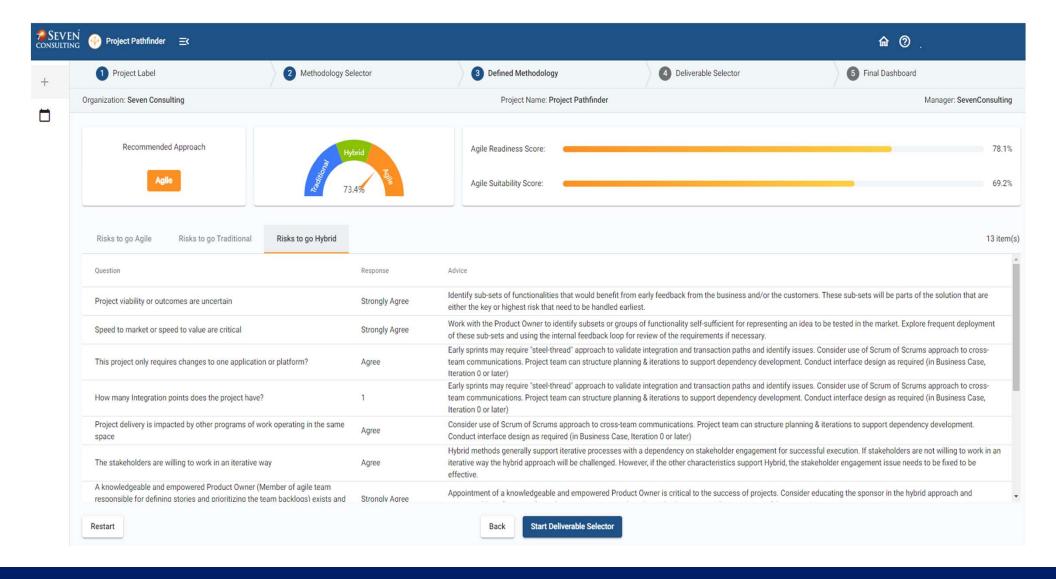
# **Project Pathfinder - Selected Approach**





# **Project Pathfinder - Selected Approach**





# Agile v Traditional agnostic decisions



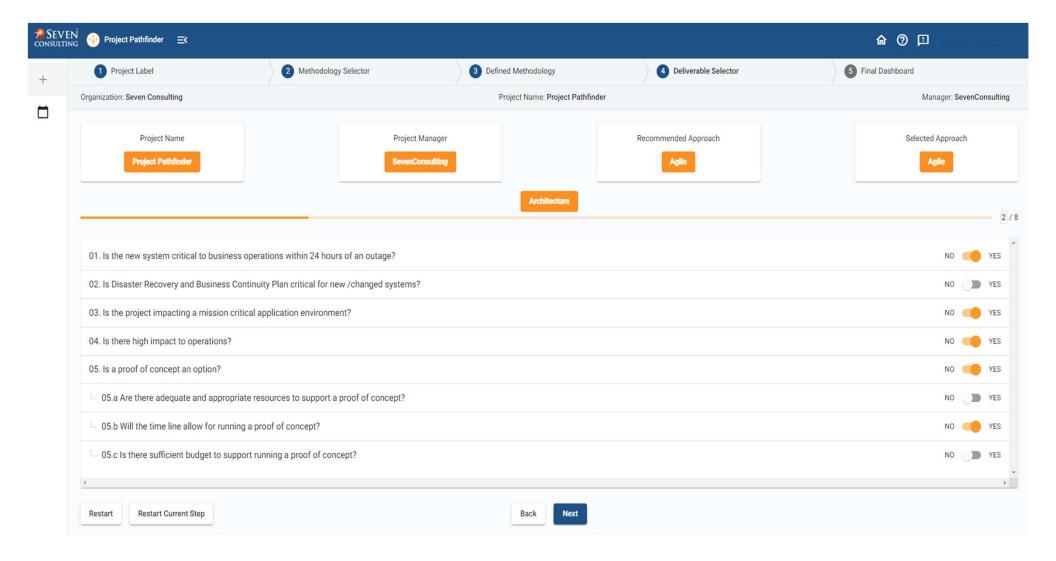
Not every delivery decision is resolved by working out whether we should deliver via an agile, traditional or blended approach.

There is a second series of questions to be considered, such as:

- 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?

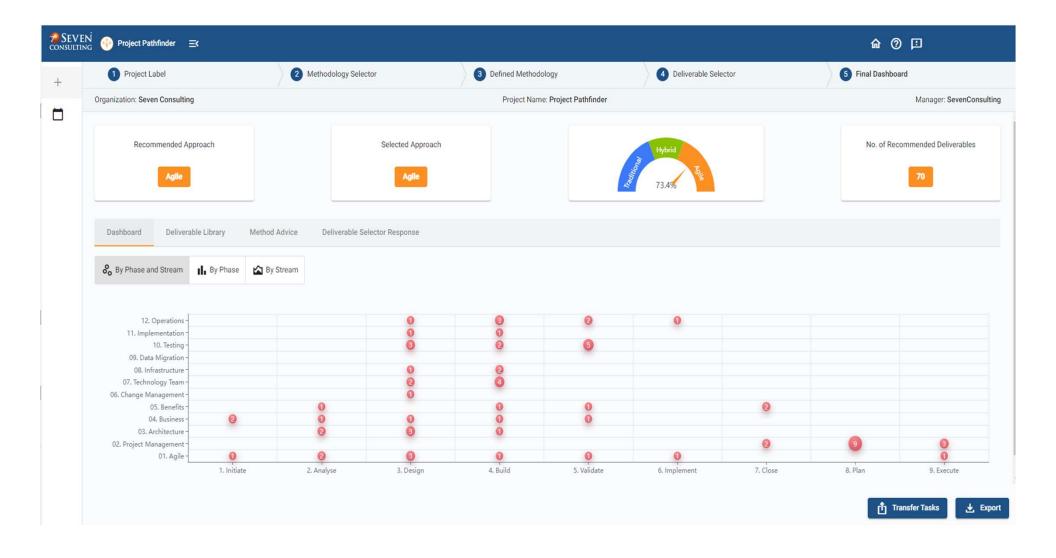
# Project Pathfinder - Agile / Traditional agnostic question examples





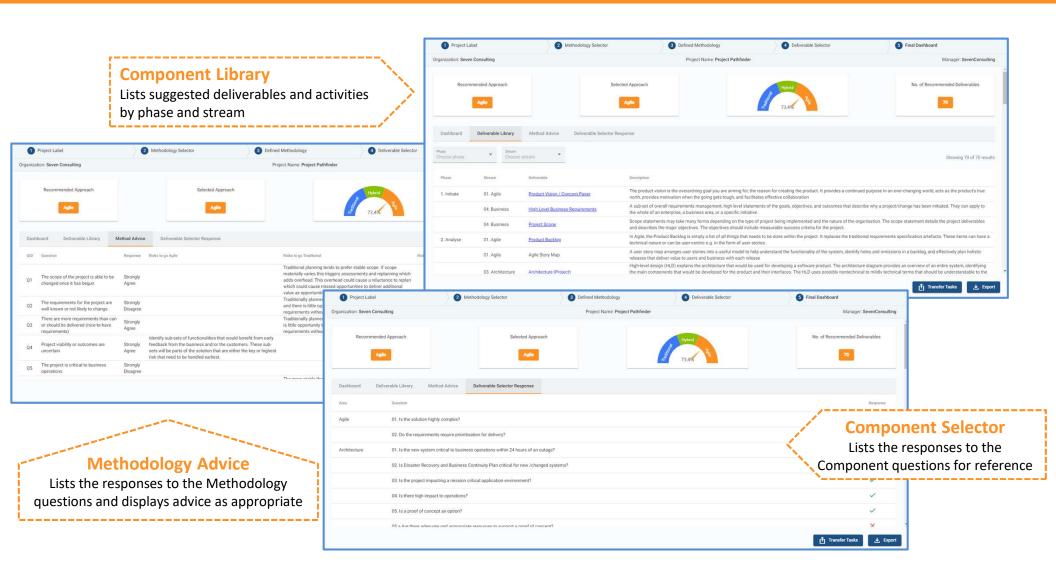
# **Project Pathfinder - Example Output**





# **Project Pathfinder Example Output**

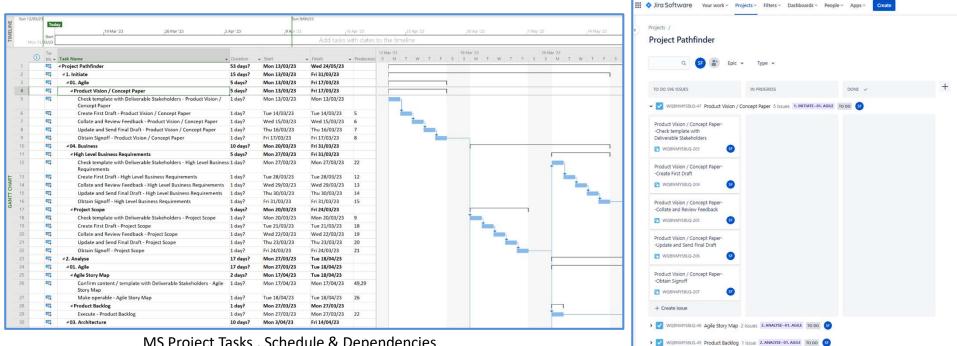




# **Tool Outputs within 30 minutes**



- Recommended delivery approach for your program.
- The risks with that approach and suggested mitigants.
- Deliverables by phase and workstream.
- Automatically created schedule / tasks including dependencies in either MS project or JIRA.



MS Project Tasks, Schedule & Dependencies

JIRA Epics with Sub-task

# 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

Mostly spent organizing rollout meetings.

Rollout.

**Customised Tool Implementation** 

Week 3

Week 4

**Out-of-the-box Implementation** 

Week 1

Week 2

Week 1

Week 2

Week 5

Week 6

Week 7













**Review of your** current methodologies.

Agreed and implemented improvements to the methodologies.

**Project Pathfinder updated** to reflect your agreed situational delivery processes.

**Revised delivery** processes and templates.

**Piloting, Training** and Rollout of Project Pathfinder.

**Outputs** 

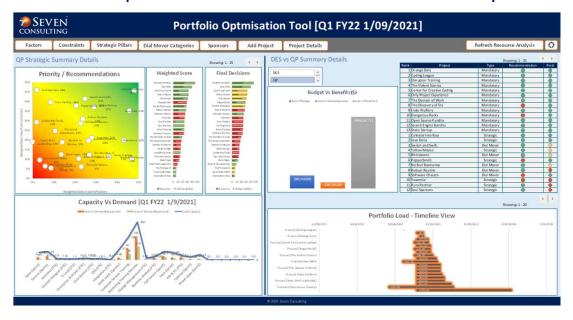
# **Business Outcomes of using Project Pathfinder**

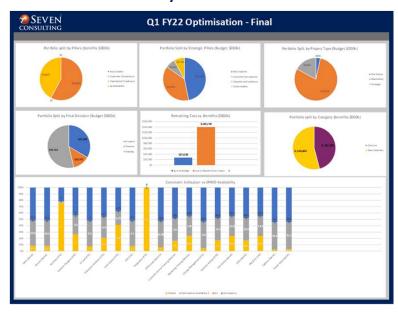


- Using a consistent approach to have your project delivery customised and optimised based on its and your organisation's characteristics within your portfolio.
- 2. Increased ability to define delivery approach far more quickly.
- 3. Reduced level of project management oversights or omissions.
- Leading to better project outcomes.

# SEVEN CONSULTING Portfolio Optimisation Tool

The Portfolio Optimisation Tool helps clients manage and prioritise their project portfolios based on a set of business priorities and deliverability constraints.





# **Summary of the Portfolio Optimisation Tool**



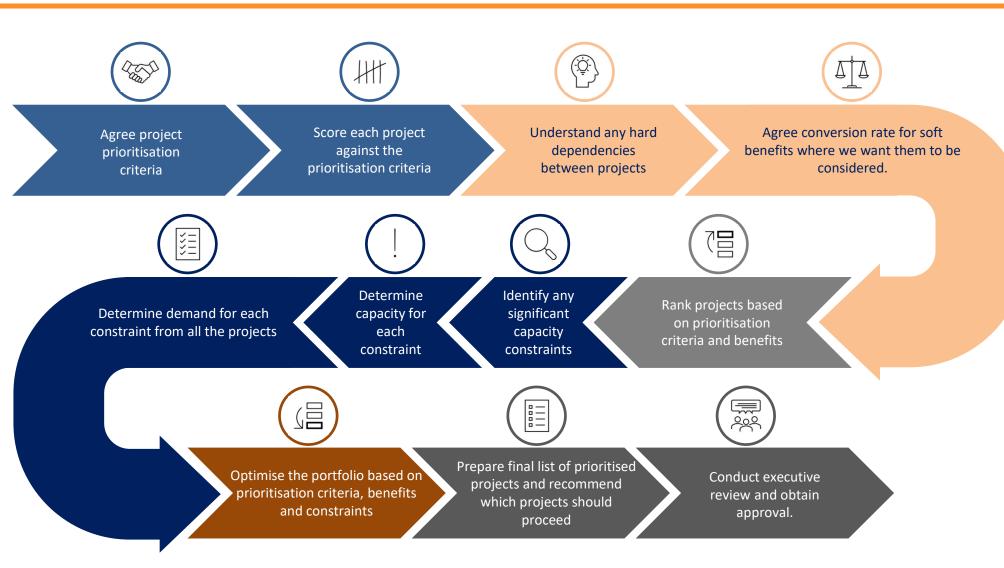
The Portfolio Optimisation Tool helps clients manage and prioritise their project portfolios based on a set of business priorities and deliverability constraints.

Key features of the Portfolio Optimisation Tool include:

- Capture business and deliverability factors, constraints and strategic pillars used for determining prioritization
- Collect key project information used for prioritization including dependency with other projects
- Provide recommendation on project prioritization according to alignment to organisational objectives with an overlay of available capacity
- Provide summary dashboard for leadership view on project ranking and business versus deliverability factors.
- Allows executives to override prioritization recommendation and reflect group's final prioritization but showing loss of benefits and resource gaps.

# **Portfolio Optimisation Process**





## **Process Benefits**



- 1. Consults and consensus from executive on
  - 1. Prioritisation Criteria,
  - 2. Prioritisation Criteria weightings
  - 3. Capacity elements to be considered.
  - 4. Final Review of portfolio recommendation
- 2. However, data driven, more objective than subjective.
- 3. Repeatable process
- 4. Leaves set capacity for unanticipated needs
- Caters for changes to benefits and remaining costs on existing projects and considers should they be halted
- 6. Considers capacity of the organization.
- 7. Caters for some soft benefits being considered where executive agrees should be.
- Allows for quarterly changes to criteria, weightings, capacity constraints and soft benefits considered and their exchange rate as the business imperatives change.
- 9. Recommend that you perform quarterly capacity/regrets review to see if we have too much or too little capacity in certain areas and can take medium term actions to address
- 10. No ongoing need for Seven Consulting.

## Key capabilities of the Portfolio Optimisation Tool



- provides a base set of business priority factors and deliverability factors which can be customised for each organisation
- includes draft weightings of each factor which can be adjusted for each organisation
- provides an input form to capture the key characteristics of a project
- calculates a weighted score for each project based on the business priority and deliverability factors
- produces a ranking of projects based upon their weighted scores
- provides a summary dashboard of project's business priority vs deliverability
- assists in calculating the revised capacity of the organisation based on a set of constraints
- assists in aligning the revised portfolio with the revised capacity
- captures management decisions regarding project priorities discussed in prioritisation sessions

## Sample Project prioritisation factors



For each project, the project related factors to be considered during the project prioritisation include:

Business Factors	Deliverability Factors
(fixed, cannot be deleted)	
<ul> <li>Speed to value</li> </ul>	• Delivery risk (0%-100%)
<ul> <li>Benefits over remaining costs</li> </ul>	• Benefit Risk (0%-100%)
<ul> <li>Allignment to IT Roadmap.</li> </ul>	• Support Risk (0%-100%)
	Peak Resource Requirements (FTE)
	<ul> <li># of Programs it is dependent on</li> </ul>

Additional business and delivery factors can be added for each client environment. Seven Consulting will work with our clients to configure the tool for your environment, projects, factors and constraints.

The following slides provide some examples of the data captured in the Portfolio Optimisation Tool and some of the graphs/reports it produces.

## **Capturing factors and constraints**

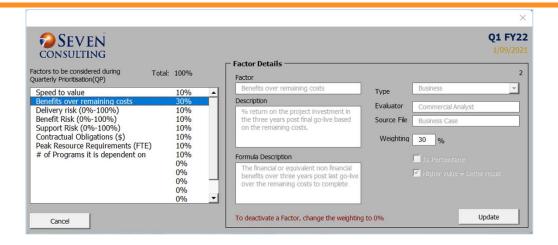


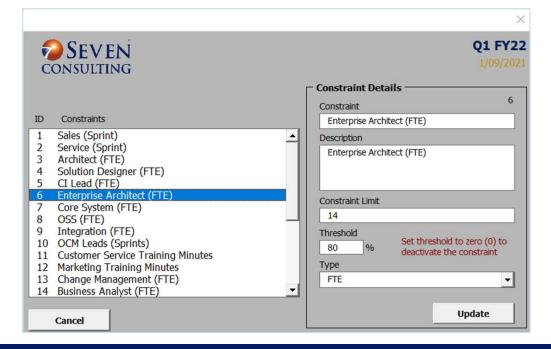
### **Prioritisation Factors**

Lists the factors that should be used to prioritise projects. Each factor can be weighted to reflect its relative importance...

### **Portfolio Constraints**

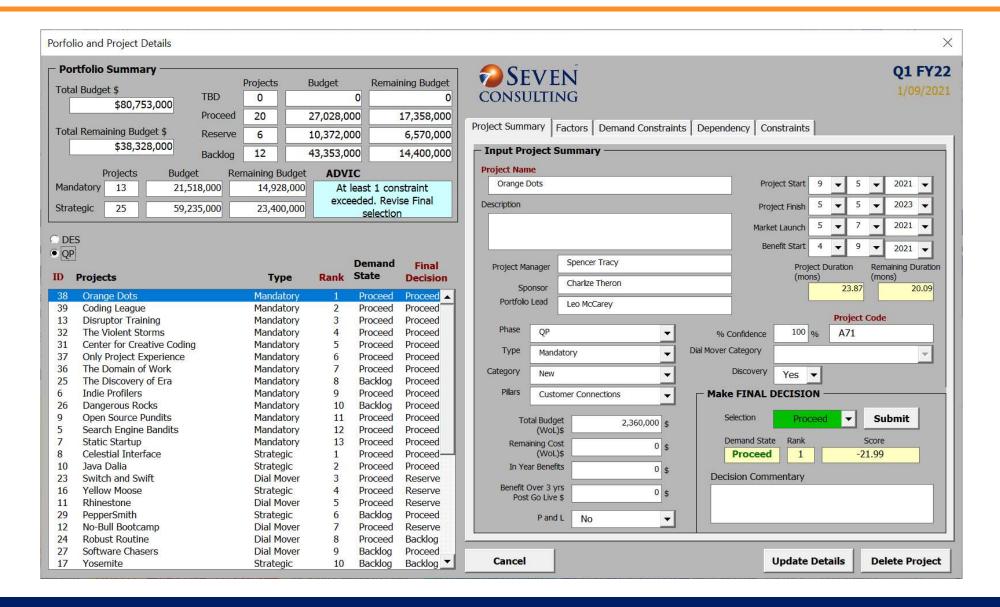
Lists the constraining factors that may prevent successful delivery of your projects.





## Capturing the key characteristics of each project

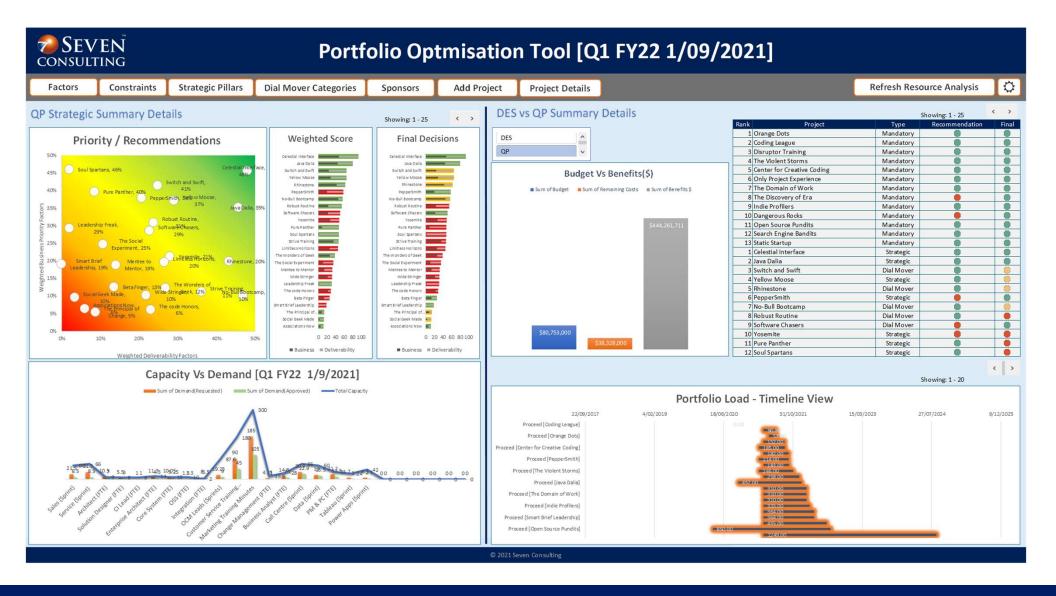




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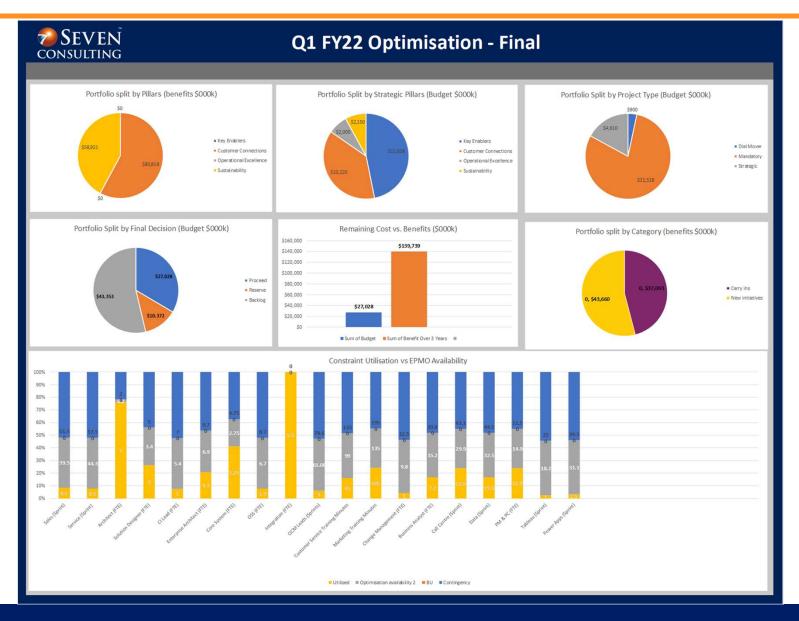
## **Portfolio Optimisation Tool - Sample Dashboard**





## **Portfolio Optimisation Tool - Sample Report**





## **Expected Outcomes from the Portfolio Review**



- Prioritised view of the project portfolio projects will have been prioritised based on a set of weighted criteria agreed with stakeholders
- Decisions will have been made on which projects should be started, stopped or deferred
- Updated view on the delivery capacity of the organisation to deliver projects in the current environment
- Increased management confidence that the organisation is spending its funding on the right projects in the current environment
- An ongoing framework which can be reviewed on a regular basis to confirm that funding and resourcing is still be allocated to the most important projects

## **Portfolio Optimisation Tool - indicative implementation**



## **Activities**

Understand and agree weighted priorities and constraints. Understand and agree current and potential projects, associated delivery requirements and alignment to organizational priorities.

Updating tool to reflect organizational priorities.

Hold initial review meeting.

Issue draft portfolio report and review with key stakeholders.

**Final Report.** 

Issue final report for sign-off.
Give notice to projects to
proceed

Week 1

Week 2

Week 3

Week 4

Week 5

Week 6

Week 7

Week 8













List weighted decision-making factors.

List of current projects, their plans and risks.

Updated tool and initial weighted project score.

Hold initial review meeting.

Draft Portfolio Delivery Report.

Final Portfolio Delivery Report.

## **Outputs**



# **Other Seven Consulting Tools**

## **Other Seven Consulting Delivery Tools**



### **Health Check Tool**

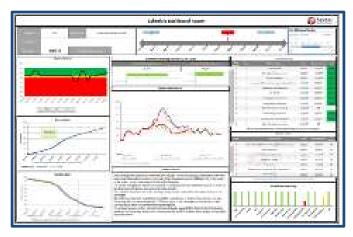


The Schedule Heath Tool is designed to evaluate the quality, integrity and currency of a project schedule and suggests improvement areas.

## Key features include:

- Health check
- Schedule maturity
- Overall schedule quality score

### **Schedule Dashboard**



The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of Agile projects progress.

### Key features include:

- Weekly velocity
- Earned Value
- Task burndown
- Effort Tracking

## **Other Seven Consulting Delivery Tools**



### **Schedule Predictor**

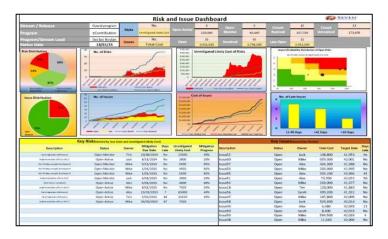


The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of project forecast date and PM expectation finish date according to their actual performance. It provides a prediction trend line to suggest improvement areas.

### **Key features include:**

- Project confidence level
- Critical path analysis
- Cumulative probability

### Risk and Issues Dashboard



The Risk and Issue Dashboard analyses the project risk and issue registers to provide a view of key metrics that include aging, cost, quantities by project phase and severity.

### **Key features include:**

- Issue tracking by status, cumulative issues over time, number of late issues, estimated cost of issues
- Risk tracking by status, cumulative risks over time, likely cost of unmitigated risks, impact/probability distribution of open risks

## 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 where 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





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.



Seven Consulting is a proud sponsor of the Australian Women's National Basketball team, the Seven Consulting Opals



is a proud sponsor of the





### **Australia's Best Program Delivery Company**

Partnering to deliver the change needed for a better future

## **Award Winning Company**



**Winner 2018** 



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