



Australia's Best  
Program Delivery Company

*Peak Results, Delivered Together*

# Seven Consulting Project and Program Assurance Services



Seven Consulting proudly supports the world-class Australian women's team, the Seven Consulting Opals, currently ranked No. 2 globally, bronze medal winners in both the FIBA Women's World Cup, and in the Paris 2024 Olympics. We also sponsor the Financy Women's Index, promoting gender financial equality in Australia.

Financy  
Women's  
Index

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**



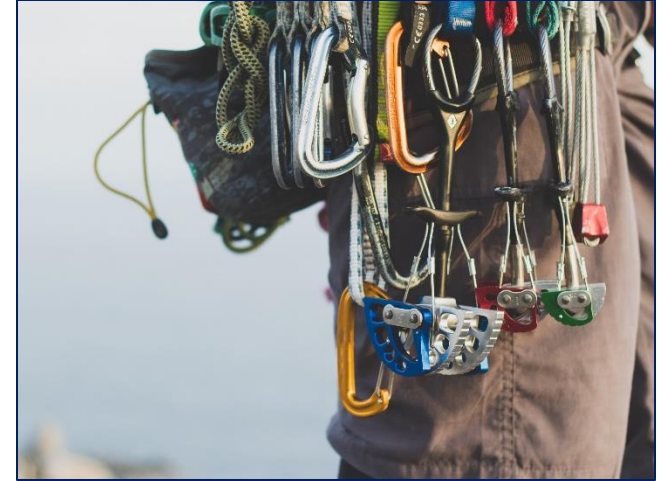
## Change Management Services

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 2024	99.49%	6,060
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

100% of our clients are reference sites

## Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Oct'24	97.56%
Apr'24	97.41%
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%



"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."



"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."



"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."

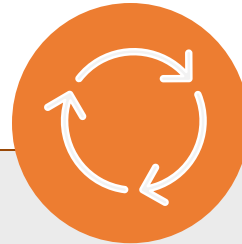


# How do we get to 98+% customer satisfaction?



## People

- Over 90%+ 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.

# Project and Program Assurance Services



Organisations need confidence that their critical programs and projects will be successful. Seven Consulting's practitioner-led Project and Program Assurance delivery services provide one-time or ongoing independent assessment of key (Agile & Hybrid Traditional) projects and programs to ensure delivery, appropriate governance and robust controls are in place. Reviews will also provide early warning of key issues and risks.

*Seven Consulting's practitioner-based Project and Program Delivery Assurance services have assisted many top Australian companies in successfully delivering their programs and projects.*

Seven's approach is practitioner-based, using highly experienced project management professionals who have a proven track record of success:

- Our practitioners engage with all stakeholders (not just the project team) to ensure we have fully understood the program status and context.
- We examine both the qualitative and structural / framework integrity of the project or program.
- We examine key artefacts against our own best practice benchmarks to investigate all areas that may affect success.
- We collaborate with the project team to verify our findings and make sure our recommendations are practical and achievable.
- The results of the analysis and recommendations will be reviewed with the project team and then presented to the client as a complete report with evaluated options.
- A management response from the project team, including responsibilities and target dates for agreed actions, will form part of our report.
- For ongoing assessments, we work with the client to create a custom metrics dashboard, collect project performance data and prepare a risk assessment report. This service identifies problems early so that appropriate action can be taken.

# An Independent Quality Review – Our Approach

The recommended program assurance review approach is outlined below.



- Review objectives
- Confirm selection criteria and identify programs / projects
- Assess breadth, scale and complexity
- Identify key stakeholders/key persons for review
- Schedule stakeholder meetings
- Start data gathering

- Engage with stakeholders and project staff to assess and understand their views
- Review tracking to schedule/budget; earned value
- Review project registers eg: Assumptions, Risks, Issues, Dependencies
- Are financials being tracked/accurate?
- Is scope managed and changes reflected in benefits?

- Determine if the project will achieve its objectives and benefits (Customer expectations)
- Conduct gap analysis
- Consider if the project is set up for success (is the right governance; resourcing, schedule in place to deliver)
- Produce draft report including recommendations

- Consult with the project sponsor, manager and team to validate findings
- Agree and update report with actions, target dates and expected responsibilities

- Present the findings to appropriate management and incorporate feedback
- Issue final report

*We have hybrid frameworks for reviewing traditional and agile programs but more importantly our reviewers are experienced and successful Program Delivery and PMO Leads.*

As part of any review, Seven Consulting will deliver a structured evaluation report for the nominated projects including a detailed assessment of:

- The project management approach and its effectiveness
- The effectiveness of the management of Risk, Issues, Assumptions and Dependencies, and the effectiveness of the management of Scope, and Change Management
- Financial management of the program/project both historically and currently
- Schedule effectiveness and accuracy including key milestones management
- Quality and project completion/acceptance criteria
- Customer satisfaction where assessable

Depending on the candidate project brief (i.e. deep dive into few projects or less forensic review of a broader range) findings and issues may be project specific or more generic and systemic in nature.

- Improvement and remediation actions will be prioritized according to criticality, value and ease of implementation (e.g. quick wins, must do's and good investment return)
- Where a review is performed on a completed program/project a Findings and Recommendations summary will be tabled

# Ongoing Quality Assurance – Our Approach

Seven Consulting can also offer ongoing quality assurance services, where we design and develop a Target Assurance Model that could be carried out after the initial Quality Assurance Review, or in parallel with the review to bring forward the implementation timeframe



- Analyse current assurance framework
- Workshop and agree Target Assurance Model outcomes
- Agree commercial model for independent reviews

- Design Target Assurance Model and validate with Sponsor / stakeholders and key client staff
- Run pilot review to test new assurance model
- Analyse gaps between current and TAM and formulate transition strategy

- Design and execute communication program for launch of new assurance model
- Expedite required approvals for the transition
- Establish process for provider panel
- Execute transition
- Handover outcomes to key client staff

## **If Required**

- Design and build Capability Assessment Framework
- Pilot and validate using selected group of PMs
- Produce assessment report and follow up actions needed
- Feeds into the PM Training Needs Analysis

- Agree following review schedule for a period
- Monitor action plans for follow through on recommendations



- Delivery of a Target Assurance Model and Ongoing Review Program
  - Definition of the Target Assurance Model
  - Gap analysis comparison to the current assurance model
  - Executable plan for transitioning to the Target Assurance Model
  - Change and Communication plan and messaging for stakeholders and PM communities
  - Budget and process for commissioning and carrying out periodic independent Project Assurance reviews
- Seven Consulting can also deliver a PM Capability Assessment Framework for periodic evaluation as well as a PM Tool Review.

## Best Operating Principles Recommendation



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## Defects Tracking

## Cost Tracking

## Delivery Tracking

TEAMWORK • TRANSPARENCY • DELIVERY

# Traditional Program Delivery Tools

Health Check Score

## Health Check Tool

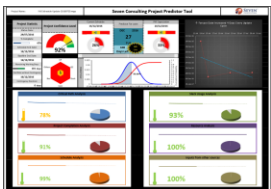


The Schedule Health Tool is designed to evaluate the quality, integrity and currency of a project schedule and suggests improvement areas.

Schedule Maturity

Overall Schedule Quality Score

## Schedule Predictor



Project Confidence Level

66%

Critical Path Analysis

Cumulative Probability

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.

## Dashboard



Weekly Velocity

Earned Value

Task burndown

Effort Tracking

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.

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





# Recent Project Assurance Experience

## WOOLWORTHS GROUP

Woolworths had a large and complex IT project portfolio with a spend of approximately \$500m a year. This spend was a mix of development and infrastructure projects across four domains. Seven Consulting was engaged to address the specific concerns around project time delays and cost overruns and provided recommendations on the steps to proactively address these concerns.



Seven Consulting conducted an Assurance Review at NSW eHealth to ensure that projects undertaken were being done consistently and well, and delivering the business benefits in line with the Strategic Roadmap that was in place.



Seven Consulting conducted an Assurance Review on a \$40m+ Agile Project that was 50% complete. The engagement covered a general assessment relative to project objectives as well as calling out key strengths, key issues or risks and potential impact of those issues or risks. A recommendation report was provided based on our best-practice knowledge of how the project should be run, providing both the project team, and their management with practical recommendations to improve project success.



Seven Consulting conducted an Assurance Review of Revenue NSW's Agile Capability identifying any gaps and areas for improvement.



Seven Consulting was engaged to do an Assurance Review of Endeavour Energy's complex multi-year project to deploy SAP modules. The approach Seven Consulting took was to define an optimise delivery approach to validate the program structure, delivery approach and bottom-up delivery plan with aligned resource forecasts and cost models.



The purpose of the IT Project Portfolio Review was to assess SVHA's projects against specific criteria:

**Fit:** To review the alignment of projects against strategy and principles.

**Focus:** To ensure that projects are prioritised and resourced accordingly.

**Momentum:** To assess if the projects are being run with appropriate degree of capability and governance to ensure delivery to scope, time, budget and quality.

# Recent Project Assurance Experience



Seven Consulting was asked to review the quality management framework looking at their entire portfolio and how they govern delivery. Telstra selected 2 programs and 6 projects to be reviewed. The programs/projects were at different stages in their life-cycle and all had issues and challenges. We undertook a deep dive into the status of these projects and provided findings that included recommendations to assist the way in which Telstra governs and manages cost, scope, quality, milestones and relevant commercial implications.



Assurance Reviews of several major superannuation programs;

- MLC Encompass
- MLC FOFA
- MLC Swift
- MLC TERP

**StrongerSuper Reporting Disclosure Program** – Assurance Review and Program Management services.

**Superstream Program (e Rollovers, eContributions, MCS Reporting, Legacy Products, Payback)** – Assurance Review & Program Management services



Seven Consulting provided a Program Assurance Review of a major ERP program. Seven Consulting also assisted with a review of Medibank's business model and IT efficiency.



**Information Management Program** - Seven Consulting conducted an initial Assurance Review of the information management program and then provided Program and PMO Management turnaround services for this critical program supporting Oil Search's joint venture with Exxon.



**RAPU / Apollo (CommInsure)** – Seven Consulting was engaged to review the RAPU/ Apollo (CommInsure) and then subsequently program manage the turnaround of this major upgrade to CommInsure's product suite.



Seven Consulting provided Project Assurance review and recommendations for the New Service Model program.

# 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 Bum
- Monika's Rescue
- Pocket City Farms

#### Manila

- Solar Hope
- JCI Batangas Caballero



### 2024

#### Sydney

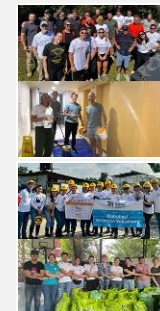
- Northern Beaches Women's Shelter

#### Melbourne

- Community Housing Limited

#### Manila

- Habitat for Humanity Philippines
- Tanging Yaman Foundation Inc.







# 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; **Alastair Symington**, Group CEO and Managing Director, Blackmores Group; **John Hunt**, CIO & Director of Group Enablement, Woolworths Group; **Elise Kellond-Knight**, Former Matilda (115 Caps) Football Australia & PMO Consultant, Seven Consulting; **Hugh Harley**, Professor of Practice (Global Economy), University of Sydney; **Jennifer Dean**, Chair of Basketball NSW & former EGM Strategic Partnerships at Future Super; **Bianca Hartge-Hazelman**, Founder and CEO, Financy; **Joshua Torrens**, Director Logistics and Equipment, NSW Rural Fire Service; **Kyla Tustin**, Founder, Executive Coach & Program Creator, The Greate Group; **James Madigan**, CIO, a2 Milk Company; **Kimberlea Dudley**, Head of Quality, Indue; **Tony Morris**, Partner, Ashurst Risk Advisory

The 2024 Seven Consulting Delivery Summit received an **NPS of 74**.

## 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)



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.2 in the world and Olympics 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 naming rights partner of the Australian Women's National Basketball team, the Seven Consulting Opals



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**Seven Consulting Pty Ltd** ABN 44 100 234 179

**SYDNEY** Level 13, 179 Elizabeth Street, Sydney, New South Wales 2000 **+61 (0)2 8267 5000**

**MELBOURNE** Level 5, 520 Collins Street Melbourne, Victoria 3000 **+61 (0)3 9617 8200**

**PHILIPPINES - MAKATI** Level 4, BDO Equitable Tower, 8751 Paseo de Roxas, Makati City, Philippines

**PHILIPPINES – ALABANG** Level 6, Asian Star Building, Asean Drive, Filinvest Corp City, Alabang, Muntinlupa City, Philippines

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