



Australia's Best
Program Delivery Company

Peak Results, Delivered Together

Seven Consulting EPMO Capability Overview



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



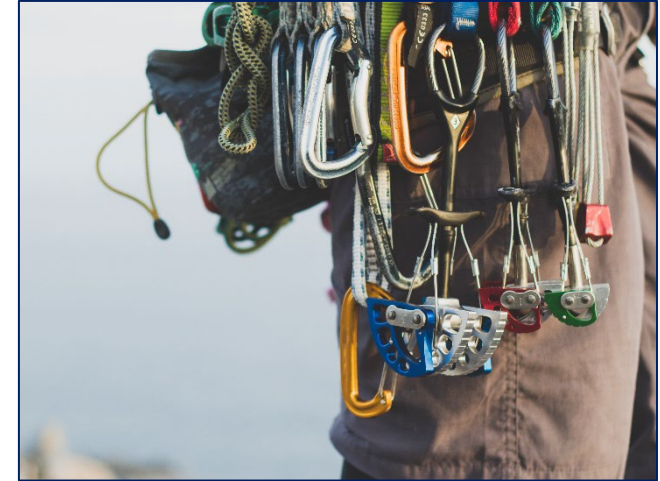
Change Management Services

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."

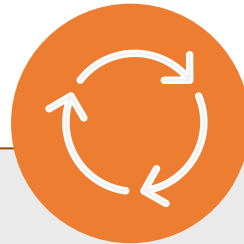


How do we get to 98+% customer satisfaction?



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.



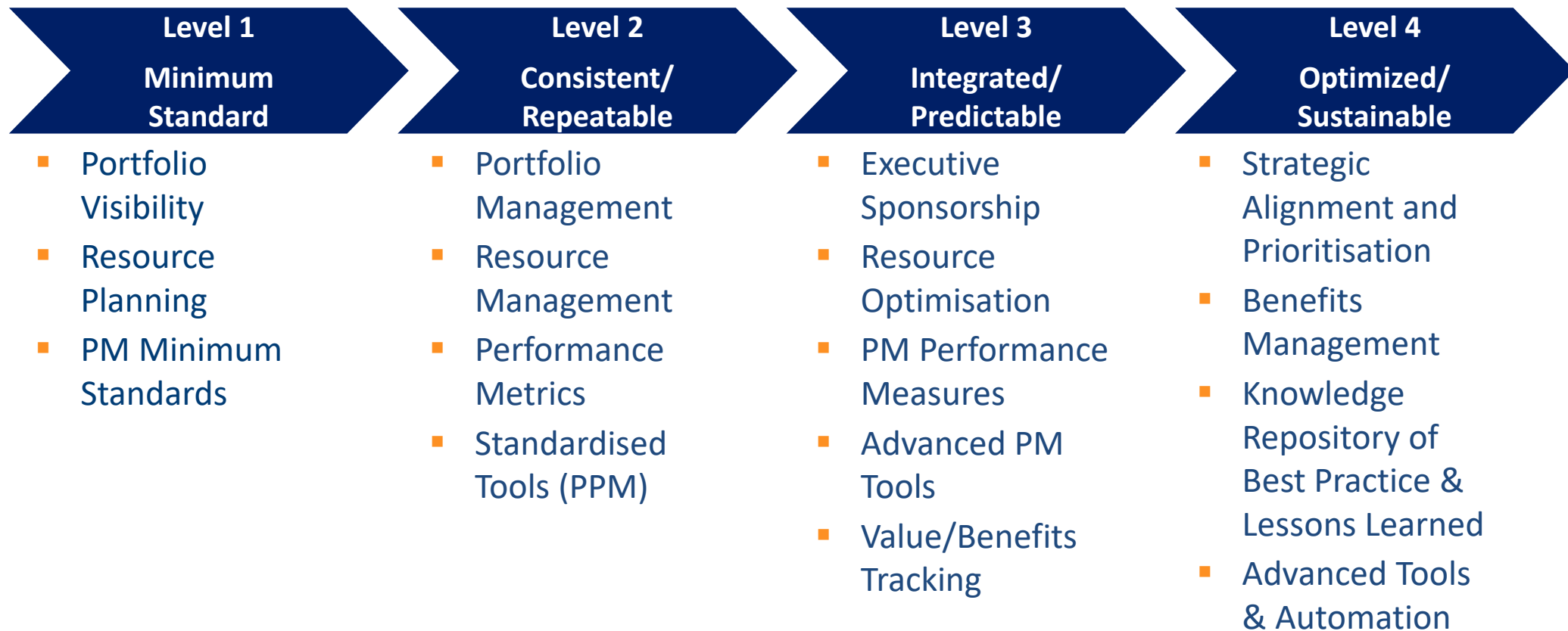
Delivery

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.

- **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.

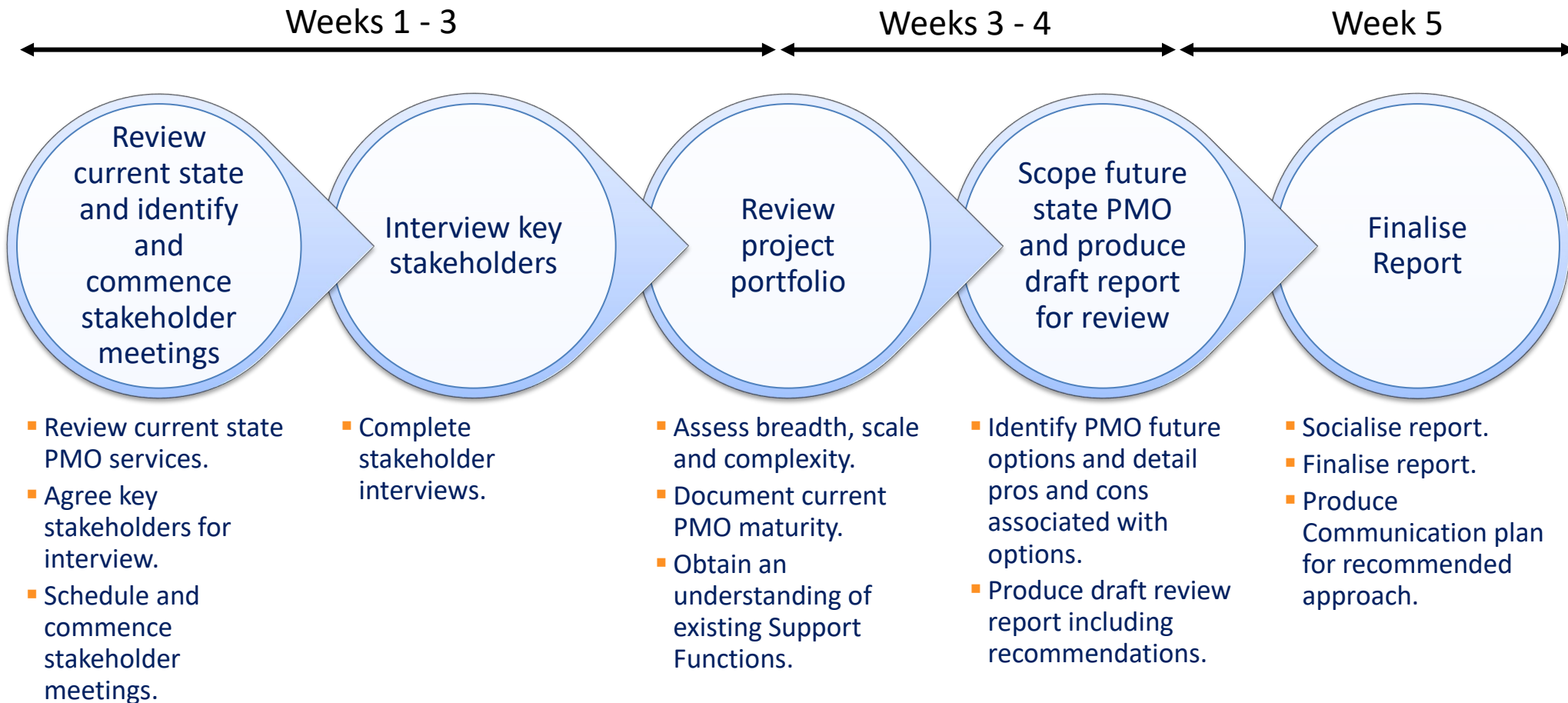
EPMO Maturity Model

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

OPTUS

Enterprise PMO Implementation

*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”

ePMO As a Service

indue

Providing ePMO functions through “as a Service” model



Indue established an ePMO in 2019 and implemented a centralised tool (PWA) in late 2021 with the aim of providing reliable reporting to their stakeholders. However, by 2023 they were still not achieving the value and visibility they needed across the circa 150 projects in their portfolio.



Seven Consulting were engaged to uplift and standardize Indue’s ePMO so that it can be delivered “as a service”. The ePMO was revamped as a Centre of Excellence, providing delivery governance support to Executives and an independent repeatable single source of truth for delivery and enterprise reporting.



The Seven team improved the integrity of the data and processes to facilitate more reliable reporting and transparency. Within 6 months, Indue found the ePMO services to be seamless and significantly improved the satisfaction of users (Executives, Project Managers and Resource Managers). Indue then engaged Seven Consulting to continue run the ePMO “as a Service”.

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



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



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



is a proud naming rights partner of the



Appendix A Tools

Traditional Program Delivery Tools

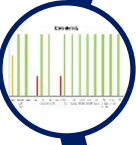
Health Check Score



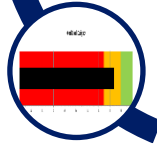
Health Check Tool

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

Schedule Maturity



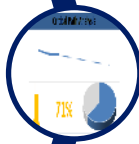
Overall Schedule Quality Score



Project Confidence Level



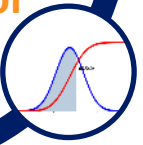
Critical Path Analysis



Schedule Predictor



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



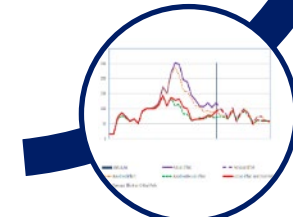
Earned Value



Task burndown



Effort Tracking



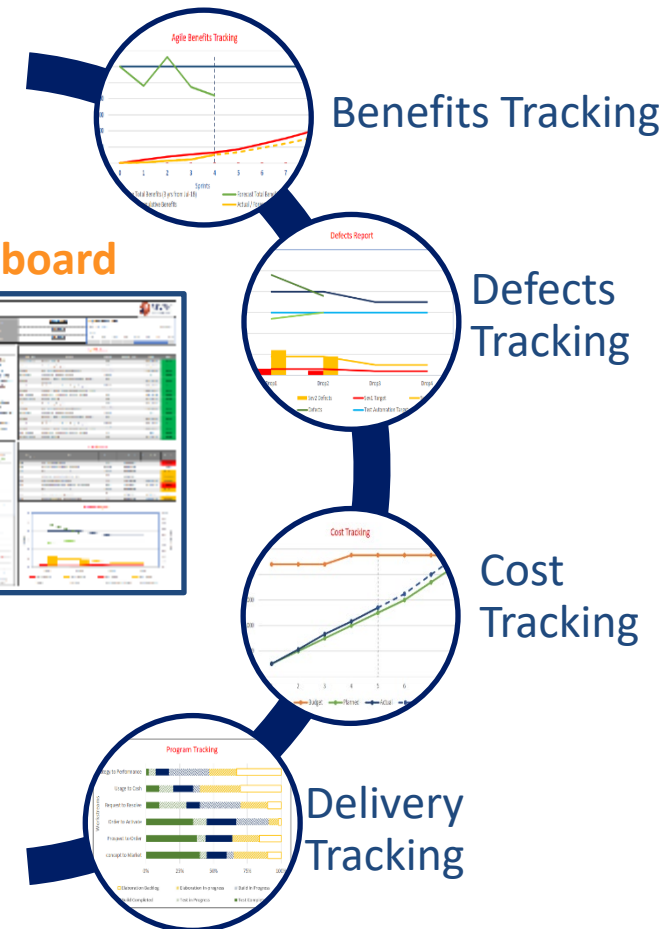
The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of agile projects progress. These include Weekly velocity, Earned Value, Task burndown and Effort Tracking.

Best Operating Principles Recommendation



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.

Agile Dashboard



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

Peak Results, Delivered Together

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