



Australia's Best
Program Delivery Company

Peak Results, Delivered Together

Seven Consulting Sponsor Coaching



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, 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, and portfolio and program reviews to assist our clients improve their program delivery. We have successfully provided these services to over 60 clients.



Delivery Tools

Seven Consulting has developed world-leading tools to assist our clients in; portfolio optimisation, delivery approach design and weekly insights into their delivery. 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
2024	99.45%	11,668
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 show 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.

Why Sponsor Coaching Sessions?

- Projects are the vehicle of strategic change.
 - The increasing rate of change is demanding Speed to Value from those projects.
 - An organization's agility in executing the right change the right way and realising the benefits from those changes.
 - Many IT and project organisations are hampered by bureaucratic and slow project governance and project management models that were first used in the 1980s.
 - The Corporate Executive Board (CEB) *Accelerating Projects* report of 2015 reveals that Sponsor's behaviours have a significant impact on Speed to Value.
 - Most organisations have standards and guidelines on **what** sponsors should do but not **how** to do their roles.
-
- Seven Consulting can provide a proven transformative approach, not just for how projects are managed, but how projects are governed, sponsored and planned.
 - Project Sponsorship and Project Management are based on collaboration, openness, transparency, simplicity and speed as the levers of change.
 - Seven Consulting has developed a suite of powerful tools and techniques that are proven to assist Sponsors to be more effective and agile.
 - Rob Thomsett has been at the forefront of designing and deploying these methods for over 25 years.

The Sponsor ensures the strategic impact and benefits of the project are aligned with the organisation's strategic and financial goals. The Sponsor determines the goal or outcome of the project and owns his or her project through the entire project life-cycle – planning, development, on-going operations and benefit realisation. The Sponsor must also be the key advocate for their project supporting their PM and team.

There are five major Governance functions undertaken by a Sponsor. These functions should be undertaken in an open and transparent partnership between the Sponsor, Program Manager and critical stakeholders.

These are:

Leading the development and approval of project Business Case

- Identification of expected Program Outcome and related benefits;
- Engagement of critical stakeholders;
- Proactive mitigation of project risks; etc.

Determining and managing the overall Project Governance process

- Agreement on project status reporting cadence;
- Composition and chairing of the Steering Committee;
- Oversight of Organisational Change Management impact; etc.

Monitoring the on-going status of the project and Business Case;

- Regular meetings with the Program Manager;
- Participation in key project reviews and retrospectives;
- Regular updates to colleagues and peers, etc.

Assistance in and approval of project change

- Assistance in resolution of project issues;
- Assessing impact on Business Case of changes;
- Agreement with and approval of updated Business Case and related plans; etc.

Oversight of on-going operations and benefit realisation

- Oversight of the Change Management implementation;
- Ensuring relevant resources and processes are funded and operational;
- Ensuring that planned benefits are realised in partnership with Benefit Owners; etc .



Sponsor Coaching topics are explored in a 4-hour session with two sections. Each session also 1 hour of pre and post-session reviews. To enhance open conversations, engagement and understanding of critical concepts, it is recommended that no more than 10 executives attend each session.

Section 1: Setting up projects for success

Leading the development and approval of project Business Case

- This tutorial covers the roles, accountabilities and behaviours of sponsors and, importantly, the various project contracts and tool required by senior management for governing their projects - Business Case, Success Definition, Benefits Realisation, Project Risk, etc.

Key tools for Sponsors

- This tutorial explores tools that have been proven to assist sponsors in clarifying and defining their critical expectations for their project, to more effectively engage stakeholders and create an open and collaborative approach to project & benefits planning.

Determining and managing the overall Project Governance process

- This tutorial examines agreement on project status reporting structure and content; engagement and management of stakeholders/related projects, Steering Committee charters and composition.

Section 2: Ensuring and measuring success

Monitoring the on-going status of the project and Business Case;

- The critical issues of project tracking and reporting cadence and relationship to project delivery risk are introduced. In addition, the tutorial considers the critical project/program data or metrics that provide sponsors with open and transparent information. The value of Health Checks, retrospectives and warning signs for projects under challenge.

Assistance in and approval of project change

- This tutorial explores the critical role of sponsors in assisting project managers in dealing with project change, resolution of issues and alterations to the approved Business Case. This tutorial also considers 10 key questions that sponsors must be aware of to assess project change.

Oversight of on-going operations and benefit realisation

- This tutorial overviews the key Change Management planning and implementation actions required by sponsors, the planning and management of on-going operational support and Benefits Realisation and ultimate project closure.

Sponsor Coaching – Key Focus

While most organisations have existing guidelines and frameworks that describe **what** the sponsor role is and **what** sponsors are accountable for these guidelines and frameworks typically provide little or no detail on **how** the sponsor undertakes this critical role and tools and concepts to assist the sponsor in effectively achieving success.

The essential need for an open and collaborative partnership between sponsors, their project managers and stakeholders is a key focus of Seven Consulting's Sponsor Coaching sessions.

The Sponsor Coaching sessions explore key roles for sponsors such as setting up a project for success by the sponsor actively engaging with project managers and critical stakeholders, especially during the initial planning steps with a focus on expected outcome and related benefits. This requires a shared understanding amongst all groups in areas such as benefits, project risks, decision-rights, governance cadence and project change control.

Seven Consulting has developed a unique set of tools and concepts that have successfully assisted sponsors in fully owning and governing their projects and benefits realisation. These tools and concepts are described in Seven Consulting's *The Sponsor Guide* booklet and are a core focus of Sponsor Coaching sessions.

Sponsor Coaching Experience/Case Studies

Our executive consultants have designed and tailored sponsor Coaching briefings, sponsor mentoring and coaching around our powerful tools and techniques for the following major organisations over the past 2 years.



Sponsor Coaching sessions including Principal/C.E.O. Additional support on key programs in adopting tools.



Sponsor Coaching sessions including C.E.O. and key stakeholders and project managers



Sponsor Coaching sessions for over 80 executives including Deputy C.E.O.



Sponsor Coaching including C.E.O. and key stakeholders and project managers. Additional support on key programs in adopting tools.



Executive Briefings (all Directors) and key project managers. Additional support on key programs in adopting tools.

Other engagements include eon (UK) – one of the largest electricity companies in the EU, CBA – Executive Sponsor Briefings (multiple year contract), NAB – Sponsor Briefings/Mentoring to over 200 senior executives (including. CEO)

Consistent feedback from these engagements is that they have assisted in enhancing sponsor effectiveness and in the strengthening of open and productive relationships between sponsors, their project managers and stakeholders.

Rob Thomsett



Thought Leader

Achievements:

- Consulted and implemented a relationship and values-driven model of project management and sponsorship in many Australian and international organisations including Bank of America, AT&T, CBA, Westpac
- Designed and governed implementation of the PMI award winning Master of Project Management for Sydney University.
- Trained thousands of Project Managers in Agile Project Management in UK, US, Asia, EU, NZ and Australia.
- Consulted with the NAB Group to implement an Agile approach to executive sponsorship, benefits realisation, project management and governance across a \$1billion p.a. project portfolio.
- His latest books *The Agile Project Manager's Tool Kit* and *Agile Sponsorship* are available from Seven Consulting.

Declan Boylan



Founder

Achievements:

- Start-up and management through to development and test of Westpac's \$300M+ Online Transformation Program.
- End to end delivery of the \$100M Internet Banking system replacement for CBA.
- Turn-around of the eENABLE program for HP (EDS), the fourth attempt by CBA to implement the largest voucher imaging and processing system in the Southern Hemisphere.
- Successful delivery of a wide variety of programs for Blue Chip Clients including Credit Card Scoring for CBA; Transition of the Cathay Pacific IT outsourcing from IBM to Unisys; Billing system upgrade for Hutchison Telecommunications; and the GST Program for Fairfax.
- Provision of Governance across 80+ assignments carried out by Seven Consulting since 2002, ranging from \$1m to \$1.5bn programs.

Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customising and optimising project delivery based on 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 throughout the year to fulfill our Project 7 commitment.

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 practices in program and project delivery. It also serves as a celebration of success, a thank you, a training session, and a 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 to support 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.





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