



Australia's Best  
Program Delivery Company

*Peak Results, Delivered Together*

# Seven Consulting Program Mobilisation 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, 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
Jan-Jun 2025	98.69%	5487
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

100% of our clients are reference sites



"Every Seven consulting person I have ever worked with has been very good at what they do."



"Strong program delivery capability with the flexibility to scale up and down quickly to meet program and business needs. Look to continue to bring the best of the Seven ecosystem to clients to demonstrate the value-add."



"Seven is one of the most prestigious consultancies in Australia and most of the Seven Consultants I have come across at my current and previous organisation prove that."



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



"Very happy with the level of organisation and governance the Seven Project/Program Managers bring to our more complex initiatives."



**Equity Trustees**

"We have been very impressed with the capability of consultants from Seven Consulting and this has significantly uplifted our project management maturity, discipline, capability and delivery across the organisation."

## Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Apr'25	98.60%
Oct'24	97.56%
Apr'24	97.41%
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%

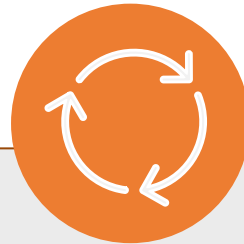


# How do we get to 98+% customer satisfaction?



## 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.



Effective mobilisation of a program is critical to improving the likelihood of a program's success. There are often questions and uncertainty about how a program will be delivered and by whom, especially when working in complex organisations with network or virtual team resourcing models. Running a structured mobilisation approach will answer these questions and ensure the program has what it needs to deliver effectively.

***Seven Consulting's program mobilisation services will bring qualified practitioners and a structured process to ensure that your program is set up for success from the beginning.***

- Our experienced practitioners engage with a broad range of stakeholders to ensure that we have fully understood the program objectives and the enterprise delivery capability.
- Key artefacts will be reviewed against our own best practice benchmarks to investigate all areas that may affect success.
- Industry best practice capability frameworks will be used to drive the design of your program structure with the right program management processes and tools.
- We collaborate closely with your team to verify our findings and make sure our recommendations are practical and achievable.
- Our PMO and governance toolsets will create robust plans and schedules for successful execution.
- We will bring our experience of delivering programs across some of Australia's most complex companies, spanning different industry groups and technology domains, to find the most effective model for your enterprise.
- Your internal delivery capability will be independently assessed by our team and factored into the program resource strategy.
- The Seven team will leverage our depth of experience in vendor management to provide valuable input into vendor sourcing and contracting.



# Program Mobilisation Phases

Seven Consulting's program mobilisation approach includes three phases: *Discover* (the scope, objective, benefits and delivery approach), *Design* (the structure to define the program baseline) and *Deploy* (the team, processes and tools to deliver the program).

## DISCOVER

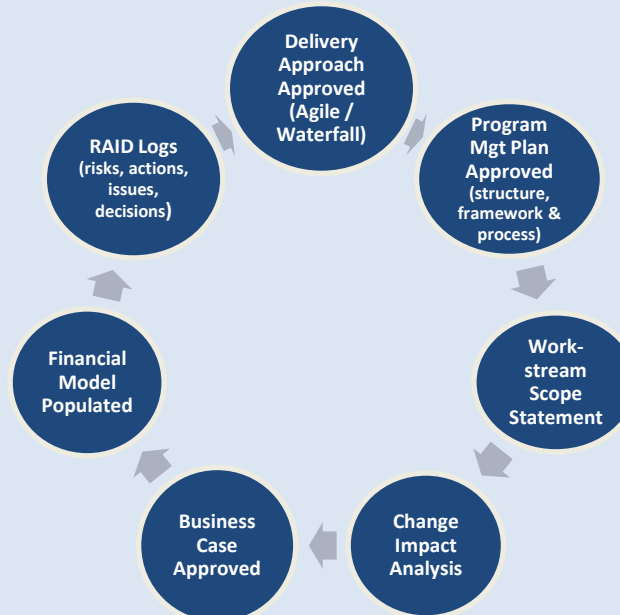
Establish the program scope, objective, benefits and delivery approach.



The program's core team will have a holistic view of the enterprise and the intended change to enable an effective mobilisation.

## DESIGN

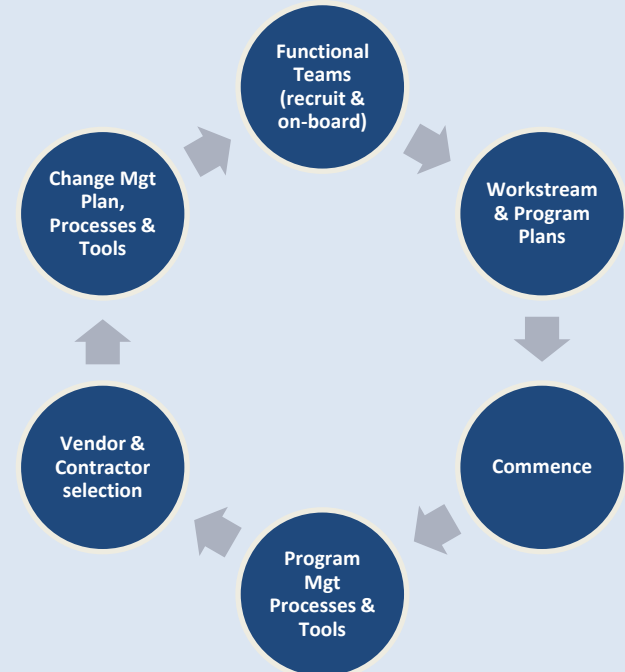
Design the target state program structure and based on this, define the initial program baseline. Deliver the core project management governance artefacts for the program.



Agreement between the key stakeholders and the program's leadership on the program approach, structure and governance with the first view of the program plan.

## DEPLOY

Establish and build the team, processes, tools and forums to successfully deliver the program.



An effective and engagement team backed with clear plans, as well as the right governance, processes and controls to drive success for the next phase of the program.

# Mobilisation Discovery Phase

Key Area	Artefact / Deliverable	Roles
Identify organisation stakeholders (objectives and success criteria)	<ul style="list-style-type: none"> <li>Program charter (scope, objectives, approach, success criteria)</li> <li>Stakeholder analysis</li> <li>Capability statement</li> </ul>	<ul style="list-style-type: none"> <li>Project Sponsor – Owns the program charter</li> <li>Change Lead – Owns stakeholder analysis</li> </ul>
Baseline capabilities and artefacts	<ul style="list-style-type: none"> <li>Scope</li> <li>Business solution architecture</li> <li>Deliverables matrix</li> <li>Resource capability gap analysis</li> <li>Program logistics (space, equipment, tools schedule)</li> </ul>	<ul style="list-style-type: none"> <li>Business Owner – Owns the scope</li> <li>Business Solution Lead – Owns the business solution architecture</li> <li>Program Director – Owns deliverables matrix</li> <li>PMO Lead – Owns resource capability gap analysis and program logistics</li> </ul>
Identify risks, assumptions, issues and dependencies	<ul style="list-style-type: none"> <li>RAID register (risks, assumptions, issues and dependencies)</li> </ul>	<ul style="list-style-type: none"> <li>PMO Lead</li> </ul>
Stakeholder map	<ul style="list-style-type: none"> <li>Stakeholder RACI map (responsible, accountable, consulted and informed)</li> </ul>	<ul style="list-style-type: none"> <li>PMO Lead</li> </ul>
Resource strategy	<ul style="list-style-type: none"> <li>Resource plan (mapped into program schedule)</li> <li>Agree roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>PMO Lead</li> </ul>
Define delivery approach	<ul style="list-style-type: none"> <li>Delivery approach (Agile, traditional or hybrid) - See Seven Consulting's Project Pathfinder Tool slide</li> </ul>	<ul style="list-style-type: none"> <li>Program Director – Owns the process of delivery approach definition</li> <li>PMO Lead/Change Lead – Work with stakeholders to update the Pathfinder questionnaire to define the delivery approach</li> </ul>

# Mobilisation Design Phase

Key Area	Artefact /Deliverable	Roles
Delivery approach approved	<ul style="list-style-type: none"> <li>• Delivery approach</li> <li>• Program charter</li> <li>• Benefits realisation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Program Director</li> </ul>
Program management plan (PMP) approved	<ul style="list-style-type: none"> <li>• PMP</li> <li>• Program governance artefacts</li> <li>• Steering Committee charter</li> <li>• Program operating model</li> <li>• Program processes</li> <li>• Workstream delivery structure (org chart)</li> </ul>	<ul style="list-style-type: none"> <li>• Program Director – PMP, program governance artefacts, Steering Committee charter, program operating model</li> <li>• PMO Lead – Program processes and workstream delivery structure</li> </ul>
Workstream scope statement	<ul style="list-style-type: none"> <li>• Scope (program charter, PMP)</li> </ul>	<ul style="list-style-type: none"> <li>• Program Director</li> </ul>
Change impact analysis	<ul style="list-style-type: none"> <li>• Change impact analysis (CIA)</li> </ul>	<ul style="list-style-type: none"> <li>• Change Lead – Engages with stakeholders and the audience. Owns the high-level CIA to inform the business case and planning deliverables</li> </ul>
Business case approved	<ul style="list-style-type: none"> <li>• Business case</li> </ul>	<ul style="list-style-type: none"> <li>• Business Owner/Program Sponsor</li> </ul>
Financial model populated	<ul style="list-style-type: none"> <li>• Business case financial model</li> </ul>	<ul style="list-style-type: none"> <li>• Lead Financial Analyst</li> </ul>
RAID logs	<ul style="list-style-type: none"> <li>• RAID logs/registers</li> </ul>	<ul style="list-style-type: none"> <li>• PMO Lead</li> </ul>

# Mobilisation Deployment Phase

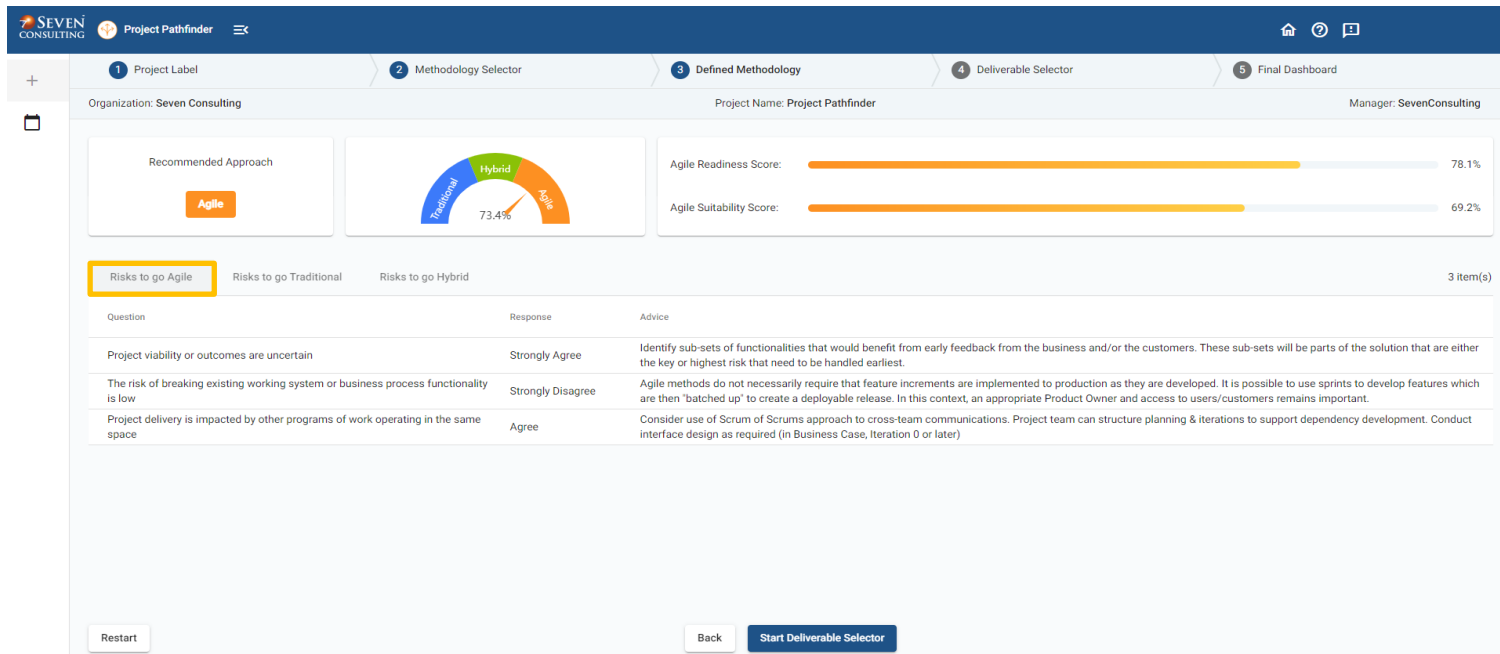
Key Area	Artefact / Deliverable	Roles
Functional teams	<ul style="list-style-type: none"> <li>Position descriptions (roles and responsibilities)</li> <li>Recruitment process                             <ul style="list-style-type: none"> <li>Onboarding</li> <li>Induction process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Team Leads</li> </ul>
Workstream and program plans	<ul style="list-style-type: none"> <li>Program prioritisation statement</li> <li>Program schedule</li> <li>Resourcing plan</li> </ul>	<ul style="list-style-type: none"> <li>Program Director – Owns program prioritisation statement</li> <li>PMO Lead – Owns program schedule and resourcing plan</li> </ul>
Commence	<ul style="list-style-type: none"> <li>Program schedule/tracking</li> </ul>	<ul style="list-style-type: none"> <li>PMO Lead – Owns program schedule and tracking</li> </ul>
Program management processes and tools	<ul style="list-style-type: none"> <li>PMP</li> <li>Program tools</li> <li>Program controls:                             <ul style="list-style-type: none"> <li>Progress reporting metrics</li> <li>Meeting schedules</li> <li>Quality plan</li> <li>RAID register(s)</li> <li>Document management system</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Program Director – Owns the PMP</li> <li>PMO Lead – Owns program tools and program controls</li> </ul>
Vendor and contract selection	<ul style="list-style-type: none"> <li>Evaluation committee (Program Sponsor, Program Director, Legal, Commercial Manager, plus others)</li> <li>Vendor selection/evaluation processes (ROI, RFT, RFP, POC)</li> </ul>	<ul style="list-style-type: none"> <li>Program Sponsor – Owns plan contracts</li> <li>Program Director – Owns vendor processes</li> </ul>
Change Management plan, processes and tools	<ul style="list-style-type: none"> <li>Change Management analysis and planning:                             <ul style="list-style-type: none"> <li>Detailed change impact analysis</li> <li>Engagement and communications</li> <li>Learning and enablement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Change Lead – Owns Change Management</li> </ul>



# Seven Consulting's Project Pathfinder

We developed a cloud-based tool that helps us, within 30 minutes, to create the following outcomes for any project:

- Agree the optimised project delivery approach: Agile, traditional (waterfall) or hybrid.
- Detail the customised blend of activities where the recommended approach is hybrid.
- Understand the residual risks and mitigations for that recommended 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, JIRA or exports in various formats.



The screenshot displays the 'Project Pathfinder' tool interface. At the top, a navigation bar shows five steps: 1. Project Label, 2. Methodology Selector, 3. Defined Methodology, 4. Deliverable Selector, and 5. Final Dashboard. The current step is 'Defined Methodology'. Below the navigation bar, the interface shows the 'Organization: Seven Consulting', 'Project Name: Project Pathfinder', and 'Manager: SevenConsulting'. The main content area is divided into three sections: 'Recommended Approach' with a button for 'Agile', a gauge chart showing 'Hybrid' at 73.4% (with 'Traditional' and 'Agile' also indicated), and two progress bars for 'Agile Readiness Score' (78.1%) and 'Agile Suitability Score' (69.2%). Below these, there are tabs for 'Risks to go Agile', 'Risks to go Traditional', and 'Risks to go Hybrid'. The 'Risks to go Agile' tab is selected, showing a table with three items. At the bottom, there are buttons for 'Restart', 'Back', and 'Start Deliverable Selector'.

Question	Response	Advice
Project viability or outcomes are uncertain	Strongly Agree	Identify sub-sets of functionalities that would benefit from early feedback from the business and/or the customers. These sub-sets will be parts of the solution that are either the key or highest risk that need to be handled earliest.
The risk of breaking existing working system or business process functionality is low	Strongly Disagree	Agile methods do not necessarily require that feature increments are implemented to production as they are developed. It is possible to use sprints to develop features which are then "batched up" to create a deployable release. In this context, an appropriate Product Owner and access to users/customers remains important.
Project delivery is impacted by other programs of work operating in the same space	Agree	Consider use of Scrum of Scrums approach to cross-team communications. Project team can structure planning & iterations to support dependency development. Conduct interface design as required (in Business Case, Iteration 0 or later)

# Workstream Scope Statement



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## PMO Functions



# Program Mobilisation – Experience

## News Corporation

Seven Consulting undertook a 6 week planning and mobilisation activity at News Corporation to prepare a Technology Roadmap, Business Case and Capability Model for an advertising sales transformation program.

Seven Consulting's work enabled News Corporation to:

- Gain a common understanding of the program objectives and alignment of the business and technology goals.
- Mobilise business and technology staff to work on the common solution, underpinned by a properly funded and detailed program plan.



Seven Consulting was engaged by QBE in December 2014 in recognition of the need to reset the OneHR@QBE Transformation program.

After a discovery review, Seven Consulting proposed and introduced a new program structure, more appropriate governance framework and established key program processes and controls within the program. The right team was put in place for the overall program leadership, PMO, and leadership of the global technology and testing workstreams. A One Team approach was introduced to ensure that the whole program team were focused on the successful delivery.

Phase 1 of the program went live in Aug 2015 on time and under budget.



Seven Consulting was asked to lead the creation of a Delivery Strategy for the Reporting & Disclosure program, and to address issues of governance, organisation, planning, resourcing, change management and vendor engagement. Involving around 30 key stakeholders from across NAB Wealth departments, a series of focused workshop and feedback sessions were held to mobilise the program.

As part of this planning phase, the scope and high level requirements were defined. Using these, Seven Consulting created an end-to-end program plan, program organisation, resource and cost model. The governance and assurance structure was agreed within the existing portfolio governance model and trustee assurance framework. Finally, the vendor engagement strategy for the technology solution was confirmed.

After the strategy and mobilisation phase was completed, Seven Consulting were subsequently asked to lead a major area of the program.

# 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:

Seven Consulting has been giving back to the wider community since 2007, by supporting our team and their families in voluntary projects to assist those who find themselves in need of help.

**2007**

Villawood Detention Centre  
(Sydney)

**2008**

South Australian Detention Centre  
(Sydney)

**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)



**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.



**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)



### 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.



**2025**

#### Sydney (CatholicCare)

As part of Project 7 2025, our Sydney team partnered with CatholicCare Services to enhance their Disability Services warehouse, improving accessibility and creating a more welcoming space.





# 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:

**John Hunt** - CIO & Managing Director of Group Enablement, Woolworths Group; **Jeya Shan** - Director Strategic Projects, CLP Power Hong Kong Limited; **Mick O'Brien** - Managing Director, EQT; **Darren Abbruzzese** - CIO Business Banking and Group Digital, NAB; **Glenn Waterson** - GM Retail Transformation, AGL; **Victoria Jones** - Head of Lending Transformation, ANZ; **Jane Harford** - Former Director of IT, Melbourne Girls Grammar; **Cindy Vandecasteele** - Former General Manager Customer Engagement, Alinta Energy; **Cameron McLean** - Former Chief Technology & Data Officer, GMHBA; **Margaret Wilde** - Program Director, NAB; **Geraldine Chin Moody** - Non-Executive Director & Chair Advisory Board, Directors Australia; **Alice Kunek** - Australian Professional Basketball Player, Seven Consulting Opals; **Kristy Wallace** - Australian Professional Basketball Player, Seven Consulting Opals

We have achieved an average NPS of **68** across our **6** Delivery Summits

## 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 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*

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