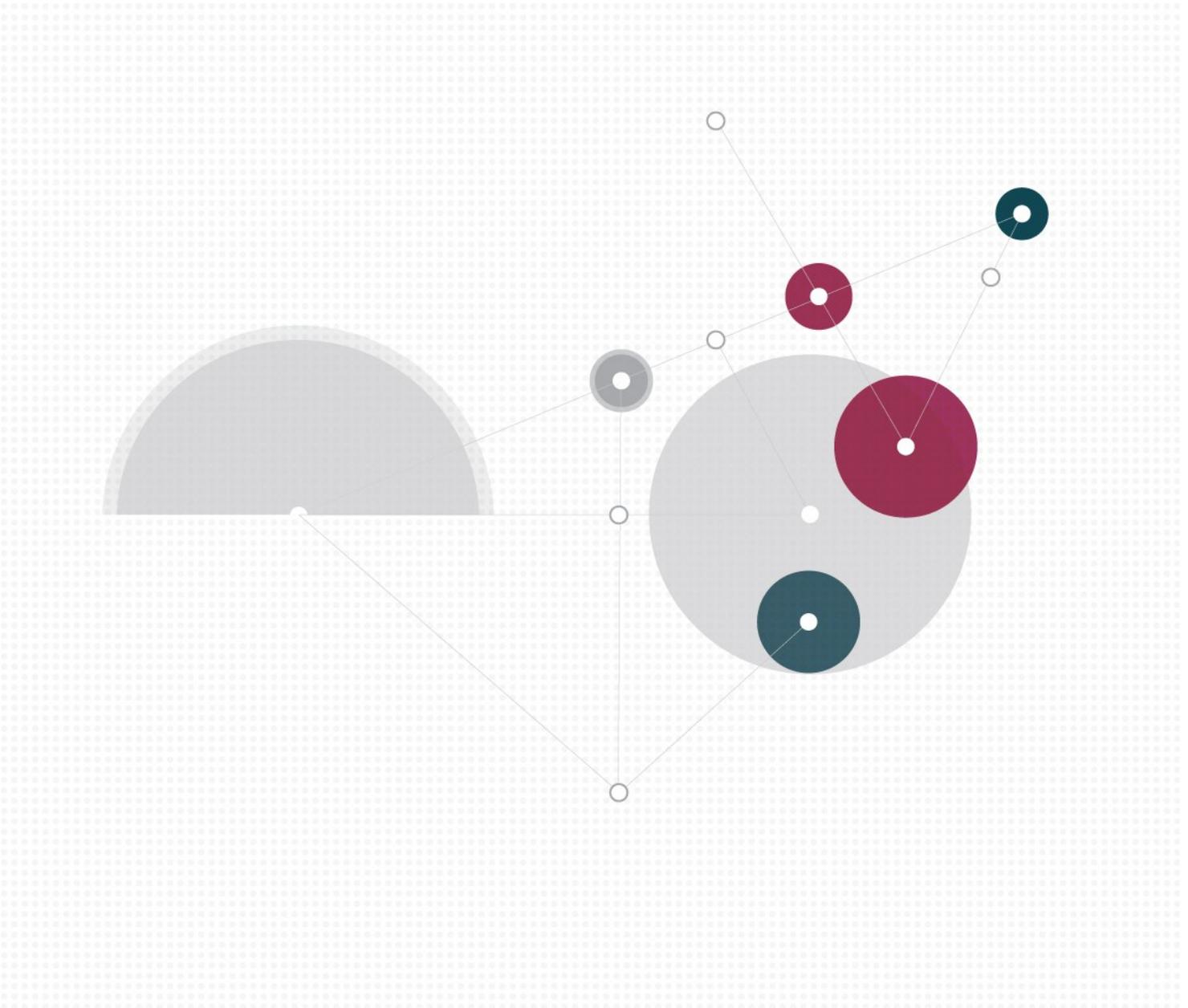


Outcomes Supported

Change Management Integration



Outcomes Supported

Change Management Integration

Providence Consulting Group (Providence) is a management consulting and professional services firm with a demonstrated history as change management integrators engaged by government agencies and industry to support transformation planning and delivery. Providence assists clients throughout the Change Decision Cycle from options analysis and business case development during the Strategic Thinking Phase through to organisational change strategies, developing future operating models, writing and managing implementation and transition plans, and validation during respective Strategic Direction, Operational Planning, Implementation and Deliver Business as Usual (BAU) Phases (See Figure 1 below).

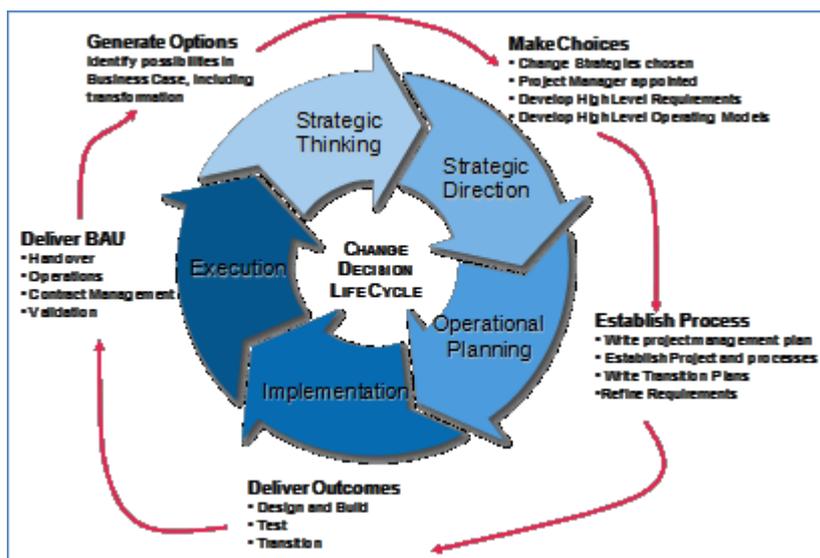
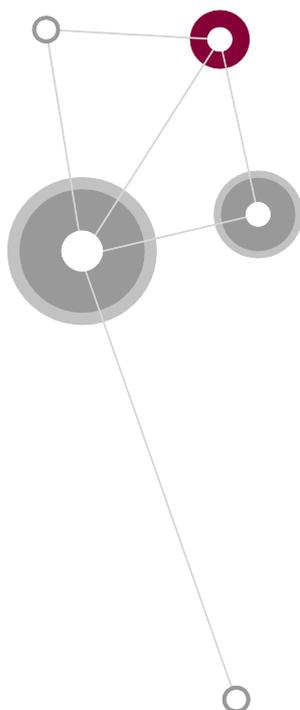


Figure 1 - Change Decision Life Cycle

Providence is an experienced advisor and manager within the change management integration segment. Providence can either supplement transformation teams or use its skill as an informed change management specialist to bring together client stakeholder groups and technical specialists to deliver transformation outcomes, as an integrated whole.

Using the Change Decision Life Cycle as a benchmark, Providence has experience in joining projects at any stage of the Cycle and providing holistic advice and assurance, and strategies and risk mitigations to move forward – because our core team represents leaders in their respective fields.

Given the breadth of change management specialties required to deliver complex transformation projects, few companies or organisations can claim to cover them all. As change management integrators, Providence can provide core change management integration competencies cited at Figure 2 (inner circle). These core skills enable Providence to integrate the niche change management competencies at Figure 2 (outer circle), those skills that the client may already have or outsource from other firms. If required, Providence also has developed a close and collegiate framework of change management specialists which enables the Providence Team to deliver all aspects of change management services (including those in the outer circle).

Outcomes Supported Change Management Integration

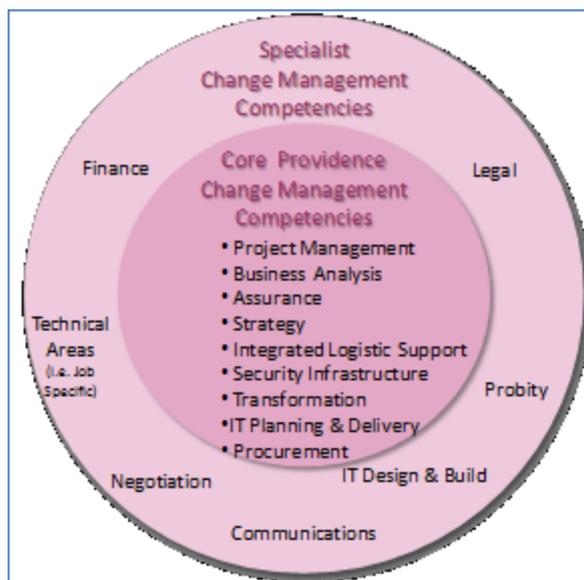


Figure 2 - Providence Change Management Model

Our more recent change management activities include:

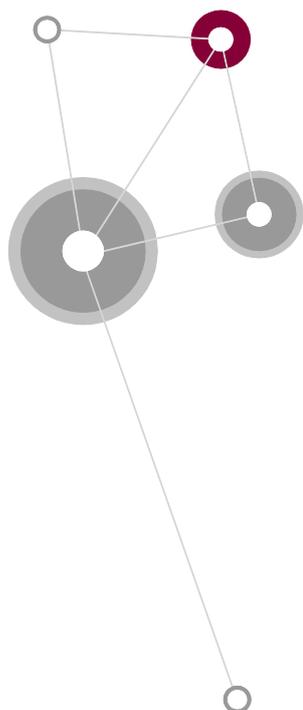
- the provision of managers and advisors for the Defence Base Security Improvement Program within the Defence Support Group
- assisting with the planning and implementation of the change management program associated with the Defence Regional ICT Market Testing Project that involved significant process, performance, operating model and workforce ICT change throughout the department
- assisted with developing change processes and later commercially managing the SLAs and KPIs for professional service contracts for Department of Environment and Heritage, Department of Transport and Regional Services and for the Victorian Department of Justice.

Examples Providence Procurement Projects

- **Department of Defence:** Efficiency Review & Operations Manual Development: Providence was tasked to undertake an efficiency review of the Directorate of Communications and Customer Management within the Department of Defence. After staff and management interviews and survey, Providence developed an operations manual and tools and templates in order to streamline the receipt and allocation of new work and for the periodic and ongoing management of work in progress.
- **Department of Health and Ageing:** supported the implementation of a fully automated enterprise workflow forms system that included functionality to upload data files such as leave forms, overtime and termination forms directly into other legacy systems like payroll, financial journals and accounting packages across the Department of Health and Ageing

Outcomes Supported

Change Management Integration



- **Australian Taxation Office:** commercially managed the Optus Business subcontractor performance in support of the Australian Taxation Office Voice Services Agreement, and included services to review change management and service delivery activities, performance management, and benchmark continuous improvement programs
- **CSIRO:** conducted commercial management services for the transition of introduced National Management Service Arrangements across CSIRO
- **Department of Health and Ageing:** prepared and commercially managed the service level agreements (SLAs) and key performance indicators (KPIs) for all production suppliers – including printers, cheque processing, banking and other critical systems – across the Department of Health and Ageing
- **Department of Environment and Heritage:** assisted with the preparation and later commercially managed the SLAs and KPIs for professional service contracts for Department of Environment and Heritage, **Department of Transport and Regional Services** and for the **Victorian Department of Justice**
- **Department of Defence:** the provision of managers and advisors for the Defence Base Security Improvement Program within the Defence Support Group
- **Department of Defence:** assisting with the planning and implementation of the change management program associated with the Defence Regional ICT Market Testing Project that involved significant process, performance, operating model and workforce ICT change throughout the department
- **Department of Defence:** assisting in the development and implementation of improved processes and procedures for the Defence Cadet, Reserve and Employer Support Division, including the development of a Quality Management Framework