

CURRENT STATE TO FUTURE BAU

PMI CONFERENCE SEPTEMBER 2019

Greg Rozen

Vicki Taylor



Programme Management Advisory



Greg Rozen



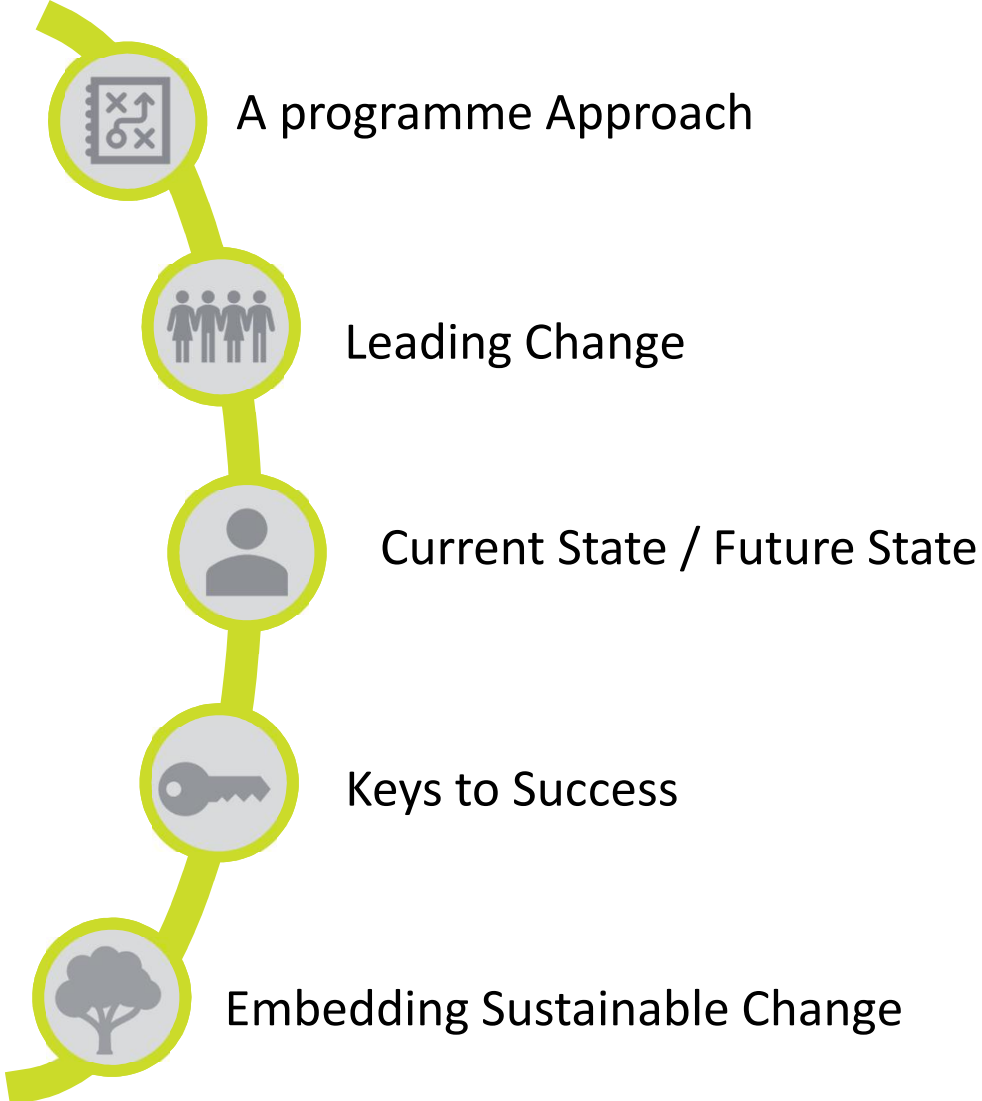
Vicki Taylor

HG Advisory Services

CURRENT STATE TO FUTURE BAU



PRESENTATION CONTENTS

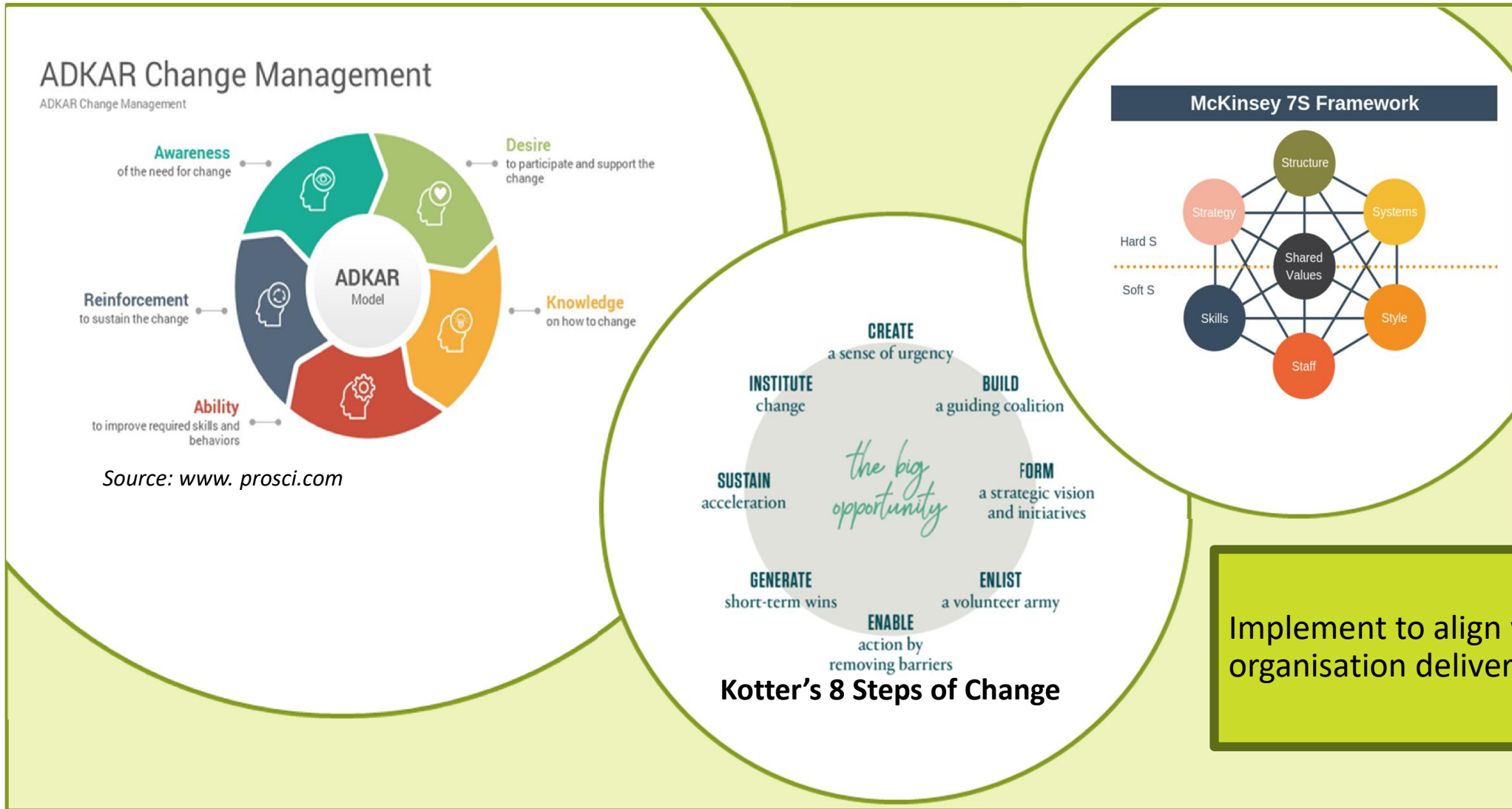




PRESENTATION CONTENTS

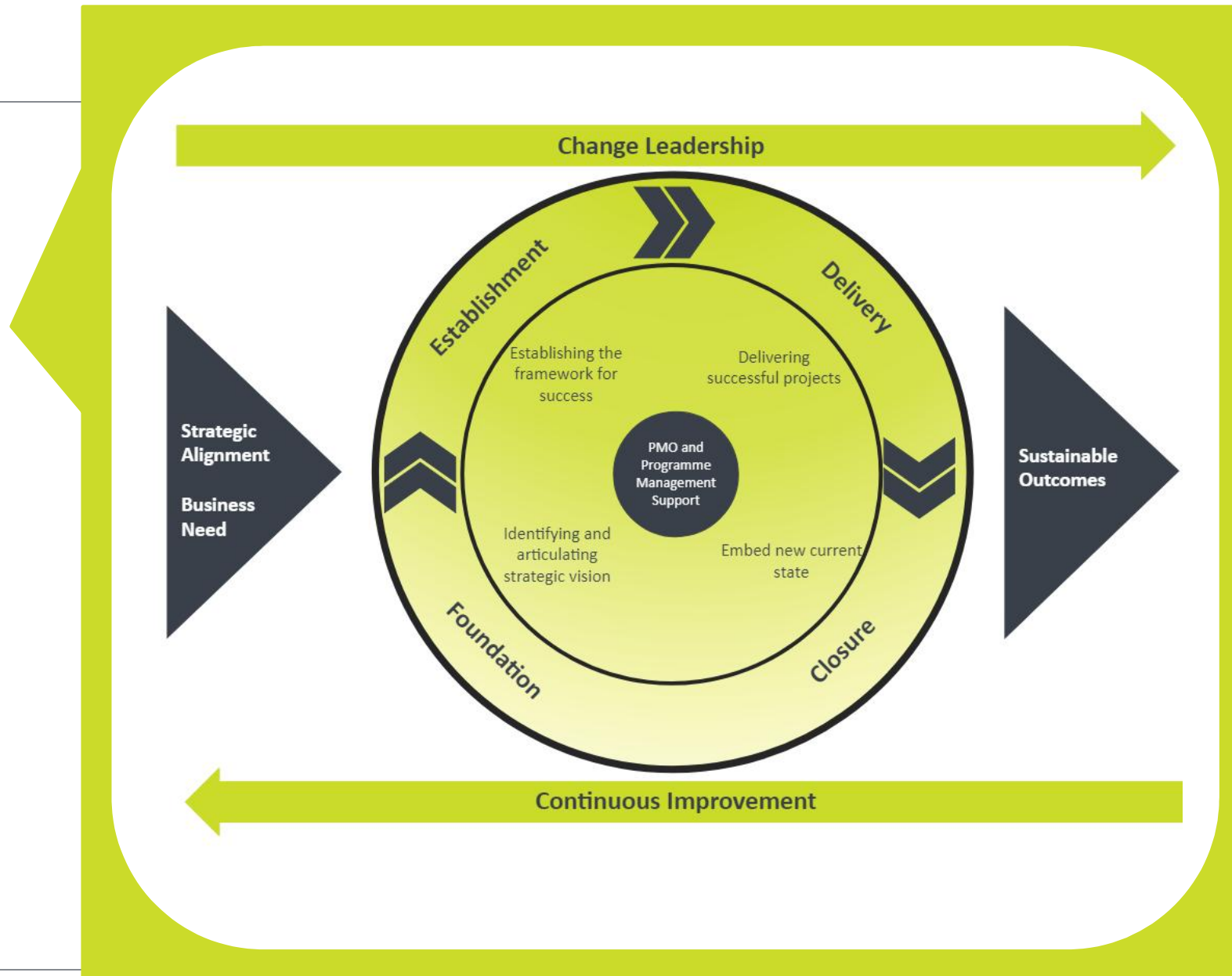


CHANGE MANAGEMENT FRAMEWORKS



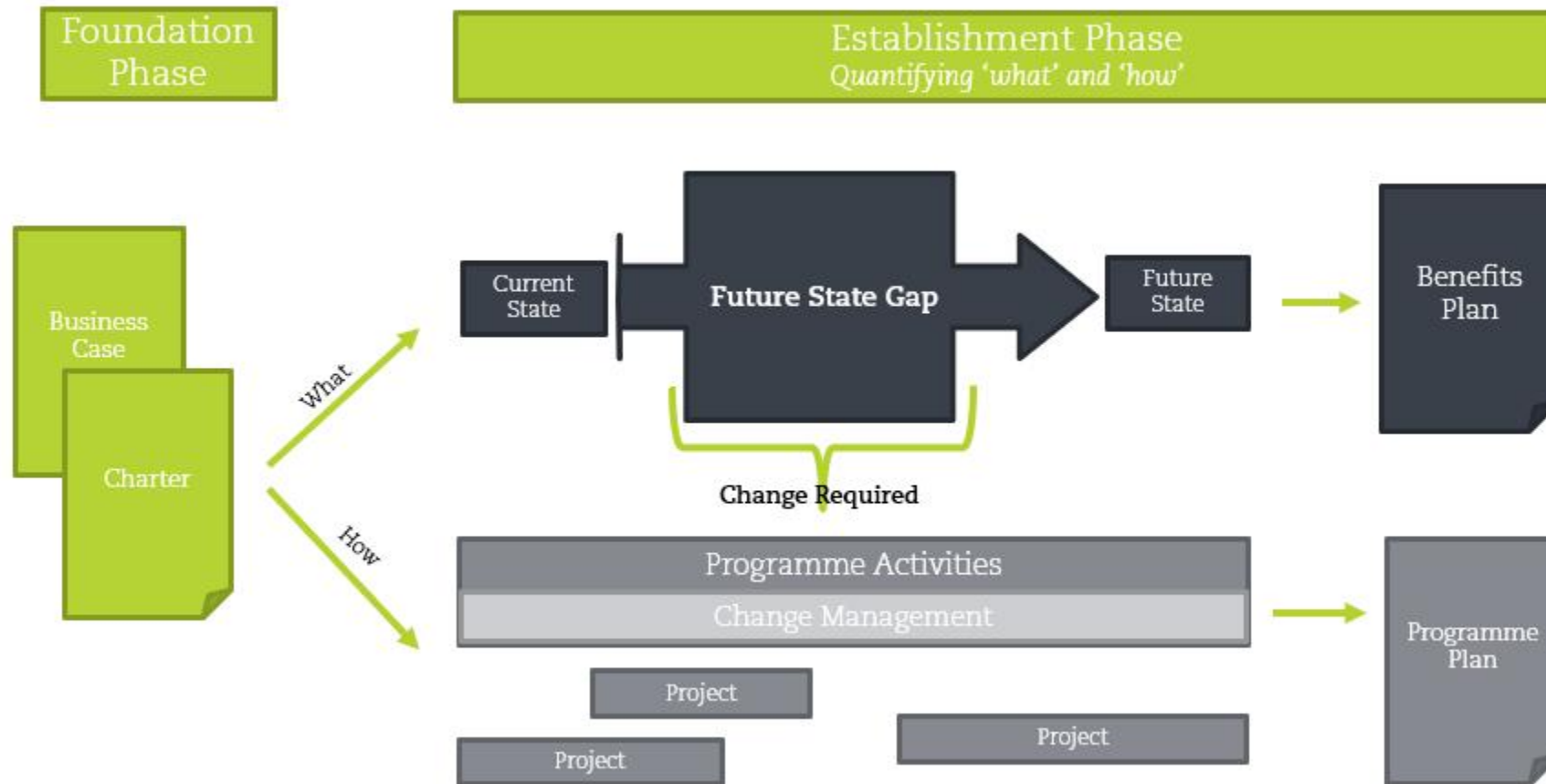
Implement to align with your organisation delivery framework

HG PROGRAMME MANAGEMENT APPROACH

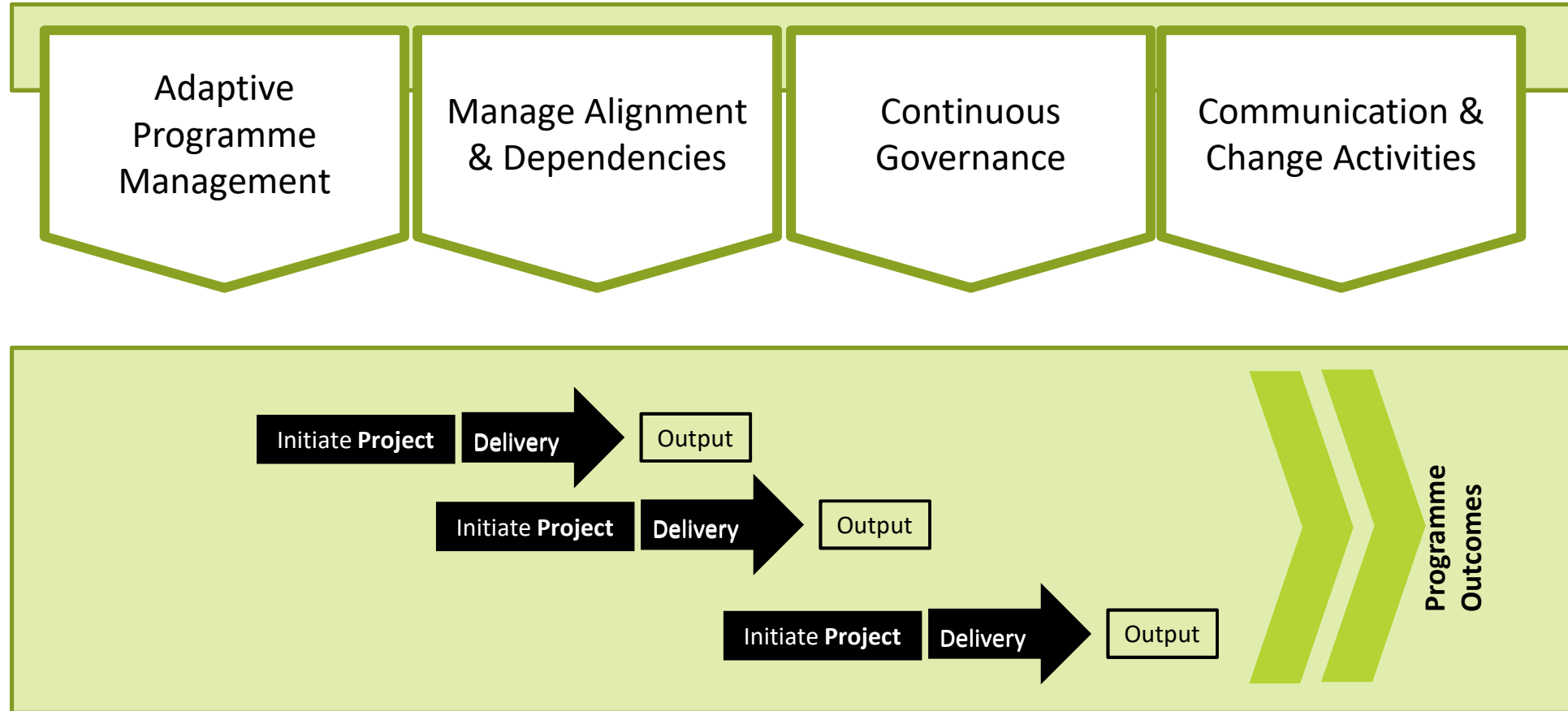




PROGRAMME ESTABLISHMENT (PLANNING)



PROGRAMME DELIVERY





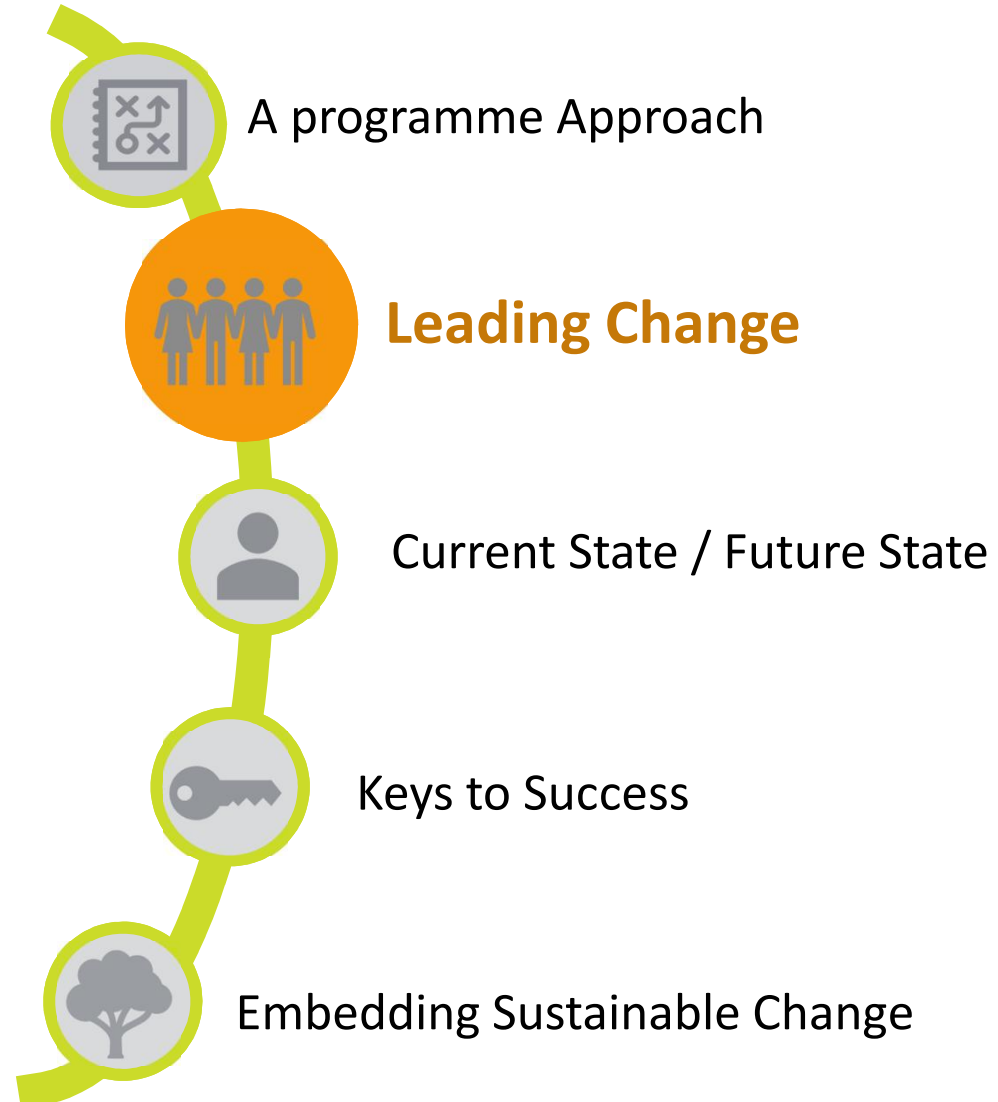
Closure



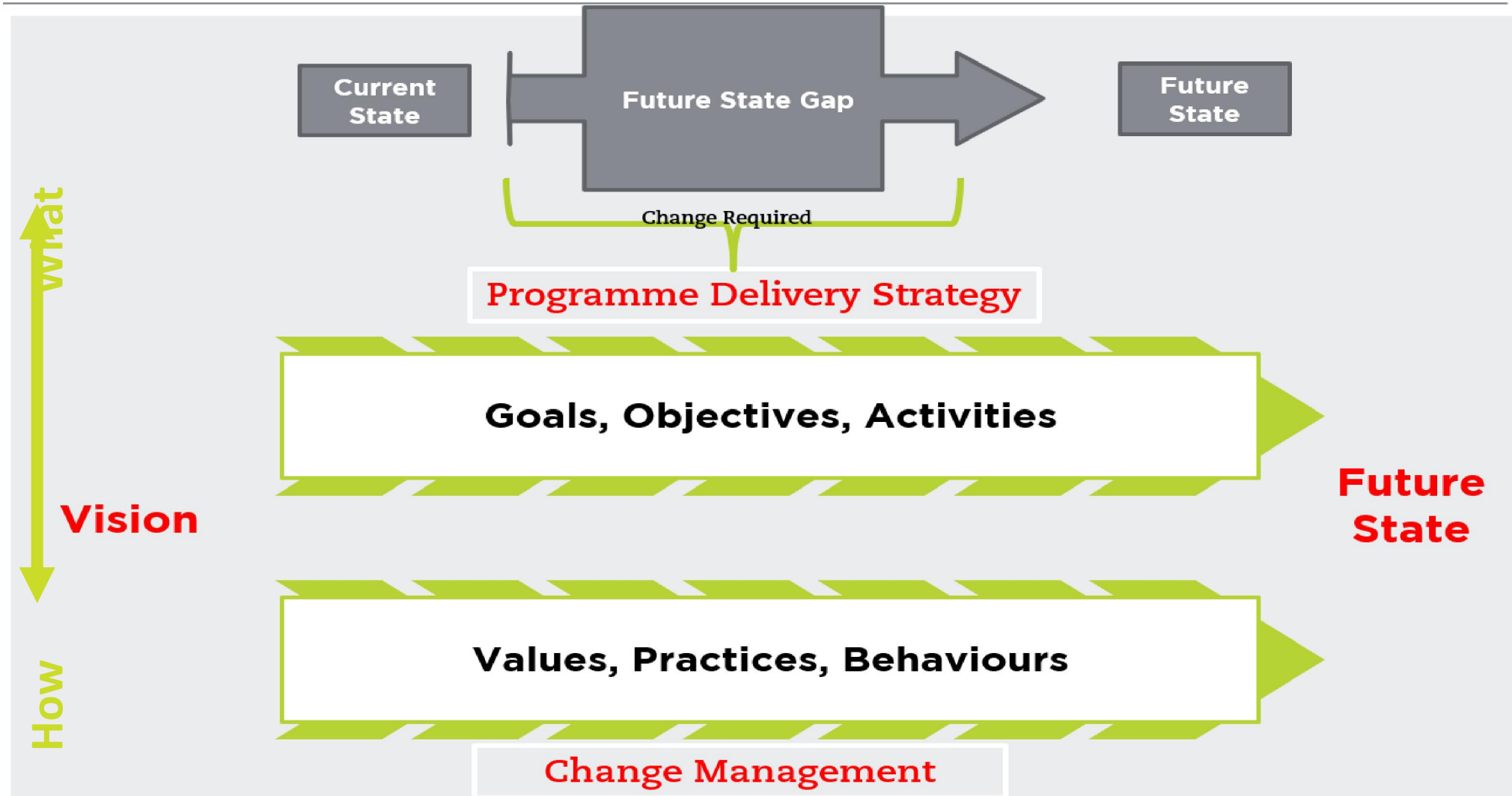
Lessons learned, Benefits Realisation, Identify continuous improvement opportunities, Handover



PRESENTATION CONTENTS



TRANSITIONING TO THE FUTURE STATE



PROGRAMME AND CHANGE ROLES



Sponsor / Senior Responsible Officer (SRO)

- Accountable for programme meeting its objectives and delivering the benefits

Programme Manager

- Responsible for planning, designing and delivering the programme to deliver the agreed outcomes

Change Manager (BCM)

- Creating and implementing change management strategies and plans to maximise employee adoption

Operational Leaders/Managers

- Influencing and lead their direct teams to engage with and adopt the change

PETER DE JAGER 7 QUESTIONS OF CHANGE



When faced with Change – here are the questions that demand answers:

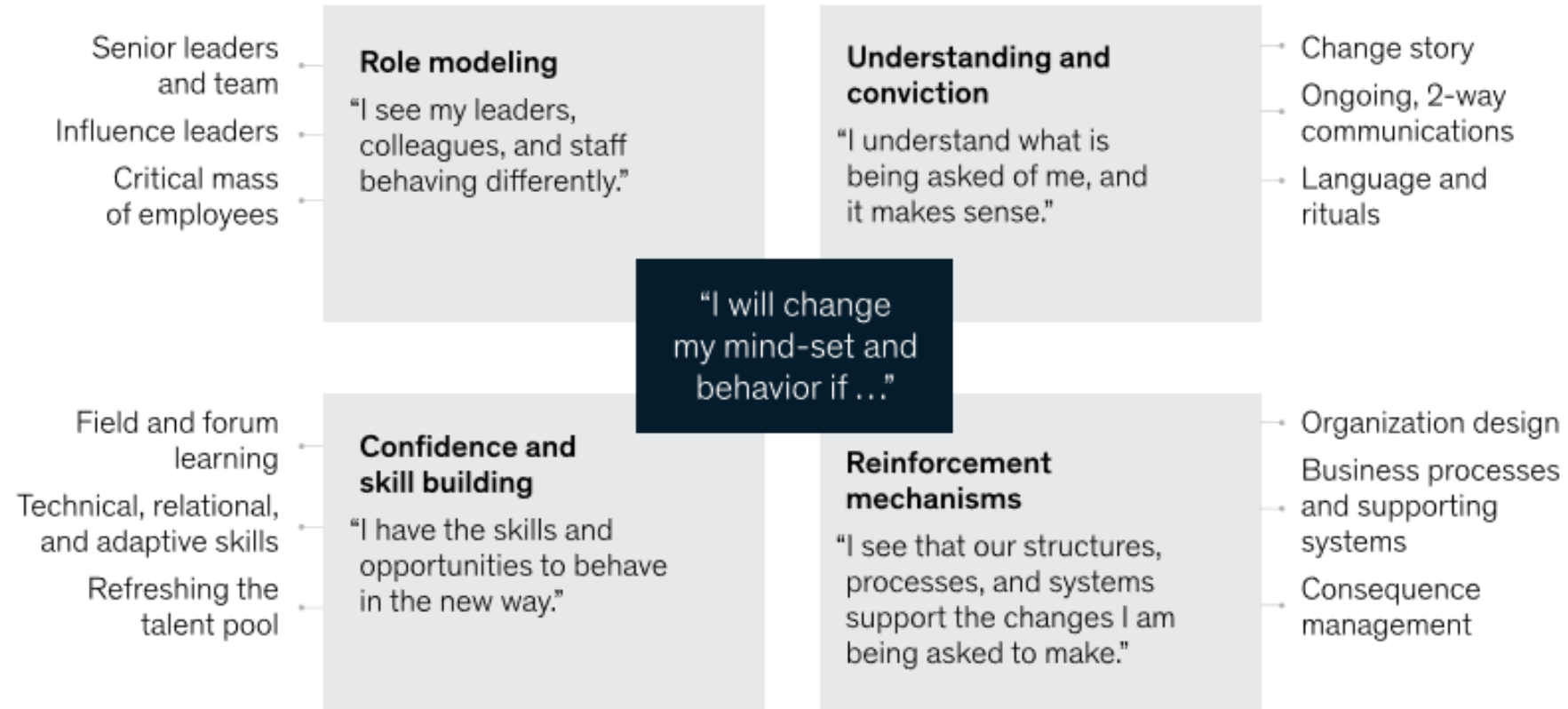
- **WHY?** – Why is this particular Change necessary now?
- **WIIFM?** – If we don't address this? They'll listen to nothing else.
- **MONDAY?** – What exactly will we be doing differently tomorrow?
- **WON'T?** – What won't Change?
- **MIGHT?** – What might go wrong, what are our plans to mitigate that?
- **WILL?** – What will be difficult, what will we do to make that easier?
- **SIGNPOSTS?** – How will we know we're making progress?

Source: <https://www.petrusdejager.com/>



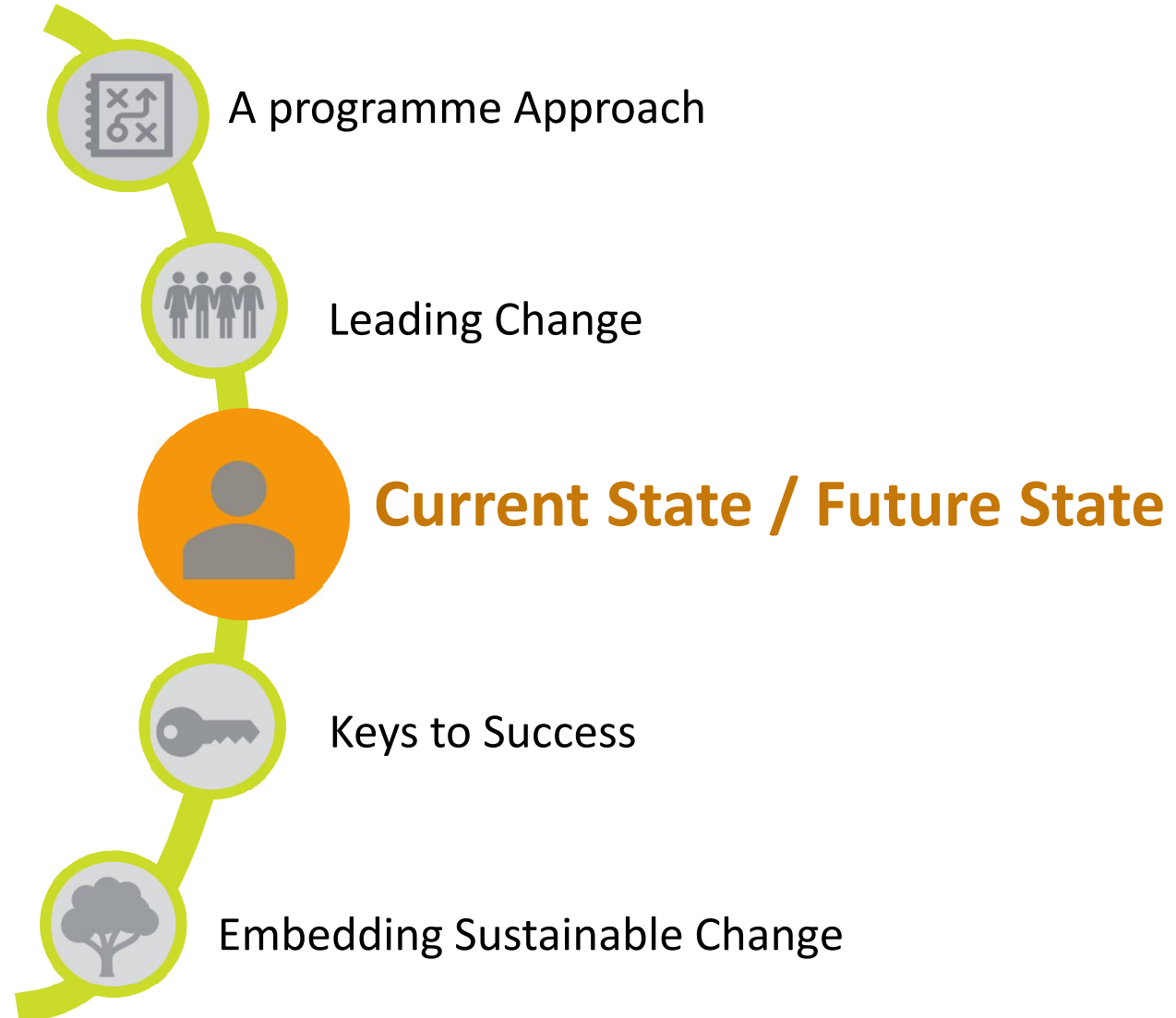
The “influence model” is a practical and proven guide for changing the mind-sets and behavior of employees.

MCKINSEY'S INFLUENCE MODEL

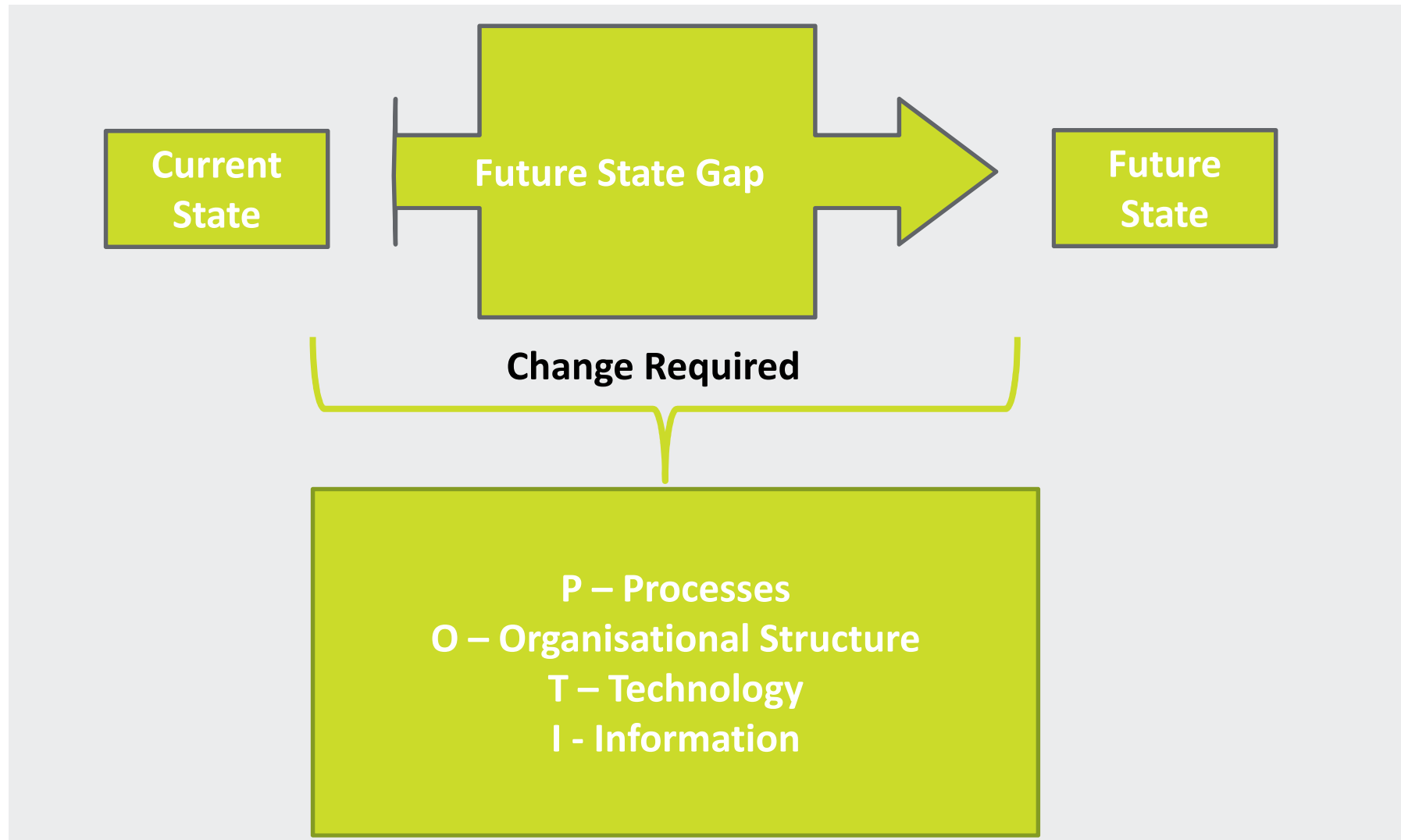




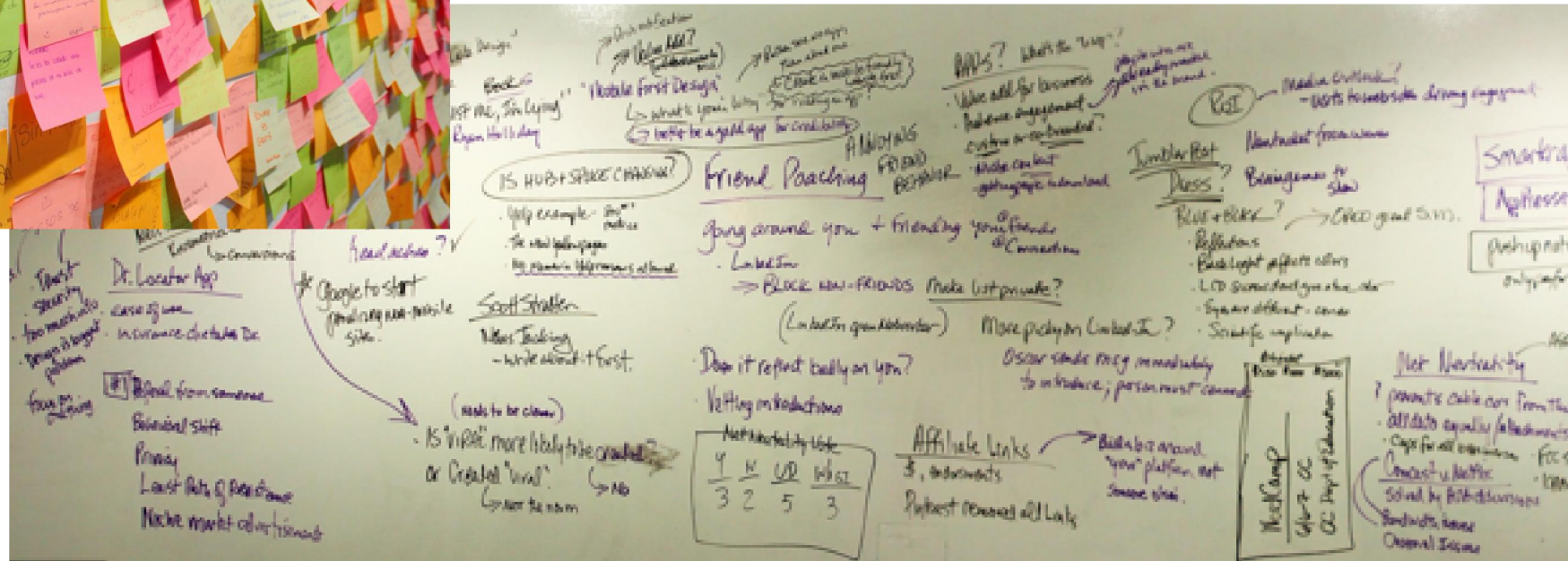
PRESENTATION CONTENTS



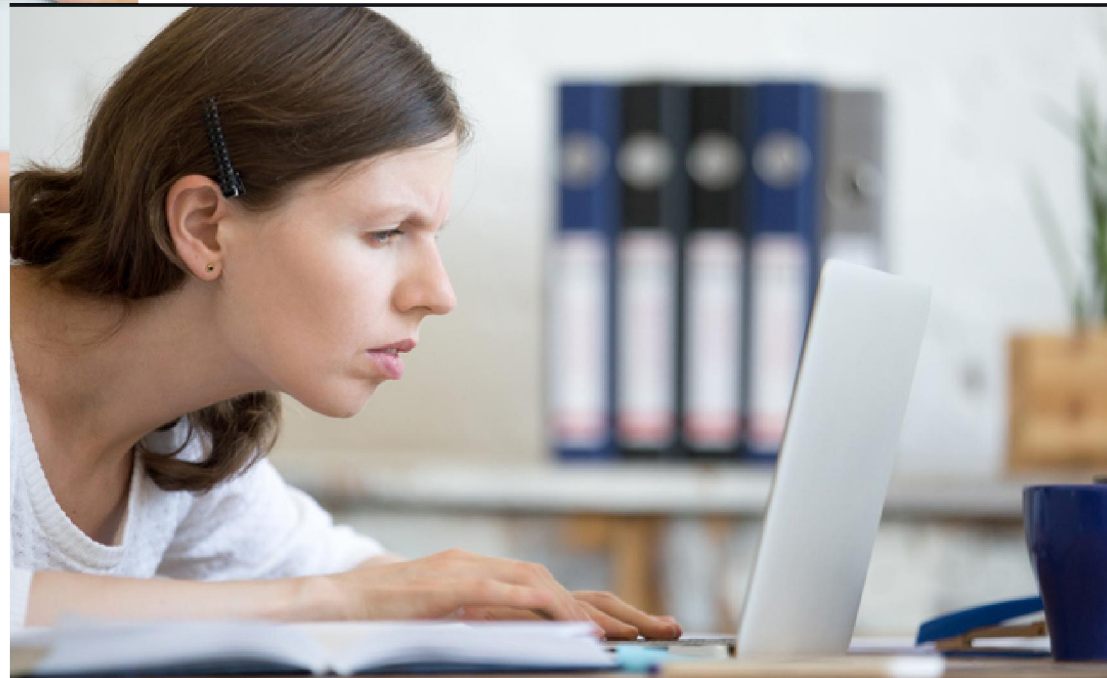
FUTURE STATE GAP



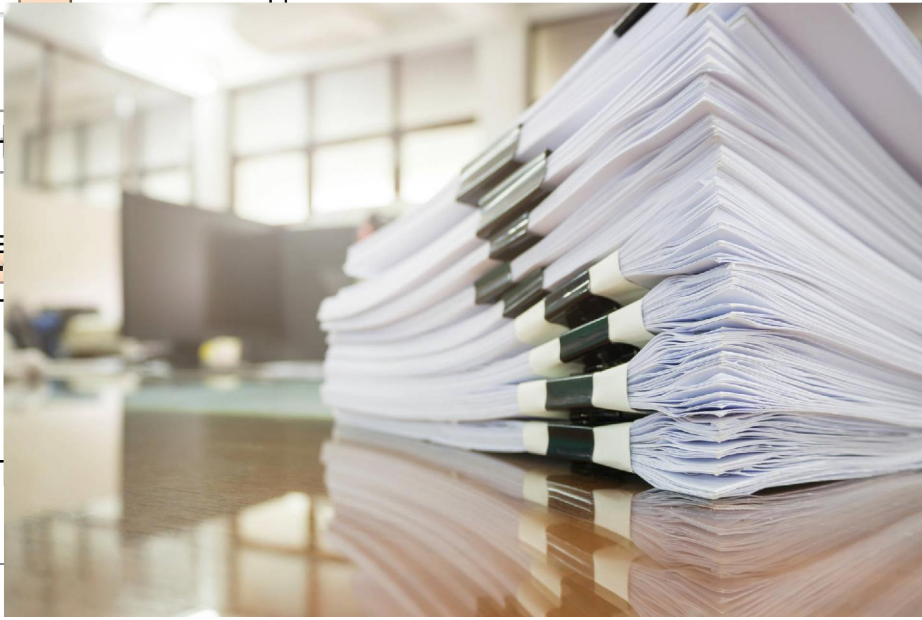
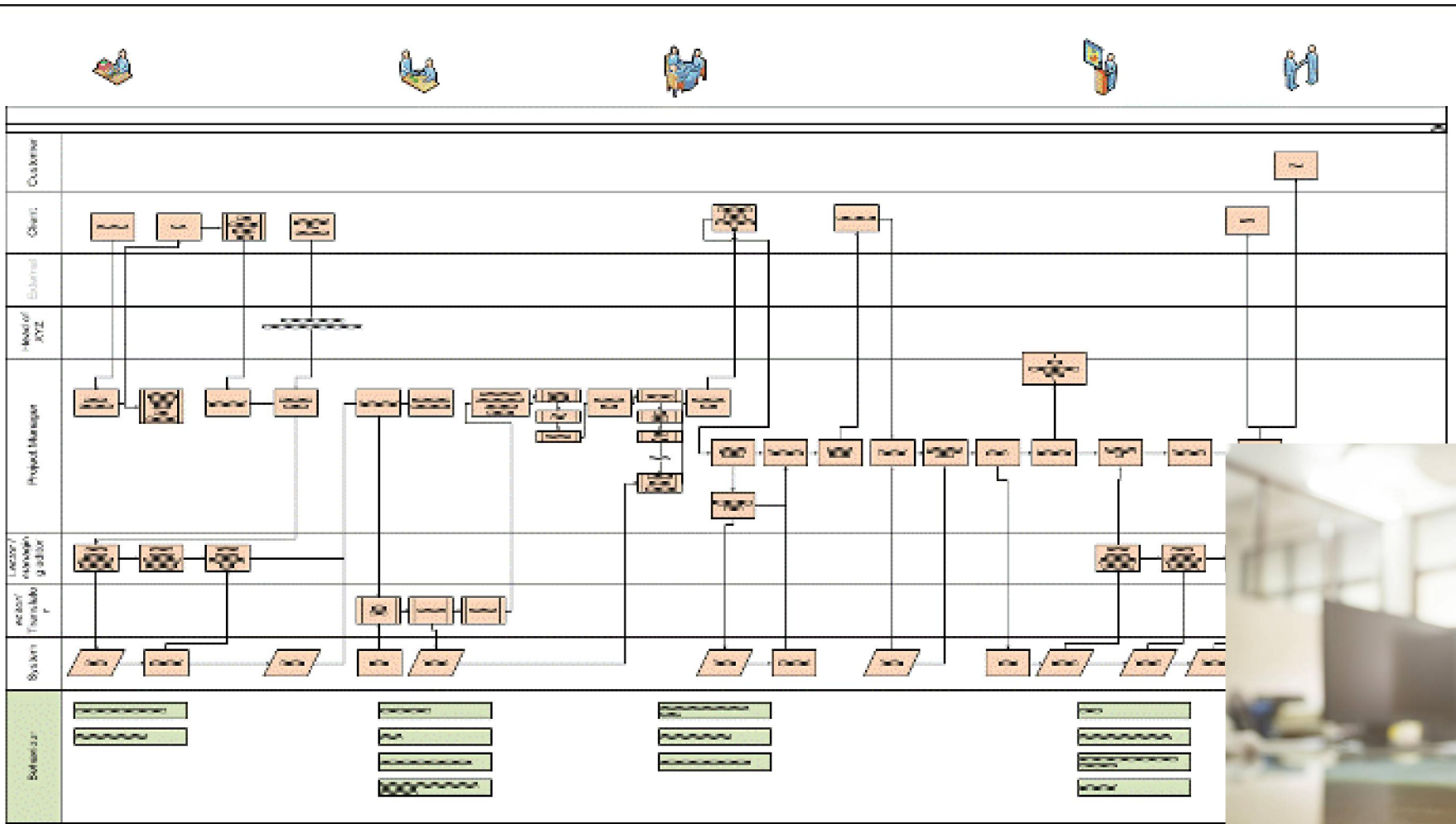
CAPTURING THE CURRENT STATE



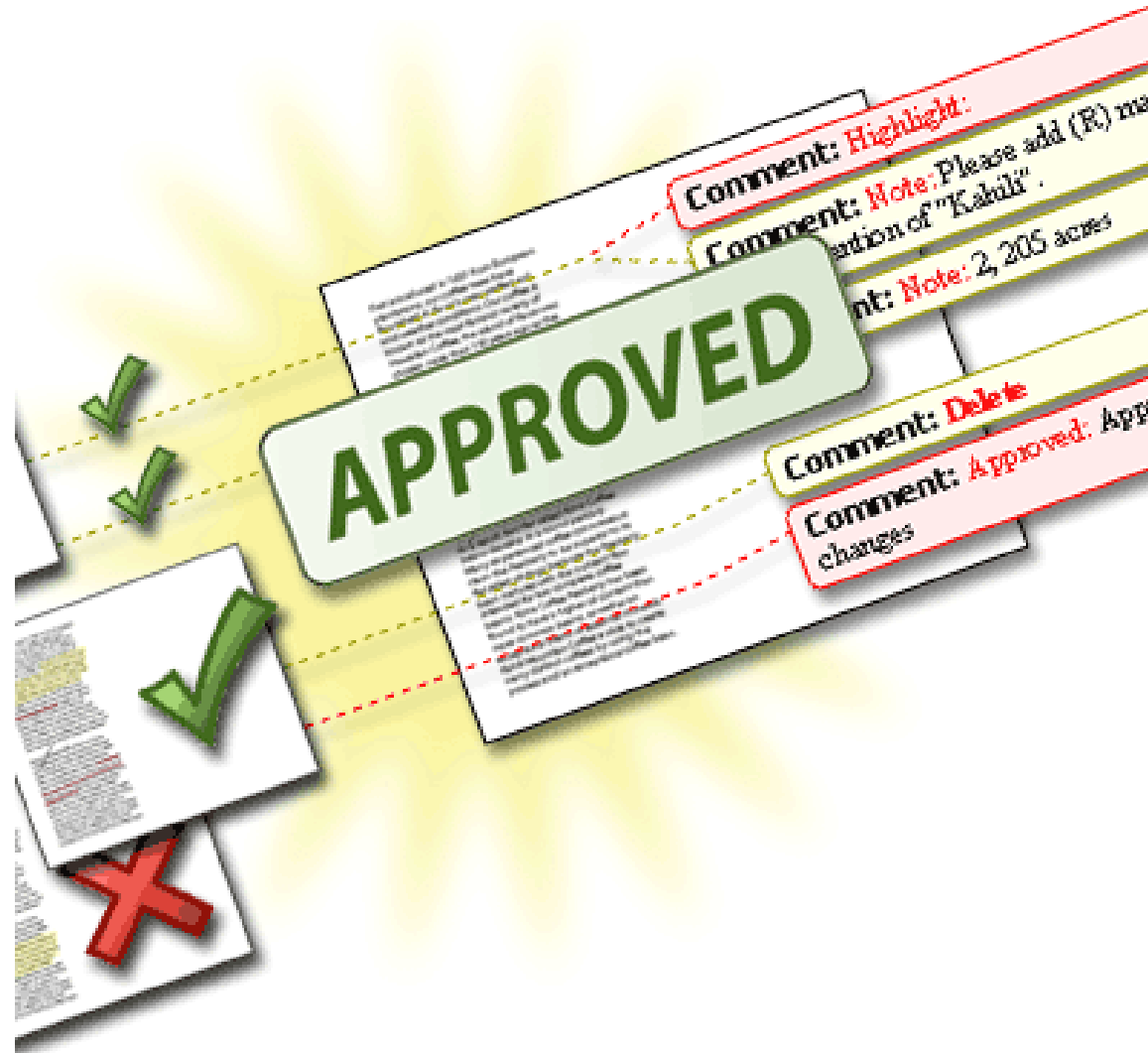
CAPTURING THE CURRENT STATE



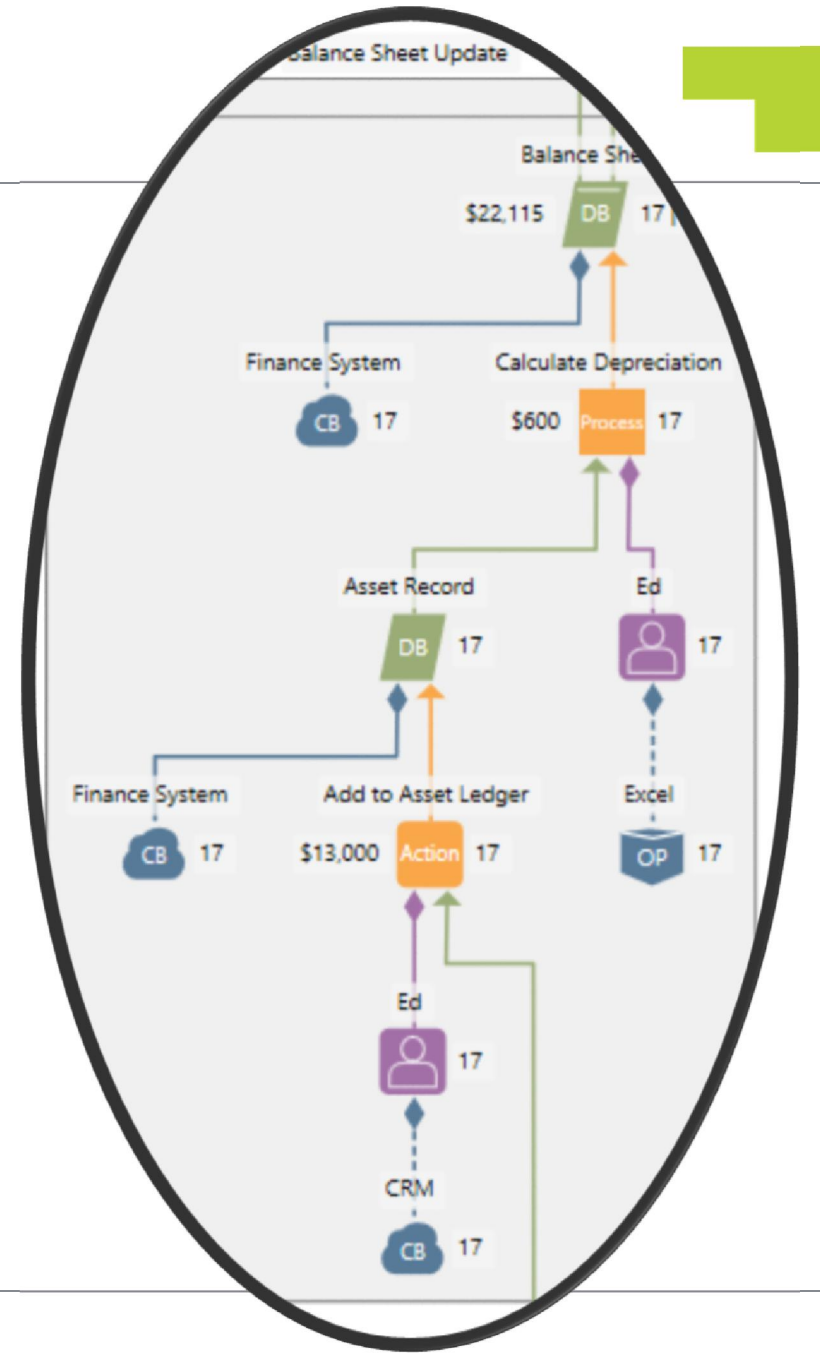
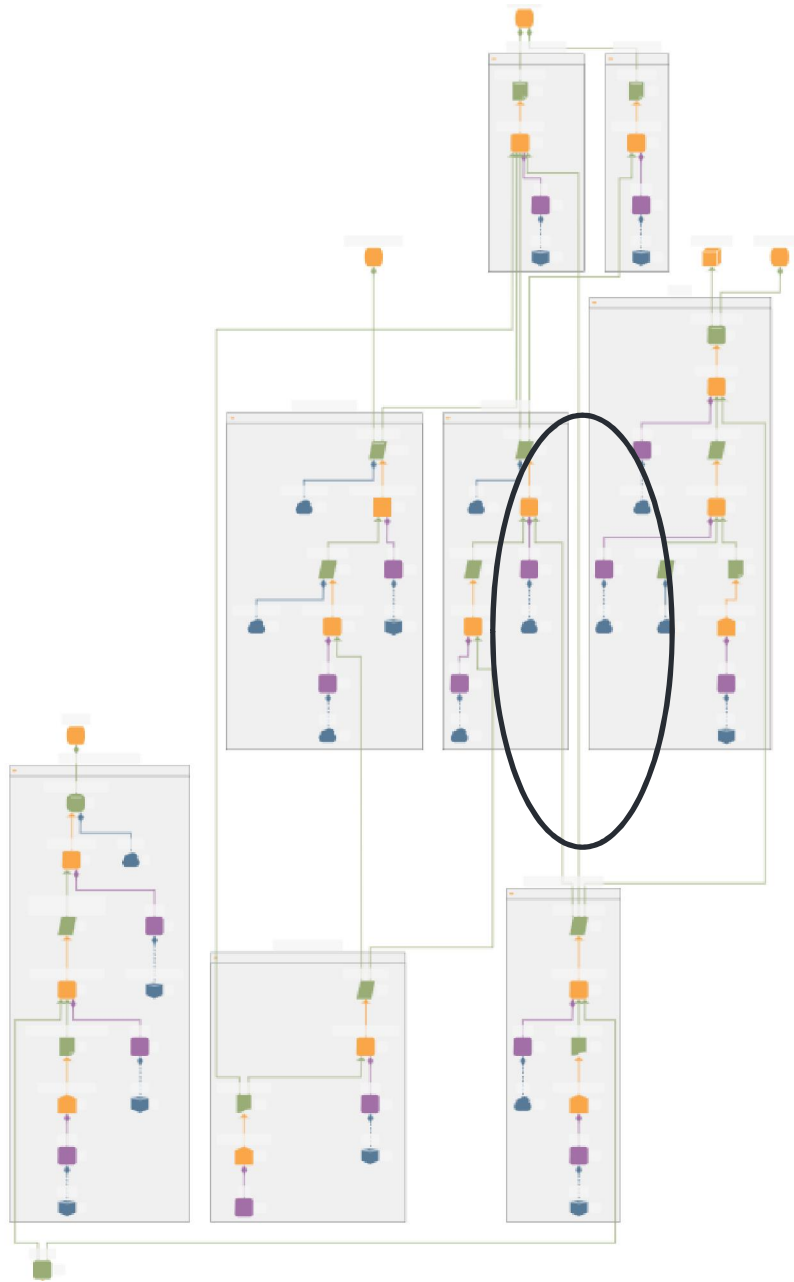
CAPTURING THE CURRENT STATE



CAPTURING THE CURRENT STATE



A DIFFERENT WAY



Actions Performed by

Ed



Add to Asset Ledger

Calculate Depreciation

Record New Asset

Understand impact on processes and who is impacted

\$291K *

Total Cost to produce Outputs

3.96K

Total Annual Hours to produce Outputs

Understand the cost and effort

System: CB CRM

2

Outcomes and Orgs Supported

3

Information Outputs Supported

0

Information Assets Supplied

0

Actions Automated

Unique People Using

Understand the systems and information involved

Annual hours People use this System



\$58.5K

Cost of Actions automated or performed using this System



33.3%

Information that relies on this System

A DIFFERENT WAY



PRESENTATION CONTENTS



SOME OF OUR KEYS TO SUCCESS



Communication



Outcome Focus



Governance



Clear Roadmap





**Communicate, communicate,
communicate.... And then
communicate some more!**



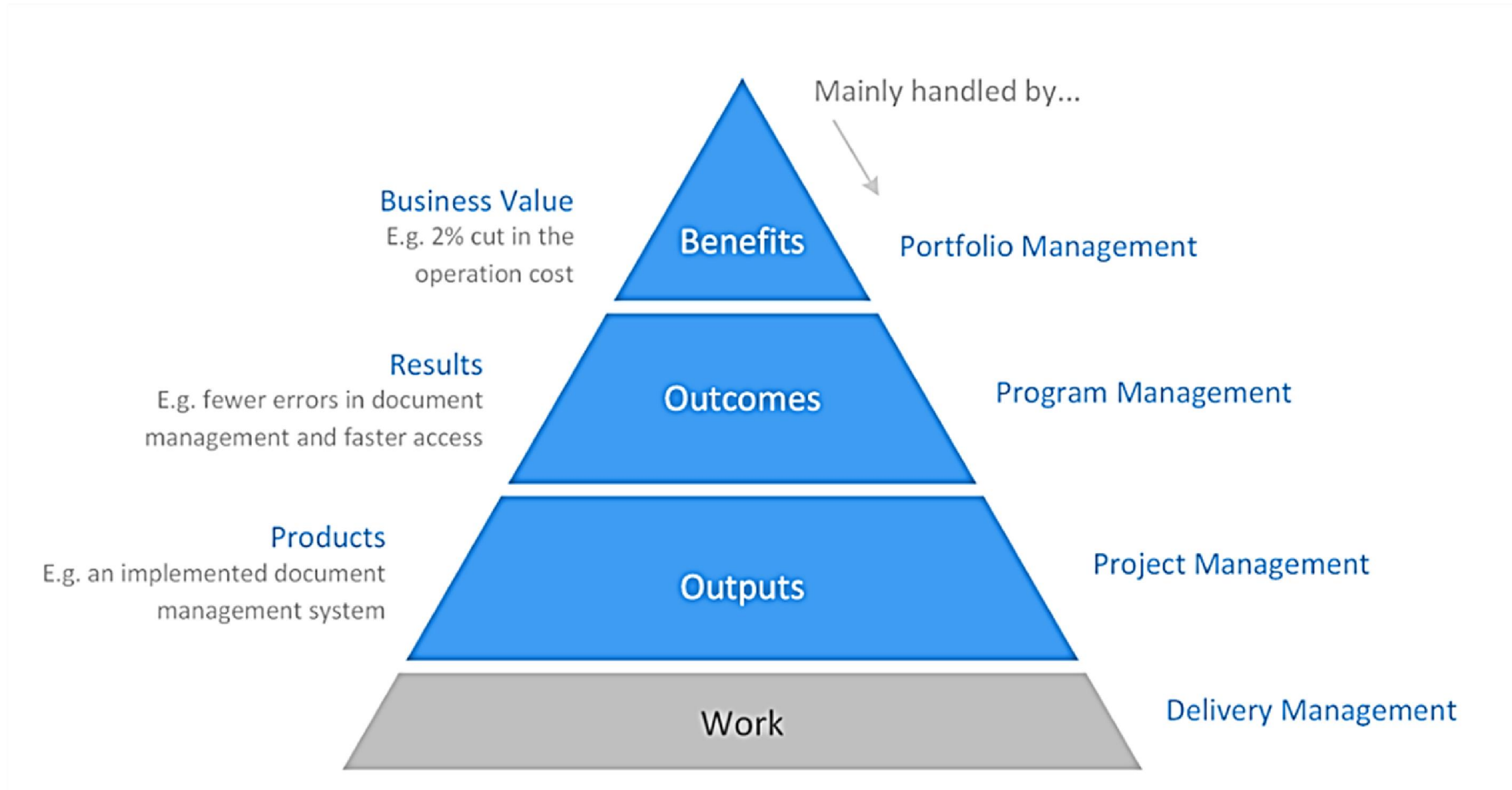


■ PMI pulse of the profession, 2018 Number 1 driver of project success **“Investing in actively engaged executive sponsors”**

■ Governance Responsibility

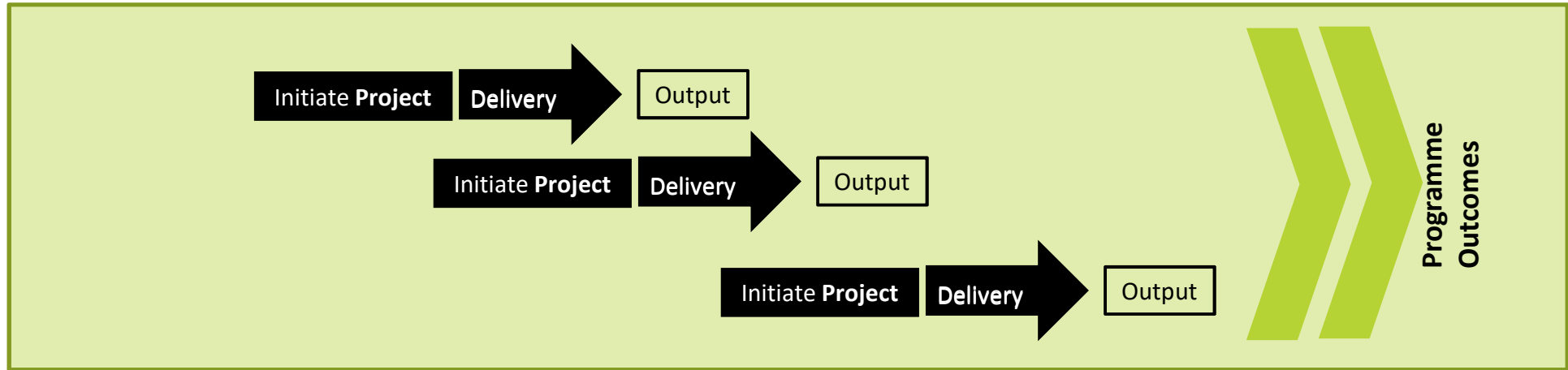
- Decision making
- Risk Management
- Communication Down/Up
- Change Management
- Champions of Change
- Continued Strategic Alignment

Don't assume your governance board understand their role!

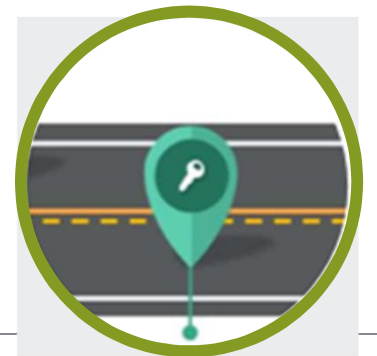


Source: https://mplaza.training/articles-and-guides/output_vs_outcome_vs_benefit/

CLEAR ROADMAP

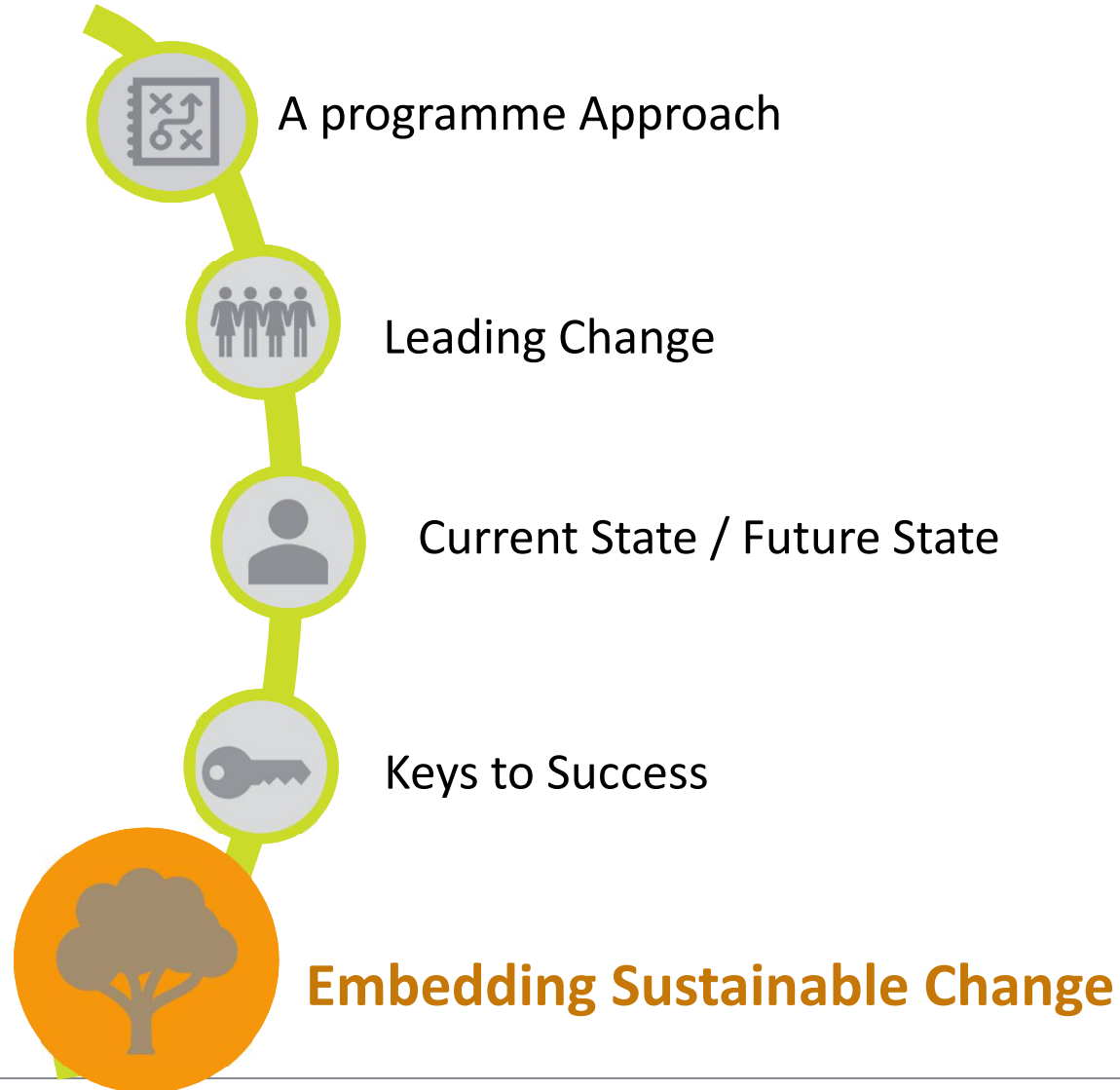


- Adaptive programme management – be prepared for change!
- Based on agreed outcomes
- Clear and Communicated
- Current approved roadmap vs long term strategy





PRESENTATION CONTENTS



EMBEDDING SUSTAINABLE CHANGE



Questions?



📧 **Greg Rozen**

📧 g.rozen@harrisingrierson.com

📧 0271 575 841

📧 **Vicki Taylor**

📧 v.taylor@harrisingrierson.com

📧 027 4443120