

Management Consulting

A shift to Agile to deliver greater responsiveness and an improved customer experience

BUSINESS PERFORMANCE | TRANSFORMATION & CHANGE

The Department of Justice’s Knowledge and Information Technology Division had a vision to become demonstrably more cost-effective, to enhance responsiveness to client needs and deliver at greater velocity. It was determined that one of the key means of achieving this was a shift to more Agile ways of working.

An Agile Transformation Plan co-created with the client, drawing on innovative engagement approaches and resulting in a fit for purpose Agile Framework, including everything from tools and technologies to leadership and mindset, enabling the end goals of an improved customer experience, faster response times and greater employee engagement.

“Brilliant. The whole engagement was a partnership that took us from ambiguity and a mass of competing issues, to one where we had clarity, alignment and an actional path to the end goal.”

*Greg Cartwright
A/Director of Technology 2018*

How it Worked

Sample Elements

- Innovative workshops and engagement approaches, drawing on Design Thinking and Cognitive Mapping approaches.
- Consideration of structural elements such as strategy & structure through to methodologies, toolsets, governance and capability considerations such as leadership, mindset, team composition and roles.
- Co-design and development of an inspirational high level ‘target state’ and detailed definition of the current state, including implementation of immediate value adds for ‘quick wins’ along the way.
- Production of a high level Agile Transformation Plan defining the ‘target state’ and themed transition plan.

The Outcome

With its complex interplay of strategic context, technology, people and processes, this engagement delivered a pragmatic integrated approach to business improvement, incorporating significant change advisory touchpoints.

Tight timeframe met. Customized transformation delivered. Capability uplift ensured.

8

8 Weeks from Start to Finish



Custom Agile Framework



Pathway to Performance