

Management Consulting

Creating an ICT Strategy with Purpose Customers at the Heart and a Focus on the Future

STRATEGY, GOVERNANCE & DECISION MAKING

The WA Department of Training and Workforce Development works closely with industry, government and the community to shape a strong and successful future for our community. ICT is an essential element enabling a responsive, flexible and quality training system equipping people to meet the State’s economic and community needs.

To achieve this vision of transforming people’s lives and creating strong, vibrant businesses and communities through training, demanded alignment of the business and ICT and creation of a pragmatic ICT strategy. Working in partnership with leadership across the sector, this engagement delivered a common purpose amongst quite disparate entities, clarity on what mattered including ICT implications and the means by which this could be achieved. A future focused plan of action.

“This was about reflecting on key issues and understanding and prioritizing for the medium and long term. Building trust. A collaborative engagement and informed input ensuring relevance for the future.”

Anne Driscoll, Director General

How it Worked

Key Elements

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Client Co-creation: Pre-Work included working as one team with the Client, review of key sector trends, organisational dynamics and co-designing a customised pragmatic approach.
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Sensemaking: A series of semi structured Conversations jointly run with the CIO and engaging the DG and Executive Leadership from the 5 state colleges. Conversations were mapped using innovative technology and themes identified for the next stage.
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Strategic Forum: Leadership from DTWD and the 5 Colleges. Purpose, Focus and KPIs. Reviewed Operational Level impacts & implications for the ICT Portfolio. Success celebrated, decisions made and priorities and collaboration approach agreed.
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Approach, Frameworks & Reporting: Design elements included the use of Technology and expert Facilitation, Design Thinking, Strategic Vision Wall, Thematic Mapping, Reports and Templates to guide action and post session strategy translation.

The Outcome

An opportunity to connect, develop a shared understanding and to build the relationships and trust on which the success of the strategy would depend. It delivered a common purpose and the essential building blocks for the ICT strategy, to improve the customer experience, strengthen engagement and ensure an aligned focus on what matters.



Shared Understanding of Key Drivers & Opportunities



Whole of sector ICT Strategic Focus Areas and KPIs



An Agreed Collaboration Framework for the Future