

Case Study: ICT Infrastructure Transformation Blueprint

Engagement Purpose

Blueprint for Transformation

A large and complex Federal Government Department was seeking to define its future state technology capabilities through the development of a number of strategic roadmaps. The roadmaps were to provide a description of the current state, a logical view of the desired future state, and the transformational activities required to reach the future state.

Executive and Technical Audience

The roadmaps were commissioned to articulate how ICT services were to be managed and delivered by the ICT Division within the Department. The intended audience of the roadmaps included the CIO, ICT executives, managers and technical resources.

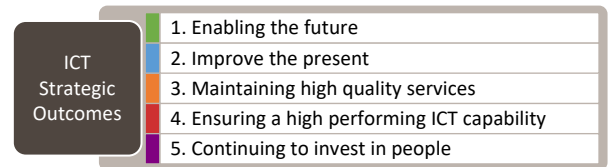
Client Need

Alignment to Business Outcomes

The Department had already outlined its ICT vision and outcomes for the future in line with the Department's core business services and corporate agenda.

In order to support this vision, the roadmaps were designed to:

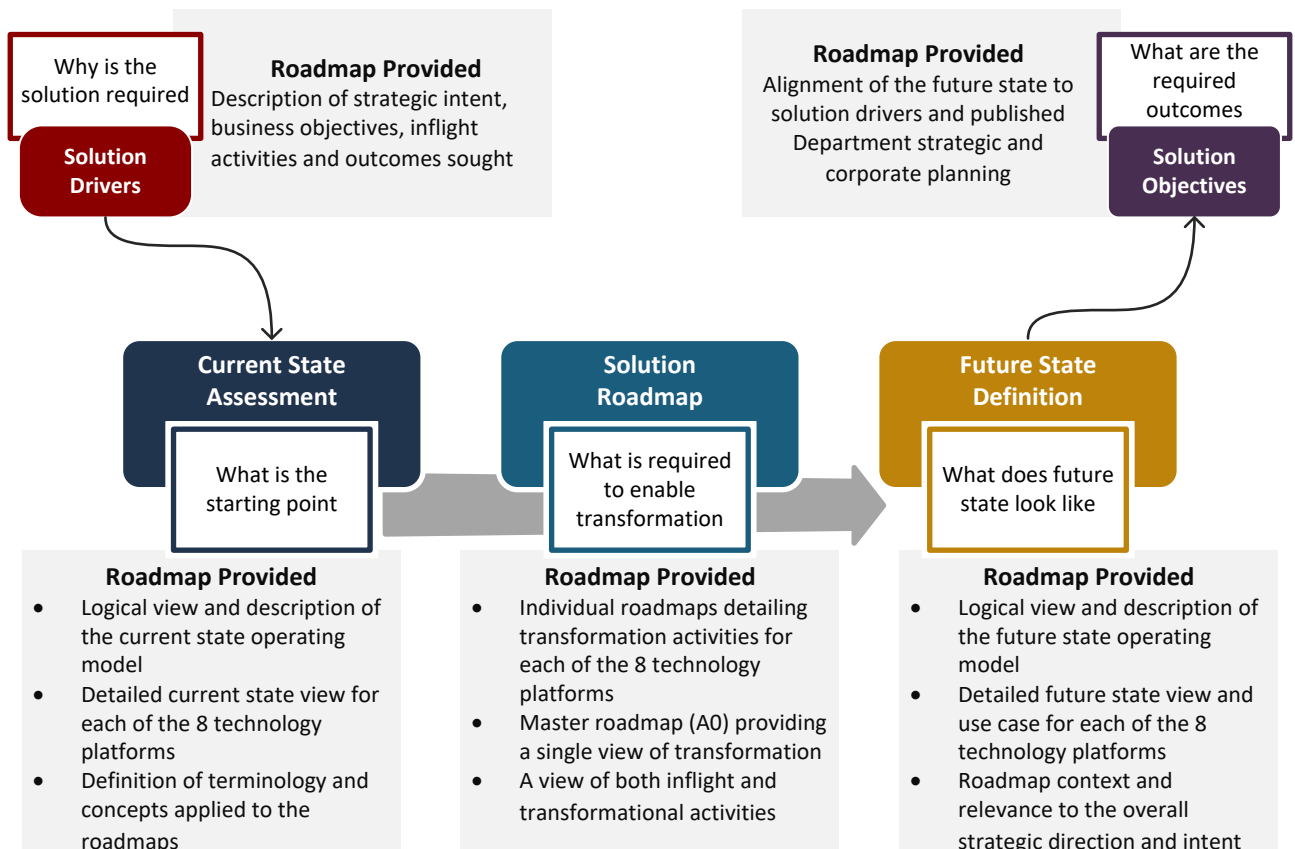
- Support the Department's strategic technology outcomes
- Complement existing Business Plans
- Align with relevant Government Strategies



What Was Provided

Transformation Methodology

The diagram below, which was modelled using CTO Group's transformation methodology, provided a logical view of the roadmap components.



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Key Outcomes

Single View of Strategic Intent

Provided a single view of the planned future state, along with all transformational activities, outcomes and cross dependencies.

Divisional Communication

Provided a clear and audience-specific communication tool for the Divisional strategic direction. The roadmap audience included the CIO, SES, Director level and technical SMEs.

Enterprise Governance and Assurance

Provided a single source of truth, enabling governance and assurance of transformation activities.

Relevance

Proven and Purposeful

The transformation roadmaps were used by the engagement sponsor to effectively communicate their strategic intent to the Department's CIO and other members of the ICT Executive. The roadmaps were also presented to all Directors at the Divisional Planning Forum to inform future Branch level business plans.

Fit for Purpose

Although developed using a set methodology, the content and presentation of the roadmaps were tailored specifically to suit the key themes and messages associated with the engagement.

Outcome Based Deliverable

A phased and agile approach ensured the content and presentation of the roadmaps met the needs of the project sponsor and key stakeholders. Completion milestones focused on clear outcomes and deliverables, rather than on time and effort.

Federal Government Experience

This engagement is one example where CTO Group provided strategic planning services to a Federal Government executive client. Other examples include the Australian Taxation Office, the Department of Defence, the Department of Human Services and the Department of Home Affairs.

Subsequent Activities

