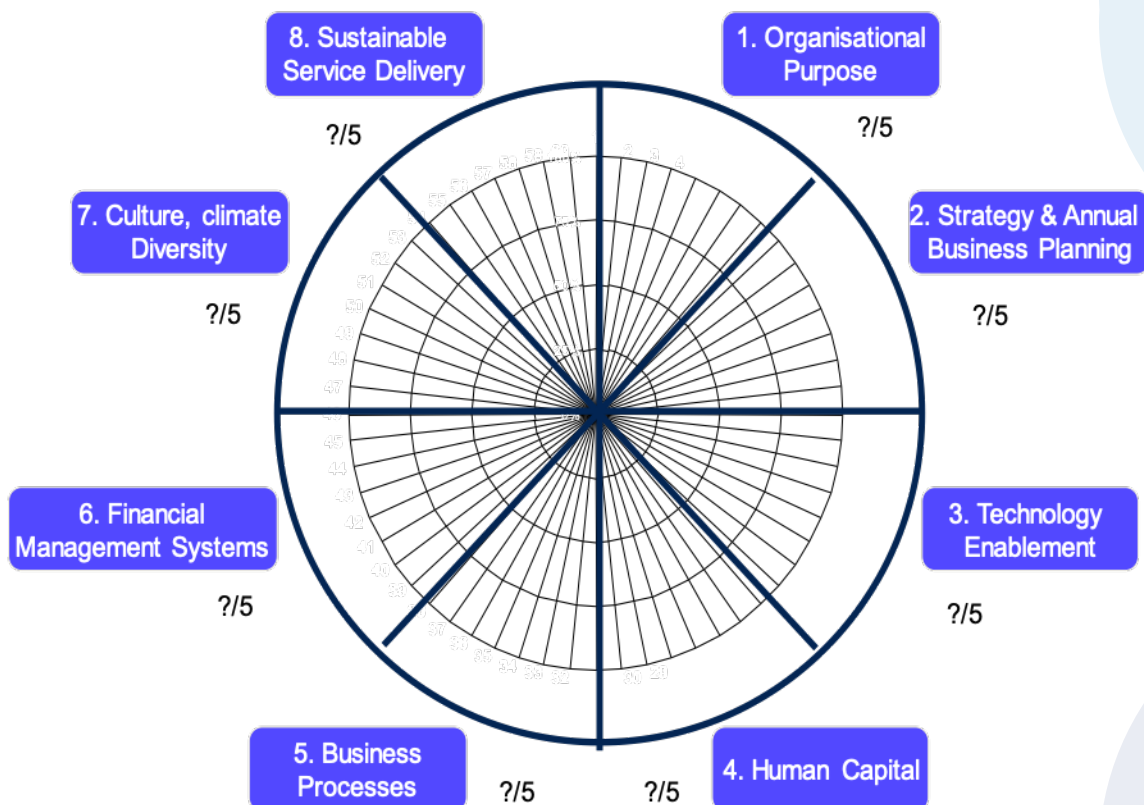


Client Case Insight: Corporate Strategy Development: ICT Group Convergence Products and Services Provider

A metro department responsible for roads and stormwater directorate sought to radically improve its operating effectiveness and efficiency through a review of its core operating processes. Six operational improvement areas were earmarked for improvement. StratNovation was engaged to conduct a Business Improvement Project which involved mapping the As-Is processes and re-engineering all strategic processes and as a result improve on the service delivery model. This entailed:

- mapping current business processes for all prioritised areas;
- re-engineering the business processes considering the process steps and flows, resourcing and technology;
- providing recommendations for the implementation of the re-engineered business processes;
- mapping and re-engineering business processes;
- aligning business processes to the organisational design whilst ensuring effective change management initiatives; and
- providing an approach and framework for the effective implementation of re-engineered processes

A detailed engagement process involved the facilitation of numerous workshops whilst effectively engaging with and managing the many stakeholders with whom the department interfaced. The assessment included evaluating and scoring the departments functionality across the following dimensions:



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To ensure effective implementation comprehensive job profiles were developed with key performance measures for all employees working in each of the re-engineered processes. Each process also was also analysed to determine what ICT systems and solutions might improve the process.

The end result was a comprehensive set of mapped and re-engineered the business processes that were closely aligned and coupled to the roads and stormwater strategy and long-term financial plan.


The strategic recommendations included 7 practically implementable Business Improvement Projects with implementation plans on how the predetermined value, quantified as part of the assignment, could be realised from the re-engineered processes and new departmental structure.

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