

MEETING THE GERSHON CHALLENGE

RECOMMENDATION 2 – STRENGTHEN AGENCY GOVERNANCE

QUICK START SERVICE: BENEFITS REALISATION

There are a number of components to good ICT Governance. A critical one is Benefits Realisation. How well does your agency realise the targeted benefits of a major ICT investment?

The Gershon recommendation will require all agencies to:

- Assess their current capability,
- Identify a target capability level, and
- Develop a capability improvement plan to address any gaps between the two.

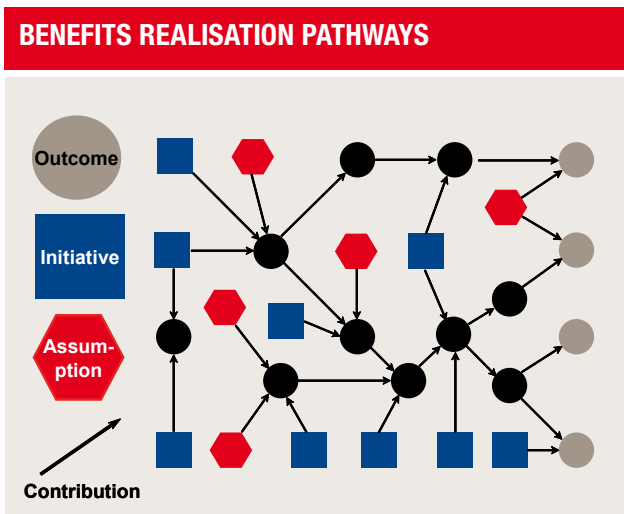
Good practice Benefits Realisation will enable you to identify all the actions necessary to deliver the benefits from an investment in ICT enabled business change, monitor the progress and effectiveness of those actions, and respond dynamically to any “road-blocks” hindering full realisation of benefits. It provides a “road map” for ensuring investment in new capabilities is translated into business benefits.

Benefits Realisation also helps assess what is required to leverage maximum business benefit from existing ICT investments and assets.

HOW CAN FUJITSU HELP?

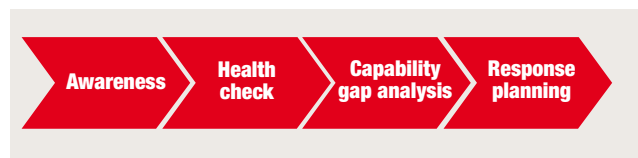
Fujitsu has extensive experience of working with Commonwealth and State agencies to realise the benefits of their ICT investments. Fujitsu offers a robust framework designed to ensure that the promised benefits of ICT investments actually eventuate. Our Benefits Realisation approach allows you to manage major investment initiatives all the way from concept through to the provision of a better service to the community. It also allows you to paint a complete picture of all the potential benefits of an investment and all the actions needed to achieve them, and then systematically pursue key initiatives, implement changes, track progress and measure the benefits for all to see. Applying this process will increase your agency's confidence that the investments in ICT enabled business solutions will produce the expected results.

Our Results Chain™ modelling technique depicted below, maps key linkages among management and investment initiatives, numerous intermediate outcomes, expected contributions, assumptions about business and market conditions, and the targeted benefits. It works like a roadmap showing specific Benefits Realisation pathways.



Our consultants are experienced across a broad range of industry leading frameworks and methodologies including Managing Successful Programmes (MSP), Val IT, Investment Logic Mapping, and Cranfield Benefits Management – and can assist agencies choose the one that suits them.

FUJITSU'S BENEFITS REALISATION SERVICES



EXECUTIVE AWARENESS:

Fujitsu draws on its extensive experience of working with Commonwealth and State agencies to offer an awareness session in Benefits Realisation to bring your executives up to date with the key concepts, various methods available, and leading practices.

Executive Awareness Details:

- 2 hour session for up to 10 participants

HEALTH CHECK FOR A MAJOR PROJECT:

Fujitsu will provide a Benefits Realisation "Health Check" for one of your major current or proposed ICT-enabled investments. The Health Check will illustrate for you the business outcomes/benefits expected for the investment, confirm the scope of effort (ICT and business) needed to successfully deliver those outcomes, and show exactly how the investment will contribute to the agency's business strategy.

Health Check Details:

- **Workshops:** 3 workshops x 3/4 participants
- **Deliverables:** A “Results Chain” road map of how the outcomes/benefits will be achieved and how they contribute to strategic objectives; a Benefits Realisation Plan defining for key outcomes the necessary measures and business accountability
- **Duration:** 3 weeks (approx)
- **Price:** Approximately \$35k (excluding GST)

CAPABILITY GAP ANALYSIS:

Fujitsu consultants will help you assess your agency’s current capability in Benefits Realisation, identify a target level of capability with respect to Gershon standards, and analyse the gap between the two. This will enable you to understand what initiatives you must implement to meet the Benefits Management aspect of Gershon’s agency governance challenge.

Gap Analysis Details:

- **Workshops:** 4/5 workshops x 3/4 participants
- **Deliverables:** A report detailing your agency’s current capability in Benefits Realisation, where you need to be, and a Road Map showing what you have to do to get there
- **Duration:** 4 weeks (approx)
- **Price:** Approximately \$45k (excluding GST)

RESPONSE PLANNING:

Fujitsu consultants will help you develop your detailed capability improvement plan for Benefits Realisation based on the outcomes of the Capability Gap Analysis.. Duration and price will depend on the scope of work required to close the gap between where you are and where you want to be.

If you want to know more, contact:

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ABOUTFUJITSU

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).

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