



CASE STUDY

NSW GOVT TECHNOLOGY & SERVICES

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How do you implement a new operating model across 7 Treasury clusters and 40 agencies?

01

THE CHALLENGE

NSW Treasury had an outmoded IT operating environment. They needed to enable the use of Office 365 and the latest Windows system but had a complex organisation with 7 different clusters and 40 agencies and sub-agencies with specialised needs and requirements.

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THE SOLUTION

- We undertook a change and business impact analysis of current operating environments.
- We developed a change management strategy and plan to implement new technology across the impacted cluster—including Windows 7, Office 365, SharePoint, Microsoft Lync and Outlook.
- We developed an engagement plan for impacted leadership and staff.
- We developed and implemented training and communications plans to suit the seven clusters and 40 agencies.
- We tracked all implementation activities to successful conclusion across the cluster.
- We developed a Change Management Framework and working portfolio model, including the implementation of methodology and templates, impact assessments, standard transition plans, change readiness criteria and measurement, training and communication standards.
- We coached leadership teams on managing and sustaining Change.

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THE RESULT

As a result of our change strategy and implementation approach our client achieved:

- 25% reduction in IT costs across the merged business
- Reduction in staff numbers of around 450
- Five data centres were merged into two, with no business outages
- 3,000 users across Australia and New Zealand were successfully migrated to a single outsourced support centre in one day
- 250 applications and 12,000 staff were impacted by this merger however we achieved 99.9% business continuity.