



## **Genesis Consulting Group Limited**

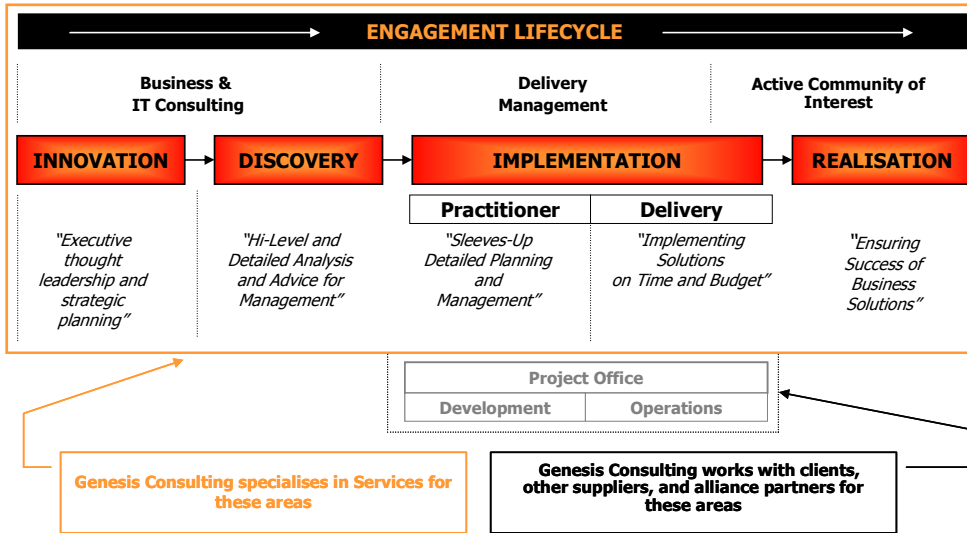
# **Service Summary and Client Experience Examples**

**February 2009**

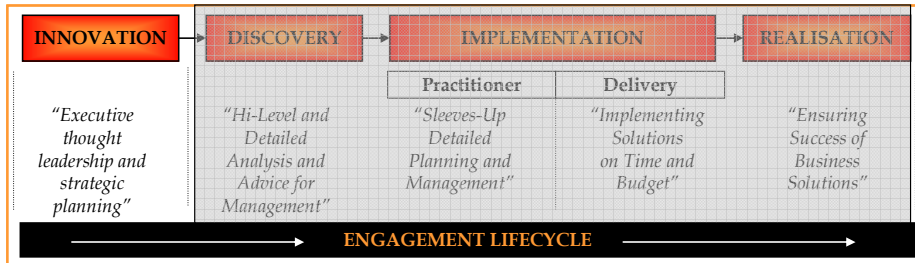
# 1. Services detail offered

## Our Engagement Lifecycle

- We work within an 'Engagement Lifecycle' framework, using best practices methods to deliver our services
- We have a Services Portfolio that we can deliver across the four parts of the engagement lifecycle
- We emphasise the business outcomes over the delivery of outputs



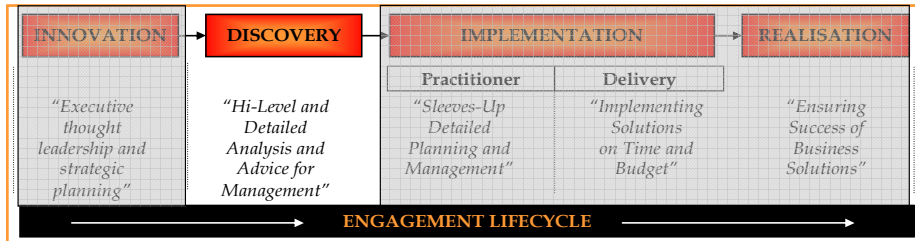
Innovation in context:



- Executive Awareness - *de-mystification*
- Thought Leadership & Visioning - *direction & possibilities*
- Strategic Planning - *how*

*We will use workshops techniques at various stages during this phase*

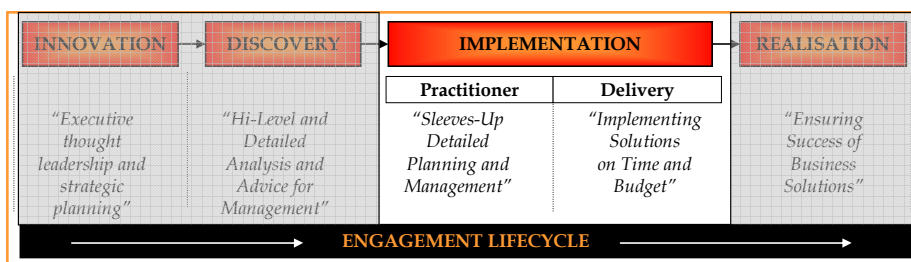
Discovery in context:



- Business Case & Benefits - *business reality (ROI)*
- Business & Technical Requirements - *what needs to be achieved*
- Business Audit & Research - *real world*
- Services Modelling & Process Mapping - *road-map*
- Information & Content Architecture - *knowledge assets*
- Quality Assurance - *business confidence*
- System Architecture, Analysis & Design - *high-level technical design*
- Technology Audit - *technical health check*

*We will use workshops techniques at various stages during this phase*

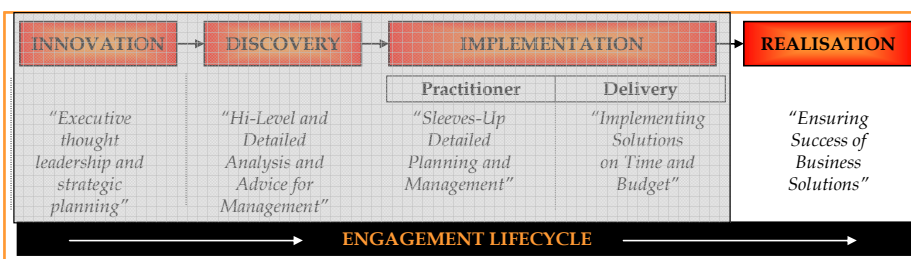
Implementation in context:



- **Programme Management** - oversight
- **Project Planning & Direction** - time, resource & scope
- **RFP Preparation & Management** - go to market
- **Quality Assurance** - confidence
- **Documentation** - knowledge consolidation

We will use workshops techniques at various stages during this phase

Realisation in context:



- **Electronic Community Development** - eBusiness outcomes
- **Business Change Management** - business change outcomes

We will use workshops techniques at various stages during this phase

## 2. Rates

Our rates vary depending on the experience of the person / people engaged, the nature of the job, and the level of commitment required by Genesis.

- We can contract to deliver outcomes under a shared risk / reward or fixed price basis. In this instance we would undertake rigorous Service Delivery Management / QA of the Genesis person / people.

We can provide a person on a 'body shop' basis at hourly or daily rates. In this instance we would still meet regularly with the Genesis person to ensure good performance.

### 3. Summary of Service Experience

The following provides a summary of the services we have provided to our clients. Refer to the section 2. for more detail on our services.

Industry Sector	Professional Service																		
	Innovation			Discovery							Implementation					Realisation			
	Executive Awareness	Thought Leadership & Visioning	Strategic Planning	Business Case & Benefits	Business & Technical Requirements	Business Audit & Research	Services Modelling & Process Mapping	Information & Content Architecture	Quality Assurance / Project Review	Systems Architecture Analysis & Design	Technology Audit / Review	Programme Management	Project Planning Management & Direction	RFP Preparation and Management	Contract Negotiation	Quality Assurance / Project Review	Documentation	Electronic Community Development	Change Management
Health and Disability																			
Energy																			
Postal																			
Education																			
Welfare																			
Defence																			
Justice																			
Telecommunications																			
Motor Vehicle																			
Manufacturing																			
Finance and Insurance																			
Property, retail and distribution																			
Local Government																			
Agriculture & animal health																			
Central Government NEI																			
IT Services																			

## 4. Experience examples

In addition to the matrix provided, the following examples of work undertaken by Genesis Consulting are intended to provide further detail on part of the range and nature of work that we do and the services that we offer. More information can be provided if required.

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<b>Management advice and business case development</b>	<b>Client</b>	Large Crown Entity – Health & Disability ( <i>ACC</i> )
	<b>Engagement</b>	Develop a business case to support investment in the technical capability to support electronic business methods. The investment required covered the definition of detailed business and technical requirements, the selection of an implementation partner, the procurement of infrastructure and application development services, and the deployment of the service to the sector.
	<b>Duration</b>	12 months in total
	<b>Outcome</b>	The business case was approved and the project completed on time. This included the selection of a vendor to build and enable the first electronic transaction, and the incorporation of functionality into several primary care systems. Genesis Consulting has had ongoing responsibility for managing the rollout and support of the first of the resulting electronic services and more recently has been given responsibility for another service.

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<b>Management advice and business case development</b>	<b>Client</b>	Major on-line and communications company. ( <i>Telecom</i> )
	<b>Engagement</b>	Provide advice on the health sector market and produce a business case for a new e-enabled sales channel for a range of new and emerging products and services.
	<b>Duration</b>	5 months
	<b>Outcome</b>	Delivered on time and to budget and client expectations were exceeded.

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<b>Management advice and business plan development</b>	<b>Client</b>	Central Government Agency - Health & Disability ( <i>MOH/ACC</i> )
	<b>Engagement</b>	Develop a national framework for information standards and a supporting plan for implementation. A strategic, high visibility project requiring consultation with a range of sector stakeholders.
	<b>Duration</b>	4 months
	<b>Outcome</b>	The plan was published for sector distribution and has ultimately been adopted by the ministerial committee responsible for health information standards. We are also advised that the plan will be used by the Australian Health Information Standards body as the basis for developing their own framework and plan.

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<b>Management advice and strategy development</b>	<b>Client</b>	Ministry of Transport
	<b>Engagement</b>	Based on a specific major procurement requirement, develop a procurement strategy framework covering all significant procurement factors and identifying the main options for each factor. Analyse risk/opportunity for each option and also carry out market analysis for the specific proposal and identify/analyse issues.
	<b>Duration</b>	3 months
	<b>Outcome</b>	Fully documented strategy produced.
<b>Management advice and strategy development</b>	<b>Client</b>	Central Government Agency ( <i>Inland Revenue</i> )
	<b>Engagement</b>	Define the IR eBusiness strategy in conjunction with key business and technical representatives and Executive Board agreement to the strategy.
	<b>Duration</b>	2 months
	<b>Outcome</b>	Fully documented strategy produced and Executive Board signoff achieved with no required changes to the strategy. We were subsequently engaged to develop the high level implementation plan for the strategy.
<b>Management advice and project planning</b>	<b>Client</b>	Large Crown Entity – Health & Disability ( <i>ACC</i> )
	<b>Engagement</b>	Define a strategy, strategic plan and a programme of work for the evolution of core business processes from manual to electronic methods. Involving sector consultation and liaison with a range of primary care system vendors and included costing the new services.
	<b>Duration</b>	6 months in total
	<b>Outcome</b>	The plan was approved and a formal programme established to drive specific investment proposals to support the strategy.
<b>Management advice and requirements specification</b>	<b>Client</b>	Central Government Agency and Crown Entity - Health & Disability ( <i>Ministry of Health/ACC</i> )
	<b>Engagement</b>	Requirements definition, communication strategy, data standard definition, code set definition, business design, and implementation strategy. Widespread consultation with many sector stakeholders' representatives was required.
	<b>Duration</b>	15 months
	<b>Outcome</b>	The requirements and recommended approach were adopted, agreement reached with several stakeholders to participate, a proof of concept developed, and an RFP developed and distributed.

<b>Management advice and requirements specification</b>	<b>Client</b>	Central Government Agency and Crown Entity - Health & Disability ( <i>Ministry of Health/ACC</i> )
	<b>Engagement</b>	A jointly sponsored project to determine the high level business / technical requirements, options for implementation, and costs / benefits for a national directory service. A strategic, high visibility project requiring consultation with a range of sector stakeholders.
	<b>Duration</b>	5 months
	<b>Outcome</b>	The requirements and recommended approach were adopted and a project initiated to implement the service.
<b>Management advice and requirements specification</b>	<b>Client</b>	Ministry of Health
	<b>Engagement</b>	System review, requirements definition, costing and implementation strategy for direct notification of notifiable diseases and conditions.
	<b>Duration</b>	2.5 months
	<b>Outcome</b>	Effective consultation with many health sector stakeholder representatives achieved buy-in to requirements and recommended solution. Phased implementation strategy developed – with short and long-term system improvements.
<b>Management advice, policy and standards development</b>	<b>Client</b>	Central Government Agency – Health & Disability
	<b>Engagement</b>	Develop the business processes for use by the sector and the standards committee for submission of applications for standards to be developed, assessment of applications, the development of the standards (including the sector consultation methodology), and the assessment and ratification of standards.
	<b>Duration</b>	2 Months
	<b>Outcome</b>	The outputs were adopted and are now in use.
<b>General review and management advice</b>	<b>Client</b>	Central Government Agency
	<b>Engagement</b>	Review the ICT costs of a major government agency on behalf of Treasury.
	<b>Duration</b>	6 weeks
	<b>Outcome</b>	Management signoff, treasury approved.
<b>General review and management advice</b>	<b>Client</b>	Central Government Agency ( <i>Ministry of Justice</i> )
	<b>Engagement</b>	Provide advice and quality assurance during the production of an information strategy by the justice sector.
	<b>Duration</b>	6 months
	<b>Outcome</b>	Strategy for the justice sector

<b>General review and management advice</b>	<b>Client</b>	Central Government Agency ( <i>Quit Group</i> )
	<b>Engagement</b>	Review a revenue-generating call centre service. Develop recommendations and a plan to improve efficiency and overcome human resources issues.
	<b>Duration</b>	6 weeks
	<b>Outcome</b>	Restructured call center, improved processes and established new management approach with issues resolved.
<b>General review and management advice</b>	<b>Client</b>	Central Government Agency ( <i>HealthPAC</i> )
	<b>Engagement</b>	Review requirements for support services of electronic business for a health payments agency.
	<b>Duration</b>	4 weeks
	<b>Outcome</b>	Report accepted and new service implemented.
<b>General review and management advice</b>	<b>Client</b>	Ministry of Health
	<b>Engagement</b>	Manage the sector consultation process for a new national system – the Health Practitioner Index.
	<b>Duration</b>	4 months
	<b>Outcome</b>	Good buy-in and support from stakeholders, which allowed the implementation to start.
<b>General review and management advice</b>	<b>Client</b>	Legal Services Agency
	<b>Engagement</b>	Provide advice on IT policies and structures. Also review and make recommendations on the technical environment.
	<b>Duration</b>	2 months
	<b>Outcome</b>	Policies defined, agreed and adopted.
<b>General review and management advice</b>	<b>Client</b>	Pharmac
	<b>Engagement</b>	Review the business case for an electronic pharmaceutical subsidy system and subsequently define a migration plan to maximize system uptake so as to improve the overall business case.
	<b>Duration</b>	2 months
	<b>Outcome</b>	Plan approved.
<b>General review and management advice</b>	<b>Client</b>	NZDF / SSC
	<b>Engagement</b>	Quality Assurance review of a major IS project during the requirement definition phase.
	<b>Duration</b>	6 weeks
	<b>Outcome</b>	The report was accepted by the client with formal acknowledgement of the quality of the report.

<b>IT operations/ infrastructure review</b>	<b>Client</b>	Central Government Agency
	<b>Engagement</b>	Initiate and evaluate a major market review of the IT operations.
	<b>Duration</b>	4 months
	<b>Outcome</b>	Changed supplier, achieved significant cost savings and improved service quality.

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<b>IT operations/ infrastructure review</b>	<b>Client</b>	Central Government Agency
	<b>Engagement</b>	Initiate and evaluate a major rationalisation programme for IT infrastructure.
	<b>Duration</b>	8 months
	<b>Outcome</b>	Major consolidation resulted in reduced organisational risk, reduced costs, increased capacity and a future-proofed environment.

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<b>Business case development</b>	<b>Client</b>	Central Government Agency ( <i>National Library</i> )
	<b>Engagement</b>	Develop a business case and project plan for the procurement of hardware and services to consolidate its servers.
	<b>Duration</b>	3 months
	<b>Outcome</b>	The server-consolidation business case and plan was approved and the procurement and initial installation achieved on time and under budget.

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<b>Business case development</b>	<b>Client</b>	Department of Conservation
	<b>Engagement</b>	Develop a detailed business case and project plan for the replacement of the department's FMIS (financial system) and HRIS (human resources system).
	<b>Duration</b>	5 months
	<b>Outcome</b>	The business case was approved for work to commence on requirements definition and procurement.

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<b>Business Case and Benefits</b>	<b>Client</b>	Transpower
	<b>Engagement</b>	Project Managed two application investigation and implementation projects: Developed a Business Case for the implementation of a Testing suite of Tools throughout Transpower IT and completed the roll out of a Project Management Office toolset to be used by both Transpower IT and Transpower Business.
	<b>Duration</b>	3 months
	<b>Outcome</b>	The outcome was a fully documented and costed Business Case detailing the plan for the implementation of the Testing Tools. Both projects were completed on time and within budget.

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<b>Business &amp; Technical Requirements</b>	<b>Client</b>	Telecom
	<b>Engagement</b>	Technology Manager: Network design and technology strategy for Telecom customers in New Zealand and Australia in both pre/post sales support and relationship management. Technology Principal in large (\$10M+) tender responses for whole of business new solutions, migrating customers into the converged IP world.
	<b>Duration</b>	18 months
	<b>Outcome</b>	Business As Usual converged solution development on MPLS networks for Telecom’s Crown Jewel Customers, as well voice, call centre and data consultancy.

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<b>Business &amp; Technical Requirements</b>	<b>Client</b>	Ministry of Justice
	<b>Engagement</b>	Developed the Business Requirements Specification of the Coronial Services Unit (CSU). Phase 1: Develop set of consistent standards and procedures based on new government legislation. Phase 2: Development of the implementation of the CSU’s procedures. This consisted of a complete suite of step-by-step procedures and business tools directly developed from the processes identified in Phase 1.  Other projects included: implementing business tools, consultation, cross-sector liaison, managed the plan for roll-out of IT equipment, website implementation & set-up, developed documentation for systems and processes, major input into funding round budget allocations.
	<b>Duration</b>	14 months
	<b>Outcome</b>	Phase 1: A full range of end-to-end business processes were developed identifying the procedures for the CSU. These were completed on-time and signed off by the business owner. Phase 2: The implementation phase was successfully completed and signed off by the business. All other projects were successfully rolled-out.

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<b>Business &amp; Technical Requirements</b>	<b>Client</b>	Accident Compensation Corporation
	<b>Engagement</b>	Analysis of the service requirements for the new infrastructure and applications being deployed under the ACC Online Services programme. This programme of work was based on a mixture of Agile and waterfall methodologies. The requirement was for an initial tactical “interim” solution.
	<b>Duration</b>	3 months
	<b>Outcome</b>	Interim solution was adopted and the client was very happy with the outcomes provided.

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<b>Services Modelling &amp; Process Mapping</b>	<b>Client</b>	Ministry of Justice
	<b>Engagement</b>	Worked with the key Business Analysts within the unit to review the status of existing processes while conceptualising and documenting the high level process model and documenting a process framework that was consistent with existing procedures but defined to conform to the process model.
	<b>Duration</b>	3 months
	<b>Outcome</b>	Developed a business process model and framework for use by a business unit within Ministry of Justice to assist management remove process duplication and provide a roadmap for ongoing process development.
<b>Information &amp; Content Architecture</b>	<b>Client</b>	Tertiary Education Commission
	<b>Engagement</b>	Provide a range of business and decision support services during a period of rapid organisational and functional transition.
	<b>Duration</b>	2 years
	<b>Outcome</b>	Conducted a pivotal analysis of tertiary sector funding data to inform far-reaching Ministerial decisions. Analysed and reported on the quality of proposed key performance indicators for the tertiary education sector. Produced tools to capture and consolidate proposals from Universities for education provision and funding. Carried out a proof of concept in collaboration with the Enterprise Architect for the implementation of Microsoft PerformancePoint Server in a MOSS / SQL Server environment.
<b>Systems Architecture, Analysis &amp; Design</b>	<b>Client</b>	Tertiary Education Commission
	<b>Engagement</b>	Solution, Enterprise Architecture – defined and managed the implementation of a strategic, standards and template based, Enterprise Architecture framework and methodology for solutions delivery. The Business, Application, Data, Technology and Infrastructure layers used workflow, workspaces, data warehousing and virtualisation technologies, to provide a cohesive platform for the deployment of applications.
	<b>Duration</b>	1 year
	<b>Outcome</b>	Resulted in the creation of a business driven, prioritised programme of work that is now delivering to the business goals and provides processes and procedures to manage outsourced vendors.
<b>Contract negotiation</b>	<b>Client</b>	Central Government Agency ( <i>National Library</i> )
	<b>Engagement</b>	Procurement of hardware and services to consolidate servers.
	<b>Outcome</b>	Procurement followed by initial installation achieved on time and under budget.

<b>Contract negotiation</b>	<b>Client</b>	Department of Conservation
	<b>Engagement</b>	Procurement of replacement FMIS package and implementation services, and ongoing support.
	<b>Outcome</b>	The contracts were negotiated with all key elements including costs and licensing agreed satisfactorily and within timetable to meet the implementation schedule.
<b>Contract negotiation</b>	<b>Client</b>	Transpower
	<b>Engagement</b>	Represent Transpower in development and negotiation of a business partnership contract with a software development house for systems development, implementation and support services for an asset capability information system.
	<b>Outcome</b>	Satisfactory outcome for both parties covering all key aspects of the delivery and relationship, and providing a sound basis for successful implementation project managed by Genesis.
<b>Contract negotiation</b>	<b>Client</b>	The Correspondence School
	<b>Engagement</b>	Procurement of FMIS package and implementation services, and ongoing support.
	<b>Outcome</b>	The contract was negotiated under favourable terms and costs, with fully described services ensuring a smooth implementation and transition to ongoing support.
<b>Contract negotiation</b>	<b>Client</b>	Cross-agency collaboration (Health & Disability) ( <i>ACC / Ministry of Health</i> )
	<b>Engagement</b>	Under tight deadlines, contract a Certificate Authority (CA) for the creation and distribution of digital certificates
	<b>Duration</b>	3 months
	<b>Outcome</b>	CA formally contracted within timeframe set.
<b>Project Planning, Management &amp; Direction</b>	<b>Client</b>	Capital & Coast District Health Board
	<b>Engagement</b>	Managed the EHR Project (replaced the current Patient Management System and the current Clinical Record System with a new integrated PMS from IBA and suite of Clinical Systems from Orion). Managed the project from a technical perspective and at go-live stage, took over the business engagement role – liaising and working with the business to prepare them for the new system
	<b>Duration</b>	18 months
	<b>Outcome</b>	Transitioned the business from the old systems to the new systems. The project successfully went live on 25 November 2006 and is now in use by CCDHB. Developed a business focussed reporting that more accurately reflected the needs of the business. Implemented standard best practice project management practices.

**Project Planning, Management & Direction**

**Client** Health Intelligence (HIQ), Capital & Coast Health

**Engagement** As Technical Project Manager, delivered a series of projects and major pieces of work:  
Implementation of a new Patient Management System (PMS): Managed the technical delivery of a major infrastructure upgrade of the patient reporting system. Radiology Imaging Solution – Device Deployment: Managed a project to implement new digital radiology equipment to over 200 terminals across all sites. WinScribe Digital Dictation: Managed a project to upgrade a legacy dictation system to a server based system. Genetic Database for Laboratories and Clinics: Multi-vendor solution to provide a database for recording genetic lab results, managing genetic clinics and tracking family and hereditary genetic abnormalities. Reportable Events: Delivered a web based alternative to a legacy paper based system, for reporting adverse events, wrongly administered medication, patient falls etc. ACC eBilling: Replacement of manual ACC billing process with an automated solution, and capturing previously missed ACC claims. Bar Code Standards – White Paper: Investigated and presented a white paper of recommendations and suggestions for Ministry of Health based on bar codes & standards adopted internationally.

**Duration** 2 years

**Outcome** Successfully implemented the new Patient Management System. Introduced a number of changes including the use of Solution Architecture Documents and Peer Programming. Provided significant improvements to funding, efficiency and data accuracy. Improved workflow, faster turnaround times and distribution of work. Enabled targeted training of nurses and increased safety and wellbeing of patients. Increased revenue and reduced costs by several millions of dollars per year.

**Project Planning, Management & Direction**

**Client** Health Intelligence

**Engagement** Managed the Service Desk and the Logistics/ On-site Support teams which support all the business, clinical and administrative systems of Capital District Health Board. Maintained smooth delivery of service to the hospital whilst developing processes for communication between different groups in Health Intelligence.

The role included transitioning out the Service Desk Team Leader, recruiting new Service Desk staff and recruiting a new Team Leader.

**Duration** 2 months

**Outcome** Implemented a Gold User List – designed for higher priority users, designed to deliver a higher quality and standard of service to our Clients.  
 Successfully managed a Service Delivery Team – built high team morale, improved team effectiveness which together started to increase customer satisfaction.

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<b>Project Planning, Management &amp; Direction</b>	<b>Client</b>	Telecom
	<b>Engagement</b>	Manager Service Delivery: In 2006 Gen-i won the ACC telephony access, 0800 and mobile business from TCL/Vodafone. The Service Delivery Manager role covered all aspects of delivery and management of these services, including SLA management, escalation, regular monthly and ad-hoc reporting and general product and service optimisation and best fit. In addition, Gen-i were required to work within a pool of vendors all supplying specific services to ACC, chief amongst these being Zintel, ACC's chosen PBX provider. The relationship developed was cordial and co-operative.
	<b>Duration</b>	6 months
	<b>Outcome</b>	Deliverables met to a high standard within ACC timeframes. Successful transition programme to the permanent MSD.

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<b>Project Planning, Management &amp; Direction</b>	<b>Client</b>	Tertiary Education Commission
	<b>Engagement</b>	Programme Management of IT Programme, which included 34 capital projects. The programme consisted of infrastructure, application development and implementation projects, system upgrades, system retirement, and business process review projects.
	<b>Duration</b>	10 months
	<b>Outcome</b>	Implemented Agile Project Practices. Implemented key project management controls and processes. Implemented Change and Release Management. Developed a Maintenance and Enhancement Process and Programme of work. Successful implementation of a two tiered team structure.

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<b>Project Planning</b>	<b>Client</b>	National Institute of Health Innovation (NIHI), Auckland University
	<b>Engagement</b>	To manage the installation of computer infrastructure (servers, network and desktop equipment) and to establish operational procedures for the use of systems and Customer engagement procedures (setting up Customer's environments) for the Interoperability Lab.
	<b>Duration</b>	6 months
	<b>Outcome</b>	Two options for infrastructure support were presented and after some investigation, the School of Sciences were selected to provide the infrastructure equipment and support. Operational procedures were set up and draft contract drawn up.

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**Project management**      **Client**      Health Intelligence, Capital & Coast Health

**Engagement**      Transition Project Manager: Managed the planning and transition of an Electronic Health Record (Replacement for aged systems), working with external vendors and internal resources.

**Duration**      6 months

**Outcome**      Project involved significant replanning of major programme – moved from Project focussed to Programme Streams

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**Project management**      **Client**      Cross-agency collaboration (Health & Disability) (*ACC / Ministry of Health*)

**Engagement**      Develop a plan to establish a privacy, authentication and security standards framework for the NZ health sector. Manage the resulting project to define the framework and gain sector support for its establishment – including costing the new services.

**Duration**      3 months

**Outcome**      The plan was approved and the project was initiated. Genesis was selected to provide project management and consultancy services for the project that was initiated.

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**Project management**      **Client**      Department of Conservation

**Engagement**      Manage RFP production, evaluation and selection for FMIS and HRIS (two separate sub-projects with separate teams). Then manage implementation of new FMIS.

**Duration**      16 months (including implementation 8 months)

**Outcome**      Following a rigorous selection process and contract negotiation, the new FMIS was successfully implemented on time and under budget.

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**Project management**      **Client**      The Correspondence School

**Engagement**      Prepare a scoping study, then manage requirements definition, RFP production, evaluation and selection of a new FMIS. Then manage all aspects of the implementation, including acceptance testing, documentation, training and data migration.

**Duration**      14 months (including implementation 5 months)

**Outcome**      Following a rigorous selection process, the new FMIS was implemented successfully on time and under budget.

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**Project management**      **Client**      Cross-agency collaboration (Health & Disability) (*ACC / Ministry of Health*)

**Engagement**      Under very tight deadlines, manage the selection of suppliers and implementation of an interim digital certificate Registration Authority (RA) and Certificate Authority (CA), including systems and processes, to replace the incumbent supplier who had signaled a withdrawal from the business.

**Duration**      3 months

**Outcome** Project completed within timeframes given and to budget with no business interruption.

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**Project Management**  
(including RFP preparation)

**Client** A New Zealand University

**Engagement** Replacement of existing financial system including:

- ▶ Requirements analysis
- ▶ Preparation and issue of Request for Proposal
- ▶ Selection of optimum FMIS solution
- ▶ Assistance with contract negotiation
- ▶ Project management of the implementation

The scope included: general ledger, budgeting, accounts payable, accounts receivable, project accounting, cash management, fixed assets, purchasing, inventory management and management reporting.

**Duration** 21 months (including implementation 16 months)

**Outcome** Implementation of the first phase of the project was completed successfully within budget, and now nearly 900 end users are trained and using the system for operational and/or financial reporting activities.

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**Project Management**  
(Business Information & Technology)

**Client** Tertiary Education Commission

**Engagement** Successfully implemented a business process design project that re-engineered key processes for the TEC leading up to a total restructure of the organisation. Conceived the vision for a new Extranet facility to support the TEC's 900 clients and the 1800 staff of those organisations. Secured a business case, guided solution development and project managed the delivery from end to end.

**Duration** 2 years

**Outcome** Delivered a series of business and IT projects on time and on budget. Project business owners were always satisfied with project outcomes. Completed in a very challenging, high change, high uncertainty environment. The new service significantly raised service levels offered to the TEC's customers.

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**Project management - various**

**Engagement** *(National Library)* Manage the procurement and contract negotiation for supply of a one-gigabit network backbone. Duration 6 weeks.

**Engagement** Manage a programme of business and technology projects to support implementation of a strategic agreement between the NZ and Australian governments. Duration 12 months.

**Engagement** Manage selection and implementation of a contact management package to support a claiming process for over 10,000 external users. Duration 6 months.

**Engagement** *(Transpower)* Manage implementation of a timesheet capture and analysis system – including responsibility for data migration and staff training.

**Engagement** *(Transpower)* Manage software development and delivery of an asset capability information system.

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<b>Business Analysis</b>	<b>Client</b>	Ministry of Agriculture & Forestry
	<b>Engagement</b>	Implement and launch to MAF Managers the Enterprise version of eRoom, a web-based collaboration tool enabling linkage to the organisations networks
	<b>Duration</b>	3 Months
	<b>Outcome</b>	Completed the above requirements within 2 months of the contract starting. Given additional project work within MAF including: Running workshops across all the MAF business units to obtain business requirements for the new Web Content Management Project; and Creating test scripts for the Historical Store project.

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<b>Analysis and design</b>	<b>Engagement</b>	Business analysis and quality review for the NZQA Student Processes Entries and Results (SPER) System Qualification Definition and Checking (QUAL)
	<b>Engagement</b>	<i>(The Correspondence School)</i> Business analysis and technical architecture advice around the Correspondence School's Learner Management System.

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<b>Operational role</b>	<b>Client</b>	Central Government Agency ( <i>HISO</i> )
	<b>Engagement</b>	Acting CIO role
	<b>Duration</b>	5 Months
	<b>Outcome</b>	Improved relationships across the Ministry at a senior level and within the various areas that are the main users of IT and IT services. Several critical projects were brought back on track. Established processes and rigor around decision making, project governance, and planning.

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<b>Operational role</b>	<b>Client</b>	Cross-agency collaboration (Health & Disability) ( <i>ACC / Ministry of Health</i> )
	<b>Engagement</b>	To operate the digital certificate Registration Authority (RA) for the sector.
	<b>Duration</b>	6 months
	<b>Outcome</b>	Improved service levels over prior supplier, improved business processes and reduced impact on the sector. No security compromises.

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<b>Web and Intranet - various</b>	<b>ACC</b>	Manage the production of business requirements, business case and technical requirements for consolidating nine websites and re-focusing the Intranet interface and applications
	<b>NZ Vet Assn</b>	Manage the delivery of a strategy and business requirements together with implementation advice for a content management/publication system for the NZ Vet Journal.
	<b>Swire</b>	Business requirements analysis, scoping & planning for Good2Me.com consumer mall website for Hong Kong based businesses.
	<b>Telecom</b>	Analysis and risk assessment of new technologies for a business portal.

**Electronic Business**

**Client** ACC

**Engagement** Define a strategy and strategic plan for the evolution of core business processes from manual to electronic methods. Manage the first of the resulting enabling and delivery projects (eClaiming), including defining technical requirements and providing technology advice.

**Outcome** The plan was approved and the project rolled out on time including the selection of a vendor to build and enable the first electronic transaction for the Portal.

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**Electronic Business**

**Client** Large Crown Entity – Health & Disability (ACC)

**Engagement** Develop a business case to support investment in the technical capability to provide for electronic business methods. Cover the definition of detailed business and technical requirements, the selection of an implementation partner, the procurement of infrastructure and application development services, and the deployment of the service to the sector.

**Duration** 12 months in total

**Outcome** The business case was approved and the project completed on time. This included selection of a vendor to build and enable the first electronic transaction, and incorporation of functionality into several primary care systems. Genesis Consulting has had ongoing responsibility for managing rollout and support of the first of the resulting electronic services and more recently has been given responsibility for another service.

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**Quality Assurance / Project Review**

**Client** Tertiary Education Commission

**Engagement** To conduct a review of the TEC IT Help Desk and then manage the implementation of the recommendations made within the report.

**Duration** 18 months

**Outcome** Following the initial review, implemented a number of changes in the following areas: People, Processes, Policy and Technology. These changes resulted in a more structured and efficient Service Desk who are now able to support and respond to their customers needs and requirements.

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**Documentation**

**Client** Tertiary Education Commission

**Engagement** Assist in the facilitation, design and documentation of TEC's core business processes and support processes.

**Duration** 12 months

**Outcome** Following a series of workshops with key stakeholders documented a number of TECs' core and support processes. Following signoff managed the implementation, training and development of support materials to be used by operational staff.

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**Electronic  
Community  
Development**

**Client** Inland Revenue

**Engagement** To assist Inland Revenue (IR), through the eBusiness Programme to complete a stocktake analysis of existing entity information within IR and consultancy advice relating to uptake of electronic services.

**Duration** 2 months

**Outcome** Following a short period of analysis conducted with appropriate IR staff, produced 3 reports: A stock-take of IR's products and services, a report outlining and prioritising issues & concerns relating to uptake of electronic services, and a recommendation on Electronic Community Development for electronic services in IR.

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**Organisation  
change and  
transition  
management**

**Client** NZ Post

**Engagement** Sale of subsidiary company. Manage the overall business transition on behalf of the customer. This involved coordination of all activities needed to achieve the outcome of transferring the business to the new owner from concluding contract negotiations, IT systems transfer of assets, people impacts, CRM etc. The work included establishment of an agency agreement and customer agency service on behalf of the purchaser of the business.

**Outcome** Transition occurred on time. This was achieved despite significant scope increases to cope with unrelated business issues that impacted the purchaser's readiness to transition.