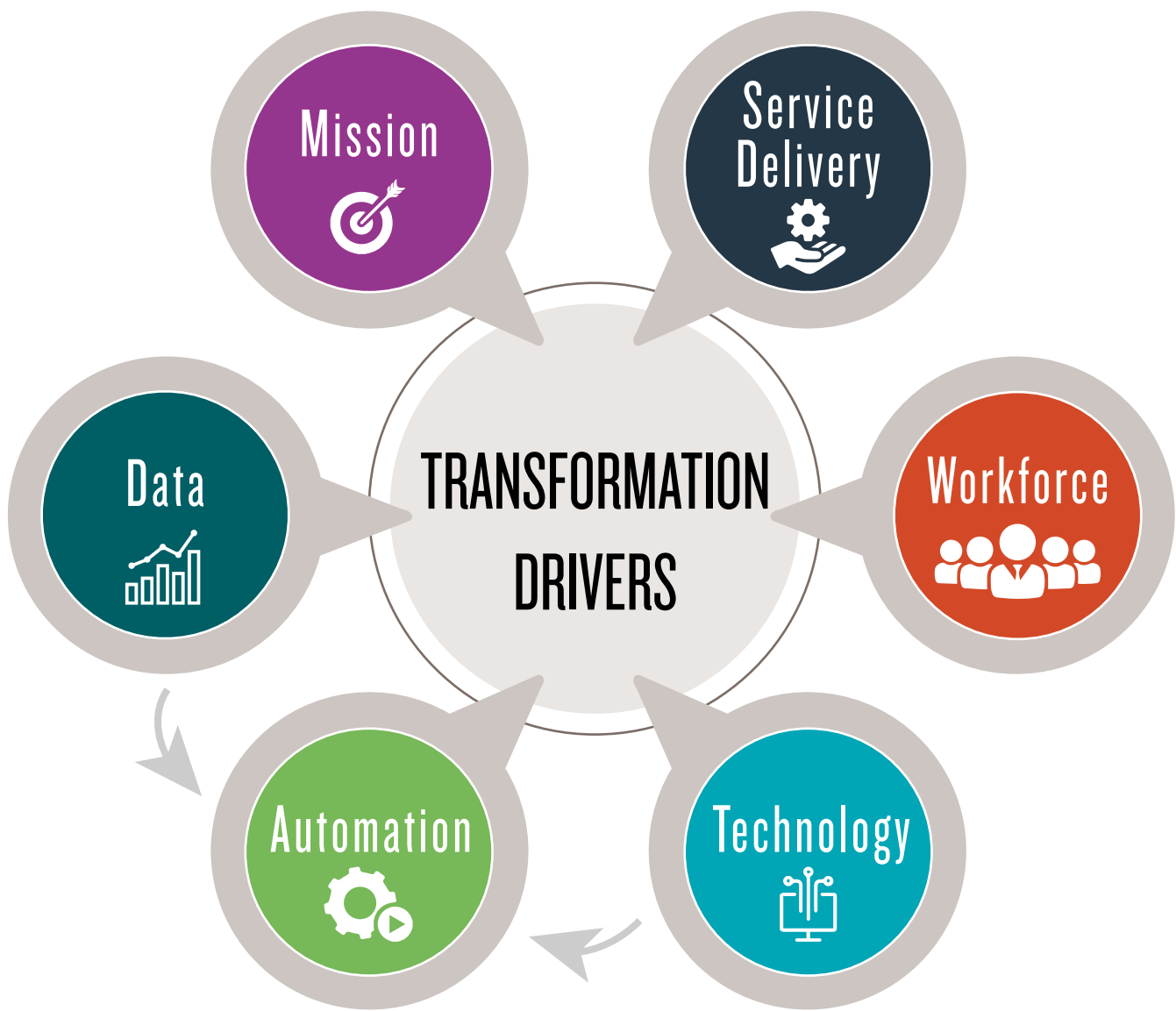


KEY DRIVERS OF TRANSFORMATION AND POSITIVE CHANGE

Transformation and continuous improvement ensure productivity and sustainability, but despite significant investment of time and energy organizations often fail to successfully transform. Studies indicate that there is a 60%–70% failure rate* for organizational transformation; this statistic has remained constant since 1970. Organizations can increase the sustainability and success of transformation initiatives by focusing on core purpose and the impact of key drivers of change. Our approach to organizational transformation addresses the traditional dimensions of change (people, process, technology, and data), but goes a step further to emphasize alignment and optimization of mission delivery through the purpose and drivers that trigger and inform meaningful change.

*Source: Harvard Business Review



MISSION

Mission is the keystone for successful transformation, and a purpose-driven approach empowers a multidimensional assessment of the mission that ensures alignment of resources (including IT systems, workforce, and budget) with the optimal model for how those resources are managed, employed, and integrated to achieve organizational purpose and enhance delivery.

SERVICE DELIVERY

Development of new technology, improved data sharing, fundamental shifts in workforce needs and skill sets, and enhanced connectivity are changing service delivery. Shared services and other innovative delivery models consolidate and streamline functions to help produce economies of scale, enhance efficiency and security, and improve mission delivery.

WORKFORCE

Resource optimization and motivation requires putting people at the forefront of transformation by engaging employees to support change while providing training and organizational structures that increase access to information, deliver the appropriate technical support tools, and deploy an agile and adaptive workforce of the future.

DATA

Decisions based on tradition, instincts, or a simple majority vote are becoming a thing of the past as data enables informed decision making. Internal and open-source data are empowering more connected, efficient, and responsive organizations capable of identifying and measuring performance, optimizing user experience, and enhancing security to better address customer needs.

AUTOMATION

Breakthroughs in machine learning and artificial intelligence are helping automate tasks that consume precious time and resources. Integration with systems and data through an automated digital workforce increases organizational efficiency by streamlining routine processes, reducing risk and errors through standardization, and redeploying resources to tasks critical for mission delivery.

TECHNOLOGY

Technological advances in Cloud, Open Source, DevOps, and Agile are transforming the IT landscape and enabling more effective implementation and oversight for businesses. New systems, software, and solutions inform talent acquisition and evaluation, enhance system and cyber security, and improve workflow and information sharing.