

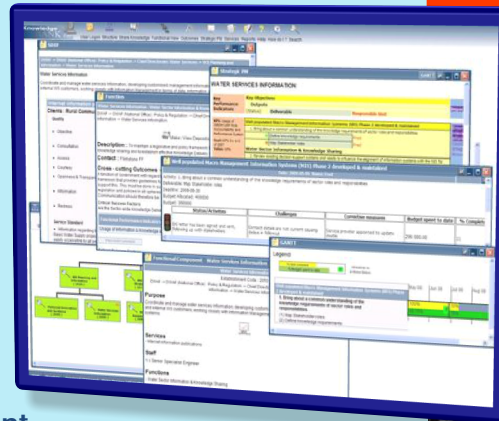
Focused Business Alignment

Knowledge
BANK



CWF ASCATs supports Service Delivery Behavioral Change Acceleration Solutions; with primary focus being in the areas of:

- Agile Strategic Capability Alignment™
- Business Model Innovation
- Service Delivery Training
- M&E Frameworks & Policies
- Strategic Planning Cycle
- Performance Management
- Service Standards Management
- Service Delivery Restructuring
- Routemail Process Workflow management



Aligning each individual's contribution to the corporate goals

- how do my day to day activities contribute to the company's overall Strategic Outcomes?



Our Approach to Business Model Innovation

Over time most large Organisations have moved from a client-needs focused team to functional silos & have consequently lost sight of how each individual employee's daily activities contribute to meeting client's expectations.

The key to successful Service Delivery lies in Focusing the efforts of everyone in the Organisation on meeting, or exceeding, their Clients' Expectations.

The implementation of CWF ASCAT brings about a Purpose-centered paradigm shift in the way individuals, at all levels in the Organisation, see their daily activities. Instead of a silo'ed functional view, they rather see their purpose in terms of how they contribute to the transversal, collaborative process that meets their clients' needs and expectations in conjunction with other business sustainability and strategic goals.

The CWF ASCAT solution is a combination of methodology and technology focused primarily on capturing the minds of individuals at all levels to address the organisation's goals and objectives. It is centered on a technique called Role Accountability Mapping™ which produces a formalised, outcome focused Business Model based on Balanced Business Principles.

Agile Strategic Capability Alignment™ focuses every person (including support Functions) on how their function contributes to these Moments of Truth achieving an alignment of effort, giving purpose and meaning to the roles of individuals in terms of the contribution they make to the cross-flowing processes and their outcomes. This understanding of purpose is then used to define the ERP Business Blueprint and information requirements of all key role-players.

This model or map forms the heart or foundation that unites the other aspects of organizational management and aligns all effort and measurement toward very specific Outcomes (centered not only on client needs but also on sustaining a healthy business – mapping internal support needs to the same Outcomes). This not only delivers a future-proof Business Requirement Specification but also a change-ready organisation.

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Overview

Sustainable Solutions

Improving Service Delivery by:

- Focusing the efforts of all personnel on common key outcomes.
- Aligning daily activities and Performance to Strategic Goals.
- Defining the information requirements of individuals.
- Aligning Monitoring, Evaluation and Reporting to organizational goals.
- Formalising Client expectations and Service Standards.
- Aligning Business Processes and Procedures to organisation-wide goals and perspectives.

For more information

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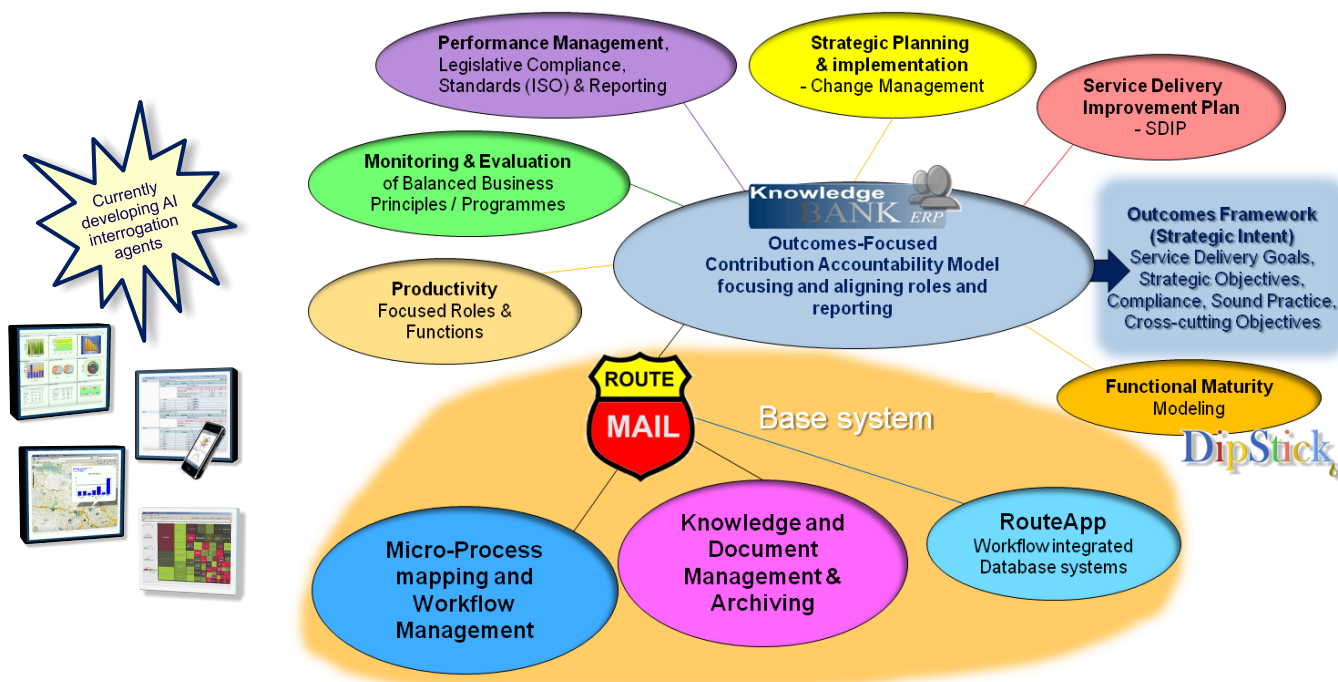
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Cyber workforce (Pty) Ltd is a Multi-disciplined International Consulting Company focused on effective Service Delivery Information System Solutions.

Web 2.0 - two way Communication of Role and Purpose



Business Problem	CWF ASCATs Solution
<p>Over a period of time most large organisations have evolved a very structure-based management system which has difficulty in relating how each individual's daily activities contribute to meeting client expectations as well as other Balanced Score-card or Business Excellence Objectives. The performance of individuals is therefore seldom related to their impact on the Organisation's preferred future.</p>	<p>Agile Strategic Capability Alignment™: Brings about a paradigm shift in the way individuals at all levels in the Organisation see the purpose of their daily activities - in terms of contributing to meeting clients' expectations as well as achieving cross-cutting objectives based on formalised Balanced Business Principles.</p>
<p>Strategy implementation is hampered by the difficulty people lower down in the Organisation have in relating it to their daily activities.</p> <p>Top: "Why can't they see the big Picture?" Bottom: "We understand but will someone tell us what to do"</p>	<p>Outcome-focused Strategy: Use common Outcomes to align strategy to functionality. The delegated responsibility of each employee for their part in the implementation of Strategy is clearly laid out in a one page strategy scorecard where all activities are related to the organisation's key objectives with impact statements.</p>
<p>ERP or transversal management information systems implementations are often at high risk due to the difficulty in defining the Business Blueprint in terms of the Outcome-focused Management information needs. This is due to a lack of understanding of Functional purpose in terms of impact on Outcomes at the lower levels of the Organisation due to silo's (the lower you go – the worse it gets).</p>	<p>Monitoring & Evaluation (ERP): Make the Silo walls transparent & link purpose to Outcomes, focusing each person on the critical way in which they must function or behave and the subsequent information element(s) needed by them in order to measure the efficacy of their contribution to the transversal service delivery path.</p>
<p>Measurement and reporting perspectives are often not aligned and are related to silo functionality instead of impact on the effective contribution to Management Objectives or Outcomes based on Balanced Business Principles (Balanced Scorecard, Business Excellence, Maturity Models, etc).</p>	<p>Performance Management Systems and Reporting: Introduce Strategic Outcome Focused Criteria for measurement & reporting and report against impact statements.</p>
<p>Organisations tend to define their products & services as Functions or in terms of their features as against their benefits.</p> <p>Your clients are not interested in what you do - only in what is produced by what you do that is of use to them.</p>	<p>Service Delivery Improvement Plan: Become Benefit or Outcome focused and focus the full effort of everyone in the Organisation, including internal support functions, on delivering to, or bettering, service delivery standards and client expectations.</p>
<p>The Micro Processes in an organisation are often designed using a silo'ed perspective and, whilst they may be efficient, they may not necessarily be effective in terms of contribution to Outcomes, compliance, risk management and ERP perspectives.</p>	<p>Business Process Re-Engineering: Introduce an Outcome and Balanced Business Principles Behaviour Perspective to the design of processes and automate workflow management.</p> <p style="text-align: right;">Knowledge BANK ERP </p>