

# government sector



SMS Management & Technology has a 20 year track record in assisting our Government Sector clients to help define, plan, govern and operationalise their organisational visions and imperatives. Our engagements in support of these activities have included management of multiple suppliers for large programmes of work (multisourcing management), complex programme management, particularly employing Managing Successful Programmes (MSP) approaches, organisational improvement and online solutions including innovative user-centric designs and Web 2.0 technologies. Our mission is to bring the capabilities of all of our service lines together in a coherent manner to enable our clients to achieve their vision. Our mission is to bring the capabilities of our service lines together in a coherent manner, for example through using our change management framework to enable our clients to achieve their vision and realise benefits.

# Advising and assisting government to achieve its priorities

**SMS Management & Technology (SMS) offers the benefit of our practical business and IT know-how gained through assisting clients in many industries. Our ability to creatively and effectively transfer our knowledge of commercial management to improve public sector effectiveness and efficiency has earned us a reputation as a trusted advisor and business partner with many federal and state departments, agencies and statutory authorities.**

SMS Management & Technology Limited (SMS) [ASX:SMX] is Australia's largest publicly listed business and IT services company. We provide Consulting, Technology Services, Enterprise Solutions and Resourcing Services to Australian and international governments and corporations. We employ over 1,300 professionals through offices in Sydney, Melbourne, Brisbane, Canberra, Adelaide and London.

SMS was founded in 1986 on the basis of delivering outstanding results for our clients through obtaining and retaining the best possible talent, and focusing that talent on crafting the best advice and solutions. Over 20 years on, this remains our central foundation principle, allowing us to continue delivering excellent results for our clients.

SMS has a long standing track record within the public sector as providers of:

- Strategic advice to government including services to define, plan, operationalise and govern business strategies in response to our client's vision
- Customised programme and project management services to realise strategy for government in areas such as shared services, core systems replacement and service delivery
- Tailored organisational improvement services, especially in information technology domains
- Customised solutions particularly for online services, business intelligence and information management
- Multisourcing planning and implementation services, managing the interdependency of internal and external service providers

- Organisational and systems change management
- Business planning and benefits realisation management
- Enterprise-scale systems upgrades including support services, and ERP planning and implementation
- Quality resourcing services for supporting all aspects of IT operations

Renowned for our innovative approach to solving complex business problems, SMS focuses particularly on delivering customised solutions for our clients. As an Australian owned firm we provide the benefits of an excellent knowledge of the Australian public sector; and have the experience and capacity to deliver on any scale of projects, while remaining flexible and responsive to our client's individual needs.

SMS has undertaken over 180 engagements in the public sector over the last three years. Some of our key government clients include:

- Australian Government Information Management Office
- Department of Health and Ageing
- Department of Human Services
- Centrelink
- Queensland Department of Main Roads
- Corptech (Queensland)
- NSW Health
- NSW Police
- Department of Infrastructure (Victoria)
- VicRoads
- Southern Health

SMS offers a wealth of expertise and knowledge which covers a number of targeted industries. These include:

**Defence – Energy and Utilities – Financial Services – Government – Health and Human Services  
Information and Communication Technology – Mining and Resources**

# delivering benefits . . .

## strategic review for business optimisation

**client problem:** A large state government service provider's information services group was not providing an overall service aligned with the strategic business direction.

**sms approach:** SMS utilised a high-level architectural approach, combined with a capability assessment of the IT function utilising the structured CobiT® framework. The final report provided improvements to processes, people and structure, and a high level implementation plan.

**recommendations:** SMS provided recommendations on strategic planning, governance and direction, departmental structure, leadership, project prioritisation, resourcing, interfacing with key stakeholders, and service delivery improvements.

**benefit delivered:** The client's information services are now regarded as effective and business aligned, contributing significantly to their overall business improvement.

## online solution to support industry reforms

**client problem:** A major federal government department launched an aggressive programme of reforms aimed at improving information transparency and delivering on key measures like time-to-market. A substantial part of the improvements involved synchronised multi-channel publishing using the web, stand-alone applications and print-on-demand.

**sms approach:** SMS applied a user-centred approach, determining in detail the needs and expectations of both professional and consumer customers of relevant services. SMS maintained the flow of information between stakeholders, web developers, graphic designers and project management to ensure smooth delivery on time and budget.

**benefit derived:** The client benefited from design and web standards expertise across different project facets, high level guidance on business process modelling and information management and an early implementation of multiple new channels for distribution of key information to stakeholders.

## transformation through consolidation and standardisation

**client problem:** A major state government infrastructure provider was concerned about their decentralised approach to ICT service provision, with many tens of groups scattered within various business units. The creation of a single ICT unit was mandated, with the objective to develop a cohesive team to deliver solutions so that the organisation could achieve its strategic objectives.

**sms approach:** SMS directed the transformation programme and the work programme included development of vision and values; strategic workforce management planning; defining key services, together with risks and issues. Outputs were developed into cohesive service offerings; including service catalogues and a customer engagement model underpinned with a sound change management and communications strategy. ICT principles were agreed and followed, with a governance framework and associated support mechanisms.

**benefit derived:** The client now has a clearly articulated and successfully implemented business model, with a supporting performance management process. The workforce strategy and sourcing approach is implemented with a fully cascaded structure.

# industry contacts

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