



Local Government and Municipalities Community

Business Architecture in Action

TRAINING

**Connecting the dots between objectives,
capability and transformation in Local
Government**



Facilitated by
NIGEL SCHMALKUCHE
Managing Director Principal Consultant
Strategic Architects

Online → 30 November & 7 December 2022



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Connecting the dots between objectives, capability and transformation in Local Government

Rate Increases, cost shifting and a drive towards financial sustainability are putting a greater onus on local government councils to uplift the quality of services, accessibility and affordability for residents and ratepayers alike.

In response to this local councils are focusing their efforts on overhauling and upgrading clunky and archaic systems (including CRM, ERP, Financial and HR systems) for fit-for-purpose. As a Local Government executive, you understand that these projects take time and whilst they are being rolled out residents, customers and ratepayers still expect and need services. Delivering a transformative projects whilst maintaining business-as-usual with limited resources is a major challenge facing local government councils across the region. Business Architecture presents local councils with a framework to navigate these challenges and make the best use of existing capabilities.

Business Architecture models also provide an antidote to the uncertainty and ambiguity around change by focusing on capability planning, organisational mapping and assigning project governance.

This course has been designed for Local Government executives who are balancing transformative projects with business-as-usual; who trying to cut through the complexity and ambiguity with clear frameworks; and who are weighed down with limited resources and trying to make the most of existing capability. It will provide you to the tools and models to drive capability-based planning, create business anchor models, assess value chains, set-up in flight models and understand the roles and responsibilities of key stakeholders.

Not Just a Training Session

- **Learn how to apply Business Architecture** to deliver complex transformational change in Local Government.
- **Understand how to align capability, value, business to drive successful projects** that uplift efficiency and deliver better services for residents and ratepayers.
- **Benchmark your capability and technology** with your local government peers.
- **Gain an insight into eliminating project ambiguity and change fatigue** with fit-for-purpose modelling.
- **Establish project governance** by creating a Business Anchor model that outlines the roles and responsibilities of key stakeholders
- **Apply capability planning and analysis** to identify and prioritise major gaps
- **Find ways to optimise your existing resources**

Who Attends

- **Manager/ Leads/ Analysts:** Corporate Services
- **Manager/ Leads/ Analysts:** Finance and Accounts Payable, Legal and Compliance
- **Manager/ Leads/ Analyst:** People and HR Services
- **Manager/ Lead:** Digital Transformation, Business Transformation, ICT, IT
- **Project Manager and Leads driving the implementation of ERP, CRM and other software upgrades**

Meet Your Facilitator



NIGEL SCHMALKUCHE

Managing Director Principal Consultant
Strategic Architects

Nigel Schmalkuche is an business and ICT professional with 25 years' experience in guiding government and private organisations through digital business transformation particularly in the fields of housing and public works, police and emergency services, elections, health, utilities and financial institutions.

He has held the positions of Director, Manager, Chief Architect, and Principal Consultant providing strategy and architecture leadership across cloud, AI, data, and technology enablement programs of work.

Nigel has a keen talent for connecting the dots between technology, capability and strategy. And he has applied this to develop and embed enterprise architecture practices; shaped strategic roadmaps, upskilled key stakeholders; designed solutions to navigate complex challenges to drive transformational change.

He is a TOGAF 9.2 Certified Enterprise Architect with 17 years' experience in implementing enterprise architecture to achieve business outcomes.

In addition he has authored two books, Data to Insight and AI and Data Strategy and is currently working on a third!

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- A digital transformation or technology uplift project that you are presently working on

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
8 Passes Available	8 Passes Available	6 Passes Available
\$795 + GST	\$995 + GST	\$1195 + GST
Save \$400	Save \$200	-

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*Group Discounts Available - Contact Registration at
registrations@publicsectornetwork.co or Call on **(02) 9057 9070**

Module 1 – Business Architecture in Local Government

10:30am PSN Welcome and Introductions

10:45am Icebreaker and Meet and Greet

11:00am Understanding Business Architecture in Context of Local Government

- An introduction to Business Architecture and how it can be applied to drive complex transformation in local government
 - Identifying the success factors and shortcomings for Business Architecture
 - Exploring Business Architecture frameworks
-

11:45am Building a Business Model to Unlock Your Transformation Strategy: Identifying the Problem

- Evaluating the biggest challenges and common pitfalls you upgrading digital platforms and driving transformational change
 - Uncovering and articulating the real problem: process, capability, technology or mindsets?
 - Mapping out the key activities, resources and capabilities that are critical to solving your problem and progressing your digital uplift journey
-

12:30pm Lunch Break

Module 2 – Capability - Based Analysis and Planning

1:00pm Capability Mapping to Identify the Gaps and Make the Most of the Resources you Have

- Discussing value chains and understanding how to apply this to map the capabilities with your own local council
 - Identifying the gaps in capability that need improving
 - Optimising your existing resources to further your transformation agenda
-

1:45pm Capability Mapping in Action: Group Activity

The participants will be asked to build a value chain for their own organisation and/or project using the principles and frameworks learned earlier in the day. At the end of the session you will have identified the gaps and prioritised capability improvement. Plus you will identify the existing resources that can be optimised to drive your strategy ahead.

2:30pm Closing Remarks from the Trainer and End of Day 1

Module 3 – Business Anchors and Your Major Stakeholders

10:30am Welcome and Recap

10:45am Establishing a Business Anchor Model for Your Council based on your Transformation Agenda

- Understanding the roles and responsibilities of your key stakeholders across the organisation
- Creating a Business Anchor Model based on responsibilities, capabilities and resources
- What makes an effective Business Anchor Model: The dos and don'ts

11:30am Group Activity: Create a Business Anchor Model

The participants will be asked to build a Business Anchor Model for their own organisation and/or project using the principles learned earlier. At the end of the session you will have set up a big “enterprise view” of the key stakeholders that you can then use to address any ambiguity, use as a credible practical artefact to build engagement and secure executive buy-in.

12:15pm Lunch Break

Module 4 – Effectively Managing In-Flight Projects

12:45pm Creating an In-Flight View to Effectively Manage Live Projects and to Re-align Projects

- In-Flight View Model: the benefits and outcomes
- Applying the model to measure the live transformations and its impact on other projects
- Using insights to re-orient and re-align projects as they progress and the business needs evolve

1:30pm Group Activity: Build an In-Flight Model

The participants will be asked to build an In-Flight Model for their own organisation and/or project using the principles learned earlier. At the end of the session you will have set up an Inflight View that can be applied to measure progress and re-align as the business needs change.

2:30pm Closing Remarks from Trainer and End of Day 2

CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.CO

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.co

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.co

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