NavPoint Consulting Group Inc.

RESULTS AND PEOPLE DRIVEN CONSULTING

NavPoint was founded in 2006 and has since served over 40 public and private sector clients. We are passionate in helping our clients succeed. We do this by understanding their business problems and helping them navigate to new horizons. We help architect solutions that are agile and performance focused. We bring a multi-disciplinary team with extensive experience, industry expertise and proven processes and methodologies to support our clients' needs.

Learn more about how we created value and delivered quantifiable results for our government client in the attached case study.

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The Challenge

Shared Services Canada (SSC) underwent tremendous change as it transformed the way in which the Government of Canada (GoC) delivered IT services related to data centers, networks, e-mail and IT security. Some key challenges it encountered included the need to effectively continue the ongoing maintenance and delivery of IT infrastructure services to partner departments while establishing SSC as the GoC's trusted IT service provider. The new SSC mandate required the evolution of a new culture and organizational structure while transitioning to new ways of delivering services with horizontal capabilities. In addition, this work was undertaken while identifying, documenting, and capturing benefits from the delivery of the transformed services.

How We Helped

NavPoint planned and contributed to the development and implementation of a Social Portfolio Transformation which included the mapping of existing services to 54 IT functions related to data centre operations, network and IT security services, and the implementation of enhanced service delivery and management capabilities for those 54 IT functions. NavPoint supported SSC through its Social Portfolio Transformation through the following activities:

- Assessed the impact and implications of the end-state business model on the organization, its culture, services, employees, partner departments and clients
- Developed the transformation roadmap and implementation strategy to deliver the end-state organization that minimized impact on employees and maximized benefits to partner departments and SSC
- Developed and managed process optimization initiatives and benefits realization opportunities and integrated the many initiatives into a cohesive program of change which resulted in the implementation of IT service management and delivery practices and business architecture elements aligned to world-class leading practices
- Developed a change management strategy and plans that engaged employees and accelerated the adoption of the new processes, procedures, policies, and tools / systems
- Developed and implemented effective communications and engagement strategies, plans and activities including planning and supporting 'all-staff' meetings, building a Social Portfolio Manager's toolkit to support the transition, developing key messages and other communications products;
- Designed, built and deployed a series of readiness assessment tools to determine audience readiness, awareness and understanding of key activities and initiatives related to the upcoming changes;
- Supported the implementation of leading IT practices with tools and training, monitored the progress of the transformation to the end-state and reported on the realization of the expected benefits.

The Results

Working with the Social Portfolio senior management team, over 950 employees were realigned to 54 IT functions to service all partner departments consistently regardless of the employees' original departmental affiliation. This included managing and implementing core foundational service elements such as integrated service request management and network visibility to enable seamless and virtual IT infrastructure service delivery across partner departments. As a result of NavPoint's transition support, many of the Social Portfolio integration practices and approaches were adopted by other Portfolios in preparation for their transition to an enterprise model.