Target Operating Model Design

HHR will analyse your current state and work collaboratively with you to formulate a future state Target Operating Model (TOM) to realise your business strategy. We provide direction on the prioritisation of your change agenda and define a transformational roadmap which is outcome-focussed to derive maximum business benefit for the organisation.

Service features

- Review and analysis of existing business operating models
- Defines vision and business principles
- Identifies current as-is and desired to-be processes
- Define current state and identify pain points
- Guide the delivery of the future state TOM
- Cloud specialist consultants
- Design and Definition of effective TOMs
- Benefits Realisation Plan

Service benefits

- Expert knowledge across HM Government and wider public sector
- Roles and staff requirements defined for each TOM option
- Ensure processes aligns to strategic and operational objectives
- Vision of future TOM defined and communicated to stakeholders
- Potential benefits clearly identified and communicated
- Improved end user experience
- Cost efficiency savings identified
- Knowledge and skills transfer

HHR Experience

HHR bring with us a wealth of experience in designing target operating models to leverage process improvements through things such as cloud technology and will work with you to understand your 'as-is' position and your appetite for change to identify your desired 'to-be' state. It is critical to understand whether an organisation or function is trying to digitally enable existing services using cloud technologies or fundamentally change the services they offer based on cloud opportunities and therefore, change your value proposition. This starting point has fundamental implications for the use of process improvements through things like cloud technologies: is your organisation adopting cloud technology with the constraints of existing legacy environments, or is it building a brand new function from the ground up.

Our TOM design aims to leverage things such as cloud technology services whilst assessing opportunities to combine this cutting-edge cloud technology with new business model thinking that re-imagines the way in which your department organises its internal capabilities to deliver services to the public. We aim to make the best use of technologies from basic situational awareness tools, to processing real-time visual feeds using machine and AI learning algorithms.