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Service Description

Operating Model Design and Transformation for Cloud Services

SUBMITTED BY

NORTH HIGHLAND®

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CONTENT



SERVICE OVERVIEW

North Highland have a depth of expertise in delivering people-centric operating model transformations and in supporting organisations define their strategy and capabilities relating to the cloud including the processes, data, people, and systems required to be agile and adaptable to meet the needs of an ever-changing marketplace.

FEATURES

1. **Vision** Defining your vision & the 'case for change'
2. **Value Stream and Processes** Defining end to end connected value
3. **Business Capabilities** Understanding capabilities driving business value and improvement
4. **Sourcing & Partners** How you leverage partners and internal capability
5. **Governance** Establishing how you make decisions, manage risk and communicate
6. **Performance management** Assessing and influencing organisation and individual performance
7. **Technology & Data** Defining technology and data landscape for performance
8. **Organisational Design** Defining how people are organised, roles, responsibilities, skills
9. **People and Workforce** Defining talent composition, career pathways, organisational culture
10. **Leadership** Roles and how they drive culture and performance

BENEFITS

1. Alignment on strategy and vision across key stakeholders
2. Reduce risk of organisational strategy failure
3. Clarity of how value is delivered across your organisation
4. Competitive advantage through aligned technology, processes and capabilities
5. Deliver in aligned manner for customers or service users
6. Improved organisational agility and speed of change

7. Understanding current gaps and roadmap of prioritised activities
8. Adoption of new ways of working and requisite cultural shifts
9. Improved attraction and retention of high performing employees
10. Clarity on priority capabilities and how they can be developed

SERVICE DESCRIPTION

*‘To North Highland, improving an organisation is ultimately a function of empowering employees and changing behaviours, which depend, in turn, on **effective leadership and an operating model** that simplifies and streamlines ways of working.’*

-Liz DeVito, ALM Intelligence

At North Highland, we make your strategy a reality, taking a pragmatic and practical approach to design and implement Target Operating Models with **lasting impact**.

We build frameworks for Operating Model Design which bridge “strategy” and “execution” to deliver sustained transformation. In delivering Operating Model Transformation we maximise the efficiency of an organisation’s people, structure, processes, governance, and technology and data to deliver on enterprise strategies that deliver customer value by looking at:

Strategy

Leadership have a defined and agreed strategic direction with an understanding of the resulting value.

Principles

Established guardrails for design to enable consistency and design adherence to the strategic direction

Maturity

Acknowledgement of what is mature enough to retain and what needs to be developed through design.

High level Design

Developing a high-level operating model across seven components, all aligning to a conceptual design. Directional measurements are also developed ready for value recognition.

Detailed Design

Developing a detailed operating model across seven components, all aligning to a conceptual design. Defining clearly how they come together to deliver the strategy.

Test

A design that has been tested and enhanced based on directional real-life scenarios, creating increased design robustness.

Prepare

The required approvals and planning needed to deliver the new operating model.

Throughout our approach we leverage our AI-enabled software tools to combine data-driven insights from benchmarks, assessments, research, and advanced analytics to develop a comprehensive understanding of the current state and desired future state.

Enterprise Connect connects multiple data sources to align capabilities, processes, technologies and workflows into a single view. Decooda, an AI-enabled platform, helps gather diverse perspectives using imaginative questioning techniques that yield rich, authentic stakeholder insights during our Current State assessment within the Maturity stage of our process. Meanwhile, a gap analysis, powered by NH360 Portfolio Insights, prioritises focus areas for the transition to the future state. We partner with OrgVue to provide a connected view of roles, skills, people costs and structure automating workforce analytics and promoting evidence-based decisions.

Designing an Operating Model

An Operating Model maximises the efficiency and value of an organisation's capabilities, people, structure, processes, governance & performance, and technology & data to realise its strategic goals.

It explains how the organisation delivers its strategy, through an integrated approach, ensuring all functions and resources are aligned to drive optimal performance and sustainable growth. The below shows our adaptable operating model which has seven core components often articulated during design.

1. VALUE STREAMS AND PROCESSES

Defining the end-to-end connected value of core business processes and driving cross functional accountability of these to ensure value is achieved in the new operating model.

2. BUSINESS CAPABILITIES

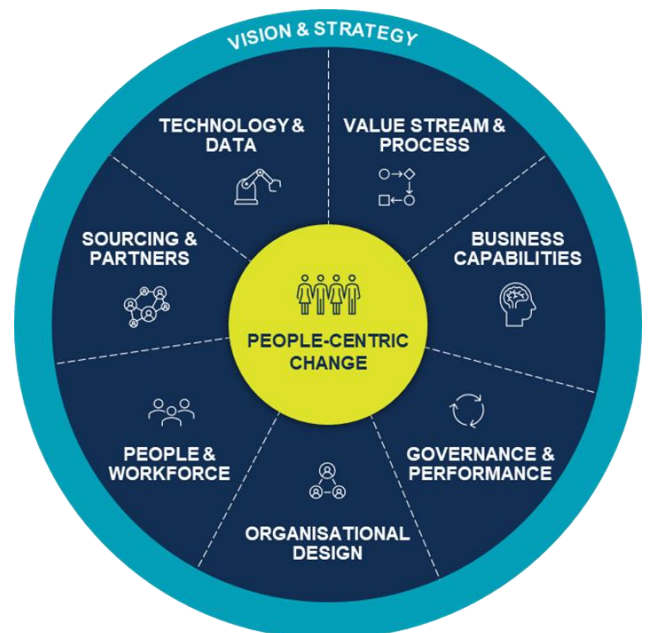
Linking strategy, execution, and performance through a multidimensional view of business capabilities to drive realisable business value and performance improvement.

3. GOVERNANCE & PERFORMANCE

Enabling sustainable design through controlling risk while fostering balanced governing interactions across each layer of the organisation.

4. ORGANISATIONAL DESIGN

Defining the structure, people, and capabilities required to deliver on the overall business or transformation strategy.



5. PEOPLE & WORKFORCE

Defining talent composition by roles and skills to establish the career pathway for people to be engaged, motivated, and successful – including nurturing the organisational culture to produce the desired business results.

6. SOURCING & PARTNERS

Utilising appropriate sourcing strategies to best deliver key capabilities by leveraging partners and ensuring the right level of internal capability to maintain competitive advantage.

7. TECHNOLOGY AND DATA

Identifying where technology enhancement and data / analytics can be deployed to gain efficiencies, better user / customer experience, solidify differentiation, and build a platform for growth.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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