

The modern project, or program, office has become an invaluable asset for senior managers to coordinate multiple programs in line with corporate objectives.

It's a vital resource and control hub that allows them to make fact-based decisions and deliver complex business projects on time and on budget.

Strategic Directions has a proven track record in helping organisations establish project offices that provide the structure, systems and discipline for effective project management.

Our approach treats each organisation individually, with a solution appropriate for its size, culture and governance requirements.

We work with you to establish an accountable project office with standardised operations, improved planning and prioritising of work – and an end to decision-making on the run.

Experience shows that an effective project or program office enforces a consistent and disciplined approach across activities, so that executives are always up-to-date and in a position to make informed decisions.

Once organisational competency increases, performance improves and so does profitability.



### Our Services Include:

ICT management

Telecommunications and networking

Project services

Data centre design and planning

Telephony and contact centres

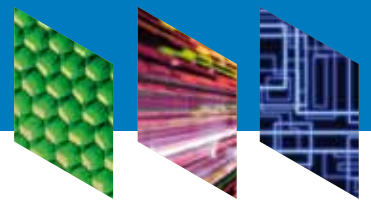
### Engagement Models Include:

Retainer

Fee for service

Project

Standard Business Products



## Tailored program or project office design

At Strategic Directions we offer a complete project office service from initial review and planning, to resourcing and implementation. We can also manage an individual project or perform all activities in-house, including budgeting.

We have adopted an implementation approach that overcomes client staff concerns and ensures a smooth implementation, and clearly outlines the benefits of having an effective interface between project staff and management.

Our advisors are accomplished professionals with many years of experience working in business and the IT Industry. They work in close collaboration with clients to ascertain the most effective type of project office structure to suit their business needs. The options include:

- Fully in-house and client resourced
- Managed in-house with outsourced support from Strategic Directions
- Fully managed by Strategic Directions

## Creating value

Strategic Directions can assist an organisation identify and categorise activities in terms of 'value' to meet corporate, strategic and operational objectives. Active program or portfolio management involves continually reviewing projects to ensure they remain on track and that their value principle remains intact. Our project management model groups all activities into programs so that instances of duplication and overlap are discovered, and that any risks or constraints are highly visible and managed.

It's a process that allows resources to be efficiently planned across an entire program of works. The methodology used by Strategic Directions maps the benefits of a particular project and assigns ownership to make sure the outcome is predictable and successful. Effective program planning also makes certain that significant investment in projects delivers measurable returns. It identifies projects that are no longer aligned to their original business case or organisational goals so they can be abandoned at an early stage.

We are adept at transitioning a benefits management culture within client organisations that supports their level of organisational maturity and that adopts a learning process until matured and proven.

## Managing change

Projects are prone to failure if people along the process chain are not properly involved. At Strategic Directions we are experienced at managing and transitioning change and deliver a project office that ensures program activities are well managed and communicated to those who matter. The systems we put in place also make certain that:

- Changes to business processes are implemented
- All stakeholders are identified
- Risks are identified and addressed
- Effective training is provided
- Mentoring and coaching of staff is available

## Quality in maturity

The systems developed by Strategic Directions provide rigour to enforce a consistent and disciplined approach across project activities. Our aim is to instill a high level of project management maturity that fits the culture and corporate objectives, and that is understood and accepted by staff at all levels. Quality of work is a priority and this is achieved by making the process visible and embedded in every stage of the project lifecycle. Steps include:

- Making all stakeholders accountable and responsible for signoffs
- Project approval based on achieving measured benefits
- Periodic reviews, especially by an independent party
- Post-completion reviews as part of continuous improvement
- Regular reporting of project progress

## About Strategic Directions

Strategic Directions was founded in December 2003 and has quickly established itself as a supplier of top-shelf ICT services, specialist resourcing and project management.

Our advisors are highly qualified with diverse industry experience at the corporate management level. They recognize that technology is simply a tool that can be used to effectively deliver tangible business outcomes.

The sole focus of Strategic Directions is to help clients improve their operational efficiency and maximise the return on their ICT investment – and we achieve this over many disciplines and in various specialist areas of business.

Strategic Directions is vendor independent, which allows us to assess all suitable options to provide balanced and accurate advice.

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