







operations



Poor information management

Duplication of effort



UNRECOGNIZED VULNERABILITIES HINDERED DECISION MAKING HIGHER OVERHEADS

BAD GOVERNANCE

GOOD GOVERNANCE



Cohesive & streamlined operations

Effective & efficient resourcing

Quality information management systems

Integrated workforce



STRATEGIC ALIGNMENT SOUND DECISION MAKING TRANSPARENT REPORTING **CONTROLLED RISK GREATER VALUE DELIVERY**



WHY GOVERNANCE IS IMPORTANT TO YOUR ORGANISATION

An effective governance framework and operating model enables sound decision-making through consistent planning and confident implementation.

Good governance creates a sure path for organisations to efficiently meet objectives and achieve enterprise level goals.

OUR APPROACH

Noetic takes a collaborative approach to assist you and your organisation develop and implement effective governance.

We work with executives to understand specific needs and build a governance framework to provide clarity of purpose, roles and accountabilities within a complex operating environment.

Our approach covers fundamental elements we consider crucial to good governance:

- Business planning for clear direction
- Performance reporting for transparency and growth
- Risk management for better control and assurance
- Business continuity for recovery and resilience
- Workforce planning for greater potential

OUR SIGNATURE SOLUTION

Noetic's signature approach is underpinned by an understanding of our client's needs and our ability to respond with flexible and scalable solutions.

Our approach is enhanced by high calibre consultants who offer sound knowledge, experience and expertise. This facilitates innovative thinking, collaboration and effective delivery of enterprise wide governance.

GOOD GOVERNANCE FOR CLEAR DIRECTION

BUSINESS PLANNING

Effective business planning sets your organisation on a pathway that is more efficient for your people, your business goals and for clear executive decision-making.

Noetic's consultative approach supports senior leaders to optimise the planning cycle and align vision, goals and actions—even in complex, dynamic and sensitive environments.

Noetic identifies problems that may be hindering organisational performance or limiting your ability to report achievements. We work with you to communicate strategic direction across your team more effectively. This includes clearer articulation of vision, identifying specific priorities and documenting accountabilities. Noetic helps you describe what success looks like.

Noetic's signature approach to business planning enables us to quickly understand your organisation and its operating environment. Whether your focus is corporate and business planning, strategic planning, or investment and benefits planning, Noetic devise approaches to ensure your strategies and plans are focused, implementable and measurable.

Planning for best performance with the Department of Defence

Noetic paved the way for success for the Department of Defence through the development of the Defence Business Plan 2018-19. Working closely with Defence, Noetic consulted widely, identifying detailed performance measures and targets supported by suitable data sources to create an implementable Business Plan for the department.

GOOD GOVERNANCE FOR GREATER TRANSPARENCY AND GROWTH

PERFORMANCE REPORTING

Performance reporting provides executives with the information needed to lead your organisation, make informed decisions and meet government requirements.

Noetic's experienced advisors help generate and harness ideas, formulate and prioritise actions, and articulate a forward path with clear and achievable measures and targets. We work closely with senior leaders and your operational staff to improve planning outcomes.

Noetic's signature approach to performance reporting focusses on capturing the most significant and strategically important information, understanding and identifying supporting quantitative and qualitative data to inform a pathway for effective reporting and decision making.

Reporting for growth Defence Enterprise (2017, 2018)

Noetic worked with 18 different Groups and Services across the Department of Defence to assist in the development of their individual Performance Assessments. Each Assessment was then evaluated and used to construct the Defence Performance Report. Defence delivered the report to the Minister to provide an understanding of how the organisation is performing at an enterprise level. Noetic provided capability development with the performance reporting team and prepared a detailed report with recommendations to assist Defence improve the department's reporting framework and systems.



ENTERPRISE RISK MANAGEMENT

Effective enterprise risk management clears the way for your organisation to increase its understanding of cognitive biases affecting risk culture, build better risk management capability and improve decision making processes. Noetic works with you to expand staff knowledge, generate confidence in risk management processes and to identify and monitor critical controls that position your organisation for peak performance.

Noetic's approach to Enterprise Risk Management is world-class. Our methodology is based on the Critical Control Approach (CCA) which we are implementing globally in the resources sector. Our experienced and internationally recognised team will assist you to better understand your organisation's risk environment.

Noetic's signature approach, based on CCA, allows senior executives to focus on what really matters in preventing the realisation of enterprise risks. It also provides the tools to effectively monitor those things and the means to provide meaningful reporting to the executive. Our experts help leaders identify and implement solutions that pave a pathway to improvement.

Noetic builds accountability and assurance with Home Affairs Enterprise Risk Management (2018).

Based on an earlier Noetic review, we were engaged to help the Department of Home Affairs to improve their approach to managing enterprise risk. We reviewed and revised the Department's Risk Management Policy and Risk Management Framework along with risk management templates and reporting tools. Our training and mentoring of executives and business areas resulted in the Department adopting a new approach to enterprise risk management based on the Critical Control Approach.

Noetic's work allows senior leaders to draw a direct line between risk and the control activities designed either to prevent that risk from occurring or to mitigate its effect should the risk be realised. This approach builds accountability and assurance for organisations.

GOOD GOVERNANCE FOR RECOVERY AND RESILIENCE

BUSINESS CONTINUITY PLANNING

Effective business continuity planning helps to build resilience. It prepares organisations to work through and recover from disruptive events. Experience shows that business continuity plans are often too complex to be implemented easily and effectively when a crisis happens.

Noetic supports organisations to develop risk-based business continuity plans underpinned by the Critical Control Approach (CCA). Widely used in the resources sector, CCA is a proven methodology that assists organisations to implement robust business continuity planning by identifying and understanding critical risk controls for business function.

Noetic's signature approach allows organisations to focus on their critical business functions and the actions needed to restore business functionality after disruption. By applying CCA, Noetic develops effective business continuity plans that are appropriate and implementable.

Noetic enhances resilience for the Department of Infrastructure, Regional Development and Cities (2018)

The Department of Infrastructure, Regional Development and Cities asked Noetic to review and update its Business Continuity Plan (BCP). Noetic adapted the Department's critical business functions to align to its contemporary roles and responsibilities. Using the Critical Control Approach (CCA), Noetic developed risk management tools to identify the controls essential to maintain operations at a minimum acceptable level of service delivery in the event of a significant business interruption.



WORKFORCE PLANNING

The battle for talent dictates the need for effective workforce planning to ensure organisations have the right people in the right place at the right time to pave the way for organisational success.

Noetic's approach to workforce planning is pragmatic and tailored specifically to the organisation's needs. We help leaders understand the organisation's workforce needs now and into the future. We work with you to develop a plan to meet these workforce requirements and to implement the plan. By focusing on both current and future workforce needs, we ensure organisations have an effective plan for the human capital that allows them to optimise their potential.

Noetic's signature approach is founded in proven theory, and our workforce planning solutions can be adapted to any organisational context and reality.

Workforce planning alignment for the Department of Infrastructure (2014-2018)

Noetic raised the maturity of workforce planning in the Department of Infrastructure over a four year period by aligning it with the Department's annual business planning cycle. Noetic worked with divisions and branches to identify their workforce needs against their identified immediate (next 18 months) and longer term (3-5 years) business needs. Each year, the previous year's workforce plan action tasks were reviewed as to their success and updated accordingly in line with the newly identified business priorities. Noetic also incorporated Department wide HR initiatives into the workforce plan through engagement with the Secretary, Deputy Secretaries and the Chief Operating Officer.

As a result of Noetic's work, workforce planning has become part of the annual business cycle, effectively undertaken by the Department without external assistance.

GOOD GOVERNANCE LEADERS



Peter Wilkinson Principal

Andrew Balmaks

Paul Ashton Director Christine McPaul Associate Principal Noetic employees bring innovation, leadership, creativity, and fresh ideas to each client and every problem. Our clients will attest to the professional and supportive role Noetic adopts in managing our relationships across the public sector.

We firmly believe our key value proposition is our people. It is our people that distinguish Noetic from the larger consulting groups and enable us to deliver quality support, underpinned by extensive experience. Our workforce is comprised of talented professionals from the public and private sectors, supported by the brightest graduates and academics.



Phil Forrest Director

Matthew Graham Principal

Liana Dobson Director Michael Ducie Principal



Noetic is an Australian owned consulting firm focused on delivering positive outcomes. We work collaboratively with our clients to ensure our understanding and analysis will tailor practical, lasting and innovative solutions.

SIGNATURE SOLUTIONS

that will help our clients to be their best.

We pride ourselves on our highly-skilled people making a positive impact by bringing both considered perspectives and fresh ideas together with an energetic drive to the solutions we implement.

Noetic has built a strong portfolio of successful projects across government and the private sector enabled by our strategic and operational skills, enhanced by deep local knowledge and global expertise.

"...Noetic not only develop strategic direction, their team drive practical implementation towards lasting outcomes..."

GOVERNANCE **HEALTH CHECKS**

PERFORMANCE REPORTS

WORKFORCE **PLANNING**

DASHBOARDS

REPORTING TOOLS AND RISK MANAGEMENT JOB DESIGN

GOVERNANCE FRAMEWORK AND OPERATING MODEL

RISK STRATEGIES

HOW-TO GUIDES AND PROCEDURES

CHANGE MANAGEMENT

MENTOR SENIOR LEADERS

SIGNATURE SERVICE & TOOLS

STRATEGIC COMMUNICATION CAPABILITY **ASSESSMENT**

GOVERNANCE TRAINING

TRAINING ANALYSIS **DESIGN AND DELIVERY**

BUSINESS PLANNING

CRITICAL CONTROLS

BUSINESS CONTINUITY **PLANNING**

LESSONS LEARNT

COMMITTEE ARRANGEMENT ASSESSMENT AND ADVICE

COMMUNITIES OF PRACTICE

SIGNATURE PROJECT

PAVING THE WAY FOR SUCCESS

Noetic was engaged by the Chief Information Officer Group (CIOG) in the Department of Defence following an audit undertaken in 2017. The audit found that CIOG required improvements across its internal governance procedures and practices. Noetic's role was to support CIOG to implement the audit findings action plan, and to devise a structure to mature and improve overall performance.

In collaboration with CIOG, Noetic undertook a baseline analysis which measured the CIOG's current state across key governance elements including:

- Strategic alignment
- Value delivery
- Risk management
- Resource management
- · Performance management

From this baseline, Noetic developed a high-level corporate governance framework, along with supporting risk, performance reporting and compliance plans to mature CIOG's approach and capability across these areas. We also assisted CIOG to establish appropriate governance committees and processes to respond to the audit findings.

To maximise the success of implementation, Noetic's risk and performance practitioners provided training and mentoring to CIOG staff. This training was designed to build understanding of governance concepts and to increase CIOG staff capability with the necessary tools and processes.

Noetic's work with CIOG has meant that the executive is better able to embrace the practice of delegated authority and drive decision making to the lowest level while maintaining appropriate governance for the organisation. Staff at all levels within CIOG have been helped to recognise that success depends on them owning, driving and engaging more effectively with the governance that enables them to achieve their business outcomes.



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