

DEVELOPING SENIOR IT EXECUTIVE CAPACITY THROUGH SERVICE EXCELLENCE

Toronto, Canada

13 September – 22 September 2010

Sponsored by:



Commonwealth Fund for
Technical Co-operation (CFTC)
Commonwealth Secretariat
London, United Kingdom

INTRODUCTION

As Government looks to create higher levels of value to citizens by providing more services electronically, ICT organizations must evolve to become a key enabler of this mandate. ICT organizations must position themselves to deliver and support large investments in ICT by developing an understanding of Industry Best practices and develop practical applications of these industry trends to transform and evolve their Services and Organizations.

By leveraging lessons learned in the development and activation of Service Management and IT Organizational strategies, the Senior IT Executive Capacity Building workshop will develop a pragmatic approach to accelerate the creation of their roadmap toward IT Excellence.

PROGRAMME OBJECTIVES

This program will provide IT Executives with a diverse curriculum that covers both Best Practices and the practical application of IT Service Management and IT Organizational Design strategies including a brief overview of a National ICT Strategy development framework. Through the use of Case Studies, Guest Speakers and in session workshops participants will develop a Program Strategy and action plan that will form their unique Roadmap that will move their organizations toward Service Excellence and continuous improvement.

The workshop will accomplish the following:

1. Designing efficient and effective organizations to meet the increasing demands from line Ministries and other government organizations;
2. Developing a deep understanding of service management processes that will significantly increase the level of customer satisfaction and reduce the cost to operate ICT departments;
3. Designing and implementing ICT standards across all levels of the organizations and strategies to ensure that the standards are adhered to;
4. Developing a network consisting of participants from other Commonwealth Countries that could be used to discuss ideas, resolving problems and share experiences on ICT matters; and
5. Creation of pragmatic work plans that could be implemented in your organization to improve customer service, reduce costs and position the organization to successfully implement e-Government initiatives.

The final program for the workshop will be provided later

SHOW CASE ONTARIO 2010

During the workshop, participants will also get the opportunity to spend some time at the Showcase Ontario 2010. Showcase Ontario is the largest public sector information technology education event in Canada. It draws participants from across the country, and in fact, from across the globe to learn how governments are working together and working smarter.

PROGRAMME CONTENT

Time	Section	Topics	Features
DAY 1	Intro and Orientation	Introductions	
		Overview of Approach, Content and Assignments	
		National ICT Strategy Framework	
DAY 1	Section 1 A – Managing Services	Drivers to Service Management	Cost Effectiveness – understanding TCO and Service Management
			Aligning Service Management Investments to Business Imperatives – demonstrating contribution to the business
			Workshop – Breakout sessions to develop top 10 gaps and drivers that will represent the CIO's call for Action in rationalizing the Service Management Strategy and investments
Guest Speaker – Developing a TCO based cost model for IT – F.S.			
DAY 2	Section 1 B – Standardizing Services	Building Adaptive Infrastructure	Reducing your Technical Foot – Developing the Value Proposition
			How to develop standards
			How to implement IT Standards
			Enforcing Standards
DAY 2	Section 2A – Understanding the IT Service Chain.	Describing and Changing Your Services	Change and Configuration – theory
			Workshop: Group exercises that demonstrate Operational Change and Configuration Management and KPI's for Leaders
			Guest Speaker – Lessons in Change and Configuration – M.O.
Case Study Presentations			
DAY 3	Section 2B – Effective Response to Service Interruption	Keeping the Lights on	Incident and Problem – theory
			Workshop – No Service Surprises - Breakout sessions to develop key outcomes for incident and problem that ensure the CIO is well informed
			Guest Speaker – Top 10 Steps Effective Incident Management – W.R.
			Case Study Presentations
DAY 4	Section 2C – Demonstrating Effective Service Delivery	Service Management	Measurement & Reporting – theory
			Workshop – Facilitated workshop to define the CIO Dashboard for Service Management
			Case Study Presentations

Time	Section	Topics	Features	
DAY 5	Section 3 Organizing for Effective Service Management	Building the IT Business Model	Participants develop an understanding for the factors that need to be considered defining the IT Business Model that is a “best fit” a model that best fits to their circumstances	
		Organizational Options – Pros and Cons	Understanding the options and approaches to creating an Organizational Structure around Business Intent and Outcomes Organizing IT to support Service Management	
		Guest Speakers – Building a Shared Services Organization – R.P.		
		Exercise – Self Assessment for Best Fit Model	Workshop - Participants use the theory and concepts described to assess their best fit Business Model and Organizational Structure.	
Case Study Presentations				
DAY 6	Section 4 Getting Started	Approaches to Activation	A review of the CMCI methodology to support putting Service Management disciplines into practice	
		How to develop your individual game plan to move forward	A review of Guides, Tools and Approaches to develop a Service Management Program Roadmap.	
		Exercise- Developing your Action Plan	Workshop - Participants will work to develop a “strategy map” describing Goals, Initiatives and KPI’s that will provide the starting point to launch their Service Management Practice.	
		Guest Speakers – Lessons Learned in Starting Service Management – M.R.		

Time	Section	Topics	Features
DAY 7	Section 5 Assembling your Service Management Work Plan	<p>Participants will be coached on assembling the weeks work into their ITSM Work Book. This will include:</p> <ol style="list-style-type: none"> 1. Organizational Drivers to rationalize a Service Management Investment 2. Strategy Maps for Goals/Initiatives and Key Projects to begin a Service Management Program for their Organization 3. Key Outcomes and Performance Indicators for: <ol style="list-style-type: none"> a. Change & Configuration b. Incident & Problem c. Service Reporting 4. Organization Self Assessment and Organizational Best Fit 5. Overall Approach to starting and Monitoring their SM Program 6. Service Management Program Charter 7. Initial 30-60-90 day targets and outcomes 	<p>Participants will present their roadmap (item 2) to session members for feedback and input prior to wrap-up.</p>

DEVELOPMENT OF AN ACTION PLAN

As part of the pre-requisites for attendance, participants will be required to submit an ICT report containing the following country / national level information - maximum 10 pages:

- Status of any National ICT Strategic plans and / or e-Government initiatives;
- ICT Organization Structure;
- Description of current operating procedures for delivering ICT Services;
- Current ICT projects in the pipeline, in progress and completed over the last year. Please completed by thematic area i.e. Health, Education, Finance / Taxation, Infrastructure,; and
- Current ICT technical standards and how standards are enforced.

The above information is important and will ensure that tangible outcomes from the workshop will be developed for each participant. A key deliverable is to share experiences including best practices and lessons learned with other participants so that the ICT wealth can be shared among the Commonwealth family.

Some level of investigation and analysis would be expected, so that participants are adequately prepared for participation in discussions and workshop sessions. Participants will be asked by the Commonwealth Secretariat to complete an ICT questionnaire as a prerequisite for attendance. The report and completed questionnaire will need to be submitted at least one (1) week prior to the start of the workshop (in Microsoft Word format).

By the end the programme, participants will have developed and presented an individual "Action Plan" for implementation when they return to their home country. If further inputs from the Commonwealth Fund for Technical Co-operation (CFTC) by way of meeting the training needs of senior managers, or the design and development of in-country programme are required, appropriate submission should be made through the offices of the respective Points of Contact (POC) for consideration by the CFTC. It is proposed that all participants and institutions will eventually be linked to a Commonwealth Training Programme Alumni Website for dissemination of information, follow-up and networking.

DATES AND LOCATION

The 8 days programme will be held in **Toronto, Canada** and conducted from **13 September to 22 September 2010** (except Saturday and Sunday).

PARTICIPANTS' PROFILE

Applicants should be:

- senior public sector managers and executives who are:
 - Responsible for setting policies and standards at the National and / or Ministry level;
 - Managing large ICT departments;
 - Involved with National or Ministry transformation initiatives such as National ICT Strategies, e-Government initiatives; and
 - Champions for improving public services to the citizens
- nominated by their respective Governments
- proficient in English, both written and spoken

In keeping with the objectives of the Commonwealth Plan of Action for Gender and

Development, qualified and experienced female candidates are highly encouraged to apply.

TERMS OF THE AWARDS

Selected applicants will receive training awards sponsored by the Commonwealth Fund for Technical Cooperation (CFTC), which include training fees, hotel accommodation (room, breakfast and lunch) while on the programme, and a training allowance of \$30 USD per night. The daily training allowance will be paid from the first day to the last day of the programme for all participants (up to a maximum of 11 nights). The nominating government/ organisation is normally responsible for meeting the participant's cost of return air travel and other incidental expenses.

Participants should ensure that they have adequate insurance coverage during their stay in Canada, as they will be fully responsible for all outpatient medical and dental costs and for the costs arising from any loss or theft of personal belongings. Participants or nominating governments are also expected to meet other travel related expenditure such as passport, visas, airport tax, en-route stopover, vaccinations and other miscellaneous items such as internal travel to and from the airport of departure in the participant's home country.

NOMINATION PROCEDURE

Applicants must be nominated through the GIDD Points of Contact (POC) in their own country, and will have to complete the GID/1 nomination form available from the POC or enclosed with this brochure. GID/1 forms should be sent to:

Mr. Omer Awan
ICT Officer
Governance & Institutional Development Division
Commonwealth Secretariat
Marlborough House
Pall Mall
London SW1Y 4HX
United Kingdom
Tel: (44) 20 7747 6561
Fax: (44) 20 7747 6335/6515
Email: o.awan@commonwealth.int and a copy to: a.bahl@commonwealth.int

ALL NOMINATIONS SHOULD BE RECEIVED BY THE COMMONWEALTH SECRETARIAT NO LATER THAN 16 JULY 2010

COLLABORATING ORGANISATION

Governance & Institutional Development Division (GIDD) Commonwealth Secretariat

The Governance and Institutional Development Division (GIDD) works as a trusted partner with all Commonwealth peoples to provide excellent technical assistance for capacity-building and sustainable development in public institutions in particular, and in private-sector and civil society institutions with public responsibilities.

It is responsible for promoting a 'public service' ethos in the Commonwealth, with the aim of assisting member countries in their efforts to improve the performance of their public service as a key contributor to good governance. The long-term vision of GIDD is that every Commonwealth country will have an effective public service that leads the essential institutional infrastructure for an appropriately balanced system of democratic governance, economic competitiveness, social cohesion and environmental sustainability, which will be a symbol of Commonwealth membership.

Capacity-building

GIDD promotes the installation and strengthening of essential public administration capacities required for good governance and national development in each member country, based on Commonwealth experience, good best practices and values. This is done by providing an integrated programme of technical assistance services to member countries to enable each to develop the critical structures, systems, institutions and human resources for public-sector administration, as well as in crucial development areas. The technical assistance services include a package of:

- pan-Commonwealth flagships programmes that train change leaders for policy initiatives;
- policy workshops that review and formulate policies and launch regional and country initiatives;
- in-country seminars that develop the human resources capacities needed for initiatives;
- advisory missions that assist with national policy formulation and implementation;
- institutional development; and
- research and publications that review the results and feed back into the policy workshops.

This programme covers strategies for reform of the full spectrum of the public administration and management as well as issues relating to civil society and private sector institutions with public responsibilities. The Division has in-house specialist expertise in areas such as governance, public sector management and reform, public expenditure management, human resource management and development, public-private partnerships, public sector informatics, sub-national administration and anti-money laundering. The targets and contents of the programme vary according to the short- and medium-term priorities set by CHOGM and ministerial meetings.

The work of GIDD is supported by a network of Commonwealth professional associations, including Commonwealth Association for Corporate Governance, Commonwealth Association for Public Administration and Management, Commonwealth Centre for Electronic Governance, Commonwealth Local Government Forum, Commonwealth Network of Information Technology for Development and others.

Specialist consultants and volunteers

GIDD provides long- and short-term technical assistance through the services of specialist consultants and volunteers in response to member governments' and regional organisations' needs for building national capacity and institutional strength. In any one year, some 200 such specialists are in the field in developing countries throughout the Commonwealth. The experts come from both developed and developing countries and are

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very experienced in their fields. Their assignments range from a few days to two or three years.

Experts work in areas related to development. Demand is especially high in economic, environmental and educational planning, legislative drafting, natural resource development, good governance, public administration, public finance and tax administration, development of the services sector, poverty-alleviation related activities and development of physical and social infrastructure. Experts not only supply skills and fill gaps but also help the countries to achieve national capacities by setting up systems and training local counterparts.

GIDD is also responsible for the Commonwealth Service Abroad Programme, which is an innovative volunteer-based programme that on average places about 30 volunteer experts per year to assist member countries. The programme also supplies the Commonwealth Secretariat's response capacity after natural disasters, such as the December 2004 Indian Ocean tsunami and the Pakistan earthquake in October 2005.

CONSULTANT TO THE COMMONWEALTH SECRETARIAT DELIVERING THE WORKSHOP:

Collective Minds Consulting Inc. is an IT Service Management Activation firm that focuses on putting IT Service Management, Governance and Enterprise wide Program and Portfolio Management into practice. CMCI has developed a business that is focused on putting into practice I&IT strategies and outcomes. Founded in 1999, CMCI has focused on the Public Sector and developed extensive experience in dealing with public sector Challenges and the unique Government environment. Our "collective minds" have taken the operational experience gained from activation of IT Service Management, IT Governance, Portfolio Management and Program Management into Provincial and Federal levels of Government and Developed a series of "accelerators courses" to activation. These interactive learning sessions are designed to help other organizations leverage our learning. Content is based not only on best practice but real life activations.

Our latest addition to our Accelerator Series is focused on Executive Development - "Building Service Excellence". This 7 day session focuses on providing IT executives with exposure to Best Practices and Lessons Learned in evolving and transforming the I&IT organization to a world class service organization. This Accelerator session provides participants with the latest industry thinking, hands on case studies and access to Executives across Government who will speak to their experiences. Participants will leave with a practical work plan that can be used to jump start their organization's transformation toward Service Excellence.