BPR / Fo	cussed Improven	nent Opportunity	Development Phase (3 months el	apsed)		
Regional Opportunity Assessment			Proposition Development	Regional synthesis	Implementation Mobilisation	
CSED Input	> 1 day event (x 4 CSED)> 2 days follow-up			 1 day preparation with each council 1 day event (x 3 CSED) 1 day write-up / follow-up 		
Regional Related Deliverables	 3 councils to work with Case study example councils Potential pilot sites for focus improvements Agreement on communications 'Clusters' of councils with similar opportunities 			 Assessment and Recommendation Summary presentations (x 3 for each council) Adaptation & update of recommendations to fit with other councils Opportunities for further collaboration 		
Activity with Region	3-4 weeks Regional Engagement Session (1 day event) 1 week		1 week	Regional Adaptation Session (1 day event)	4-5 weeks	
Specific BPR Initiative (x3)	Completion of questionnaires 1 hr general 1 hr specific	Agreement to Terms of Engagement	-3 eks Process Analysis (2 days visit) -3-4 weeks Follow-up Session (2 days visit) (2 days visit)		Implementation Mobilisation (1 day visit)	
Specific initiative BPR deliverables	 Completed general questionnaire Completed specific questionnaire Names of attendees 	 Rules of engagement Principle of sharing Commitment to council resource/s Initial CSED commitments Detailed Assessment Questionnaire 	 Task force Selection Supervisory Questionnaires System Mini-flow Product flow Day in the Life Of' Studies As-Is Processes Initial Benefits Case Brown Paper output Brown Paper		 Fully mobilised implementation team Confirmed implementation plan Confirmed business case for investment Endorsement of CSED value-add Stage reviews Stage reviews Facilitation of appropriate enablers See implementation phase on next page 	
CSED BPR Input	 1 day prep of questions 1 day desktop analysis 1 day analysis of returns 1 day follow-up 	 0.5 day set-up 0.5 day per council engagement (x3) 	 Per council (x3): 2 days analysis & prep 2 day visit (x 2) 2 day write-up Per council (x3): 2 days analysis & prep 2 day visit (x 2) 2 day visit (x 2) 1 day write-up 		 <u>Per council (x3):</u> 1 day preparation 1 day visit (x 1) 1 day updated write-up 	
Focussed Improvement development (x3)	 The development and piloting of focussed improvement solutions runs in parallel with the initiation of BPR based initiatives It is hoped that 'Case Study' councils are identified out of the Regional Engagement Session For each Focussed Improvement it is hoped to get 3-4 leading examples, at least 1 example where things have not worked, and to test with at least 2 councils 		Initial Case Study Data Gathering (1 day visit) 1-2 weeks Initial Case Study Follow-up (1 day visit) ◆ Initial Case Study • Validated case study Support materials Quick diagnostic > 0.5 day prep, 1 day visit, 1 day write-up > 1 day visit, > 0.5 day update	Research and survey to find 'leading examples' Supporting evidence Identity of leading councils 1-2 days research 1 day survey analysis	Visit 'leading councils' for further case studies (1 day ea) Further case studies Support materials Lessons Learnt > 1 day visit, > 0.5 day write-up Visit 'leading council' Follow-ups (1 day visit) Support materials Permission to publish > 1 day visit, > 0.5 day write-up	

Imple	montation Dacks	Evoluction	Focussed		Ongoing	Efficiency
	mentation Packs	> 0.5 day preparation with each council	► 1 day preparation per event	Lessons Learnt 1 day preparation 1 day event (x 2 CSED)	Implementation 1 day preparation 1 day event (x 2 CSED)	Reporting
CSED Input		 ≻ 1 day event (x 3 CSED) ≻ 1 day write-up / follow-up 	 > 1 day event (x 2 CSED) > 1 day write-up / follow-up 	> 1 day write-up / follow-up	➤ 1 day write-up / follow-up	
Regional Related Deliverables		 Review and critique of regional Implementation Manual Identification of councils willing to act as 'user acceptance testers' for focussed improvements Agreement on 'focus improvement days' 	 Workshop agenda and materials Focussed improvement manuals Motivated council project managers Specific implementation plans Likely benefit outcomes 	 Workshop agenda and materials Focussed improvement manuals Motivated council project managers Specific implementation plans Likely benefit outcomes 	 Workshop agenda and materials Learning Set outputs Virtual forums and infrastructure National status newsletters 	
Activity with Region		Regional Review of Implementation Manual / UAT Volunteers	Regional 'Focussed Improvement' Days (x 8)	Regional 'Lessons Learnt' Compilation	Ongoing Implementation (Facilitated Learning Sets)	
Specific BPR Initiative (x3)	Compilation of regional BPR Implementation manual			Post- Implementation Lessons Learnt	Ongoing implementation progress feed- back	Completion of efficiency returns
Specific initiative BPR deliverables	 Regional implementation manual Modifications from participating councils 			 Lessons learnt template (aspects of lessons learnt) Capture of individual council lessons learnt 	 Progress on implementation Shared experiences Suggested improvements 	 Ideally, advance notification of submitted returns Use of benefits calculators Analysis of returns
CSED BPR Input	2 days of compilation			 1 day preparation per council 1 day lessons learnt 0.5 day write-up 	Assumed to be via communications infrastructure	3 days of collation and analysis toward end of financial year
Focussed Improvement development (x3)	['] Focussed improvement' implementation manual ◆ Compilation of	User Acceptance Testing and Evaluation (1 day visit / site)	 'Focussed Improvement' manual update & sign-off Vpdated 	Lessons Learnt from 'Focussed Improvements'		
	 research, case studies & tools 1 day compilation 	 Evaluation meetings Evaluation meetings UAT feed-backs 1 day evaluation prep 1 day / council kick-off 1 day / council eval. 	 > 1 day manual update > 2 days updating, etc for sign-off 	 Full implementation ◆ Updated manual > 1 day lessons learnt capture (x 2) > 1 day updating manuals 		