


# Case Study



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## Council Performance Alignment



# Council Performance Alignment at One of the Western Australia's Major Local Government Leveraging World's Leading Business Management Platform

Our client is a local government located in the northern suburbs of the Western Australian capital city of Perth. The city covers an area of 105.2 square kilometres (40.6 sq. mi) and has a population of over 223,000, making this council as the largest local government area by population in Western Australia.

## **Problem Statement**

### Performance Alignment and Strategy Automation

This Western Australian City Council wants to take their performance management to next level by enhancing their balanced approach to reporting service performance using Scorecard (BSC) methodology. They want to improvise their current best practices and their interest in mapping KPIs/Projects to numerous strategic objectives across the Council.

The Council also searched for an optimal solution to accommodate the following attributes:

### **Strategic Community Plan**

### **Corporate Business Plan**

### **Services Plans**

The Council's key challenge majorly is into consistent aligning strategic objectives and action items from various plans with Projects and Key Performance Indicators (KPIs) across numerous services and Business units. Therefore, the need for a technical solution is evident.

tool to measure and report the performance of these plans in order to bring organisational alignment towards the strategic goals.

## **Solution**

The Council needs more than a conventional Strategic management tool to track their KPIs. Our proposed Business Management Platform serves as an effective tool for establishing strategic alignment across different performance metrics and supports council team in managing their scorecards along with Visualising data to execute the strategy based on the Council's strategic plans.

Proposed Business Management Platform holds about 53 scorecards for the Council's different service functions. Each service across the council owns and manages their own scorecard's content and reporting. Apart from scorecards at service levels, there are different Business units tagged with its own scorecards to track the performance of their own KPIs.

Strategic objectives including Action items from the Council's Strategic Community plan and other initiative plans like sustainable energy Action plan is linked with different KPIs and Projects at the services levels. By linking objectives and Action items with services level KPIs and Quality KPIs, the performance of the strategic plans is measured, and corrective actions are taken at service levels to ensure complete alignment towards the Council's strategic direction.

## **Result**

### **Performance Alignment**

The council has aligned its various services and established transparency among its business units. This ensures that service performance is perfectly aligned towards the Council's strategic plans.

### **Dashboards**

Our solution dashboards with a deep dive into Data visualisation illustrate the clarity in strategic plan's data along with measuring the performance of service and Business units. Holistic view of our BMP solution provides clear vision to the Council's Directors for strategic decision-making

### **High Level Project Management**

Utilising best of the proposed BMP solution, the Council implements a plethora of strategic projects across its services. These projects are detailed and broken down into smaller tasks in the system, allowing individuals to understand their contributions to achieving desired outcomes and managing risk assessments.