

Stephen Alexander

Helping people find & create value and
realize their end point in an
interconnected world

Has pioneered developments for over 22 years relating
value issues to:

strategic planning • tactical implementation • brand development •
business transformation • human resource requirements

and mentoring in:

e-Banking • Telecommunications • Insurance • Federal/State/Local
Government (Health/Human Services) • Transport • Education, •
Automotive • CommerceNet/FSTC • community capacity building

It makes no difference if, in the year 2020, we have computers that have become thinking machines driven by DNA strands rather than silicon.

It makes no difference if, in the near future, we have DNA chips the size of a droplet with more processing power than the fastest super-computer in the world today

No difference at all.

What makes the difference is if we, as individuals, professionals, communities, Corporate & Governments, can generate meaningful, tangible value from its adoption.

What value are we capable of unlocking or even creating in an interconnected world ?

So whose problem is this to fix & what
is the problem anyway?

A new milestone of the digital evolution
is upon us.

Moving on from information anytime or
anywhere towards a new capability of
trusted e-transactions anytime,
anywhere, with anyone
is now upon us

What If !

Let's say that the health sector in Australia becomes interconnected providing the capacity to increase productivity by say 20%

Would doctors be willing to become data entry clerks ?

Then How About

If they could harvest all the knowledge and the sectors collective clinical experience & observations, to create an evidence based knowledge asset that could support providers and patients in decision making based on “what actually works”

If So

Could they really make a difference?

&

What do you think the value would be?

&

To whom?

What would the value be

To those who diagnose, prescribe &
support?

To those who manufacture &
dispense?

To those who pay?

To those who want to self-manage?

So whose problem is this to fix?

The conundrum now facing us is how does a financial manager get multiple independent stakeholders to agree to pay for and then adopt an interconnected solution without the ability to predict if enough value would be realised to overcome all the barriers and inhibitors to justify their own commitment?

And

How to justify an investment in a network of organisations in the same sector (potentially one's competitors)?

Traditional business cases will satisfy the needs for notions of cost savings and return on investment. But when it comes to understanding and leveraging the value that comes from a network of operators working together, traditional methods are no longer applicable or useful.

For example

how do you measure the cost of a barrier or inhibitor, and the value that arises when the barrier is removed ?

How does an investor gain confidence that the value is there to unlock ?

It may well be seen as a business problem

The most interesting and unique characteristic of this new milestone is that the demand for management to comprehend the strategic threats and opportunities will come not from the IT department or middle-ranking zealots, who can be politely ignored, but from the very top and, even more alarming, from external analysts who directly influence those who assess the value and relevance of the organisation's worth

Why use a value framework?

Guidebook

Overview & How to

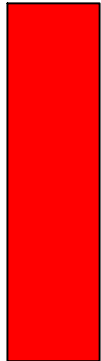
Stages

Tools

Value Grid

You new capacity

Do It Yourself + Option for expert assistance



1

Mind Map & proposition templates

Unlocked. Created. Assets.

Evidence-based value oriented strategic planning & operational decision making

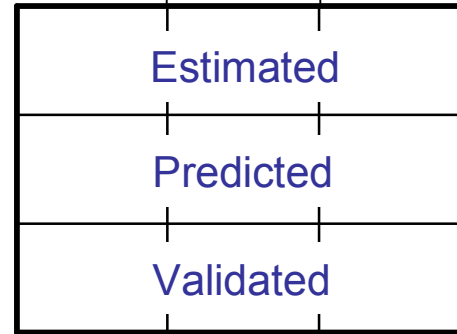
2

How to manage the experts to get your outcomes



3

Business Process Mapping, Prediction engine, Aggregation Exchange, Fast track Integration

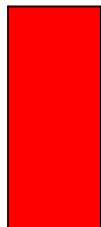


=

Agile & innovative within risk parameters

4

Do It Yourself + Option for expert assistance

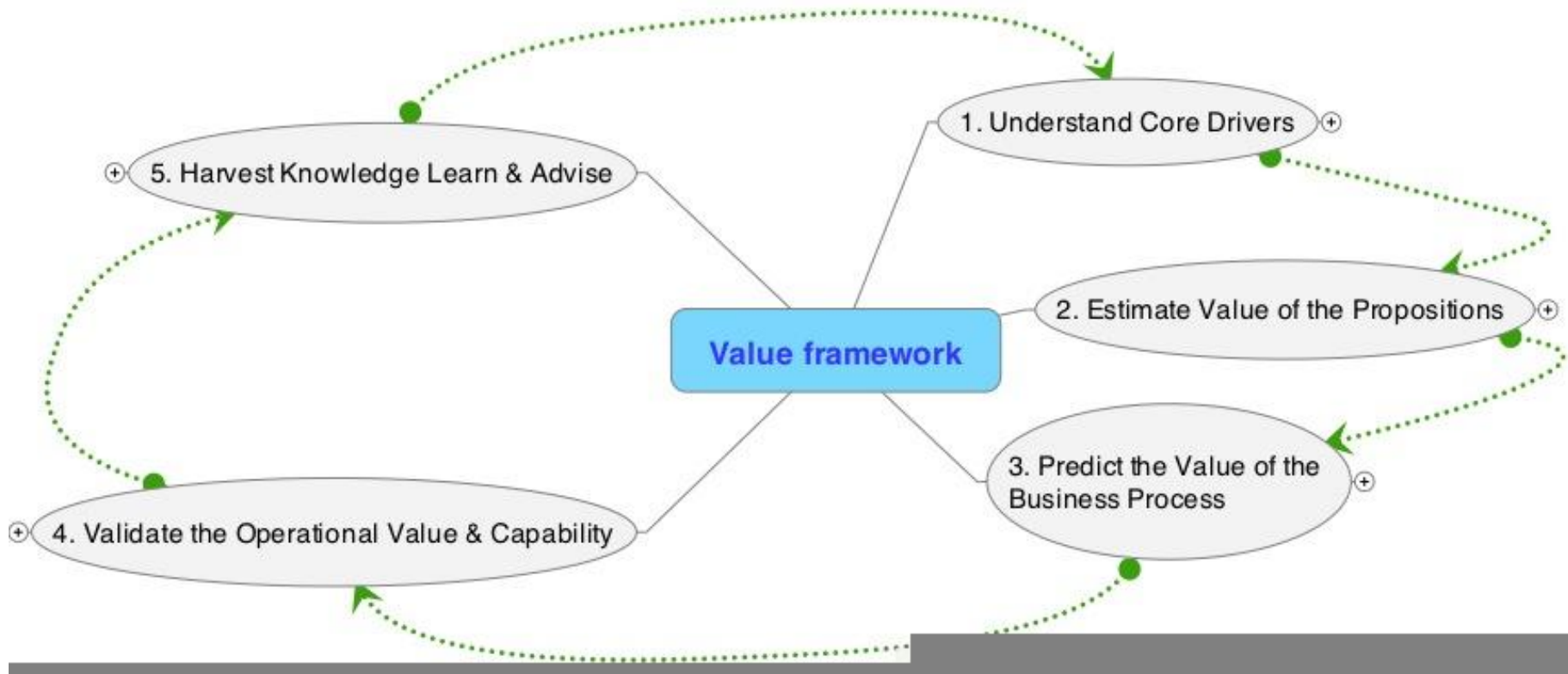


5

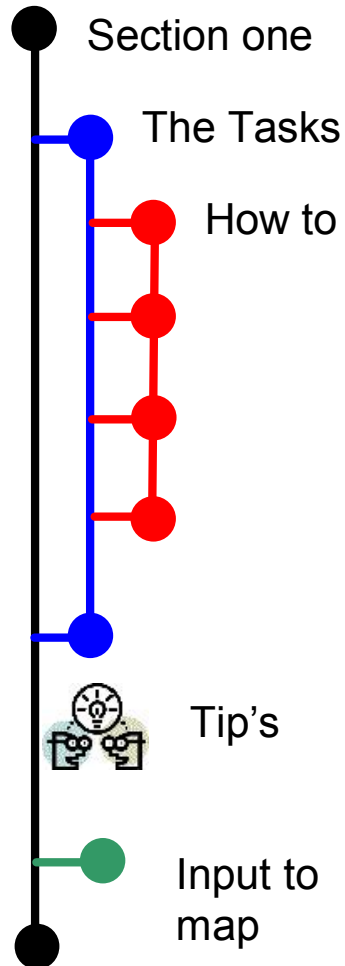
Validated operational statistics & analysis, Prediction engine


To predict the value & end-point implication of any good idea (yours or theirs) before you spend the money

The value framework stages



The Guidebook, road map approach



- Section One - Understand the drivers
 - Task One - Create a mind map of your sector
 - How to agree on your definition of the sector
 - How to define institutions' perspective
 -  Tips, examples & comments from other soothsayers
 - Input to the mind map from the tasks

What can you do in a day

- Scenario

The child abuse call centre currently experiences high peaks of phone calls at certain times of the day due to callers (such as teachers) phoning during their breaks.

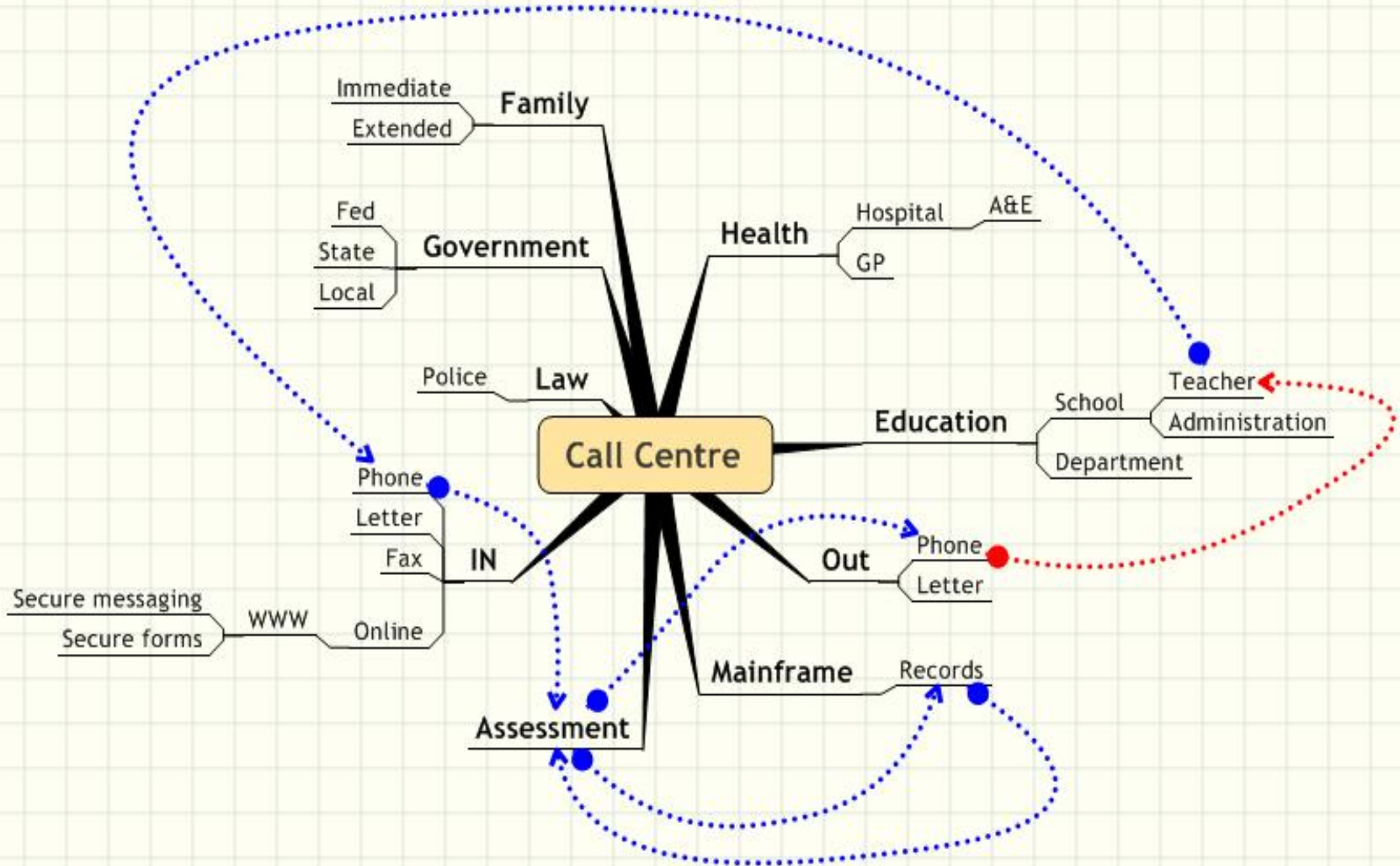
This causes some problems at the call centre in responding in a timely manner and as a consequence some callers experience difficulty in getting through & long waiting times. This results in high drop out rates & it is believed that some may actually give up making contact.

It was also noted that some callers dispute the details of the message at a later point.

So who is legally responsible for non-reporting?

Mind Map

(Partial map relating to the players & interactions defined in the scenario)



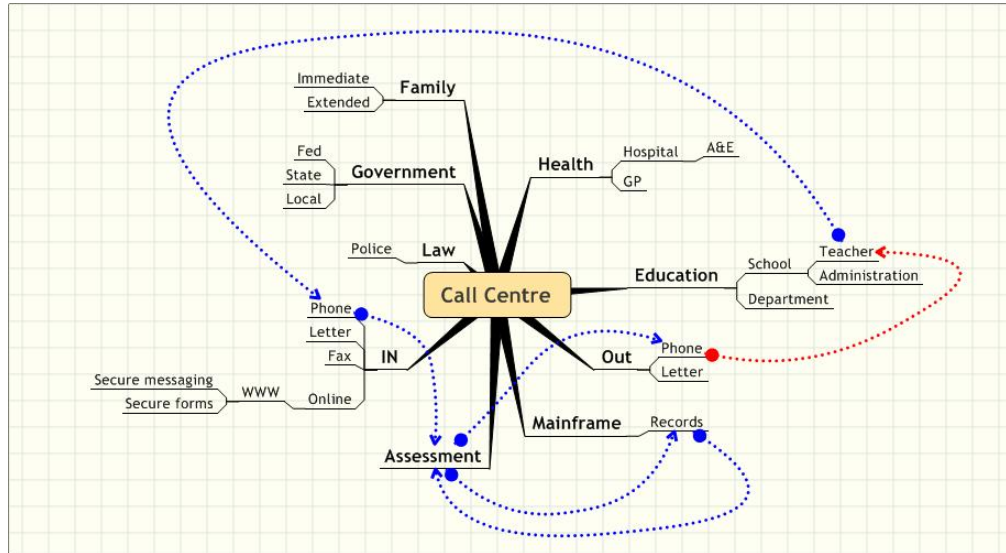
Scenario

The child abuse call centre currently experiences high peaks of phone calls, long wait time, high drop out rates

Workshop Flow

Principles

Cheaper, faster, more secure generate knowledge & must reflect the new policy's



Value Proposition

To connect 3rd parties to the centre via secure messaging with (if possible) intelligent forms that can automate processes at the centre & improve on real time reporting & have the ability to audit when disputes occur

Test, prove & measure

To run a trial with a single group (teachers) to test the adoption of the value proposition & it's estimates

Value Criteria

Cost, time, satisfaction, ROI, policy & risk

What can be done in 4 days

Define your principles & get core stakeholder endorsement

Dept of Health in SA Gov (Strategic plan)

The vision of the team was “The right information, to the right people, at the right time, in the right place.

The intended characteristics of the e-co infrastructure were accessible, flexible, auditable, secure, trustworthy & connectable.

Prerequisite principles for expenditure on any ICT related management or infrastructure was that it must:

1. Facilitate the individual's access to their personal health information and health system
2. Enable people to tell their story once
3. Drive the sharing of information
4. Aggregate information to support population health outcomes
5. Demonstrate a positive benefit to all stakeholders
6. Demonstrate scalability and service efficiency

What can be done in 4 days

Strategy implication for compliance

- As a result of this bedrock, five strategic objectives were then defined with operational implications defined.
- For example, as a result of the principle of “aggregation” it was realised that it would be possible to mandate the concept of data fusion, which means that it’s possible to harvest knowledge in real time from the aggregated data.
- This then meant that a strategic objective could be defined as enabling “evidence based” decision-making. Indeed, specifying that the system, in principle, must also provide health professionals with real time decision-making support and also to support a learning organisational platform that provides access to the best practice, evidence based knowledge.

What can a team do in a week?

- Take an unstructured embryonic good idea through to a constructed functional application ready for live testing to acquire the validated value measurements
- Department of Families & Communities
 - Concessions model for low-income families
 - Bulk of value found in automation of multiple applications, ID & eligibility validation
 - Freeing up high skilled knowledge workers
 - Giving citizens greater choice and certainty
 - Proved ROI could be within the same financial year

What can a soothsayer do in a month?

Auto industry

Identify:

What the brand & asset characteristic would be at their
defined end point

What capabilities are missing to maintain share value

Back office end point - No more bricks & mortar

Front office end-point

Aggregate demand e-Guild principle = Wholesale

Aggregate diverse interest = Environment

Aggregate Guilds on common interest = Longevity

What can an organization achieve in 7 years?

“Getting to its stated end-point - to within a millimeter of the prediction.”

Sue Vardon CEO Centrelink

Moving from a traditional agency structure and culture to a wholesaler of Human Services working with and through intermediaries to provide a citizen-centric service delivery model

Expanding its massive back office capability into cross jurisdiction ID management with the potential to also provide the same for consent management

