

Callida Consulting Service Offerings

Business Planning

- Strategic Planning
- Business Reporting
- Information Management
- Process Improvement
- Project Planning and Preparation
- Workshop facilitation

Change Management

ICT Planning

- Review of ICT Environment
- Software Market Scan

Financial Management

- Assurance and Risk
- Review of Financial Governance Processes
- Training

Procurement Services

- Development of Business Cases
- Sourcing Strategies
- Project Management
- Procurement Lifecycle Services
- Contract Management
- Probity

Business Planning

Each of these services is designed to help your organisation review fundamental aspects of its operation – what are you trying to achieve, how are you measuring your progress, and how is the organisation running?

Strategic Planning

Strategic planning is an essential part of any organisation, and a practical and cohesive strategic plan serves as a long-term roadmap for both the board and management.

Over five days, a consultant will review your organisation's broad objectives, work with both the board, management and staff to develop a structured approach to the planning process and run one or two half-day workshops to capture participants' views. The final outputs will be a list of endorsed objectives and list of prioritised actions needed to achieve these, suitable for expansion into a complete strategic plan.

Business Reporting

Business reporting involves designing and developing consistent and reliable reporting and dashboard templates for organisations that can be re-used for regular reporting on business process activities and outputs. Business reporting helps organisations highlight areas of improvement and lessons from areas/activities that are working well.

Over five days, we will assist you to identify your reporting needs and put in place cost-effective reporting processes and reports that would help you make more informed decisions. This can be simply using Microsoft Excel, or if appropriate, we will also assist you in identifying the reporting software best suited to your needs and budget.

Information Management

Information management is aimed at identifying how an organisation controls, stores, shares, and organises who accesses its information, including information in documents, spreadsheets, databases and websites. It also helps you to identify what information is essential to your organisation, how long you should be keeping it, and how you can ensure it is safe and available whenever you need it.

We will assist you to develop a disaster recovery plan in the event of a loss of computer equipment, or ransomware attacks. We will also review your procedures for managing access to your information, and help you ensure that your staff have the access they need, but no more than that. Lastly, we will look at how you store your archives and where required, provide recommendations to ensure your information stay readable for as long as the law (and your organisation) requires.

Process Improvement

Process improvement seeks to increase the value of your current way of working to make your organisation more efficient.

Over a few days, we will review your existing processes and identify ways to optimise them, making them faster, cheaper, more efficient, and less risky. We will work with you to identify the processes which are most important to your organisations operation, and which ones have the most potential for optimising how you work. The end output can be a package of standard operating procedures to ensure processes are correctly followed by new and existing personnel.

Project Planning and Preparation

Do you have a big project coming up, maybe moving to a new operating system or office location? If so, we can assist you to plan and prepare for it.

We will help to identify what needs to be done, by who, and in what order. We will also identify any major risks, and help you understand how to minimise them to ensure there is little or no impact on your organisation.

Workshop Facilitation

Workshops can be used any time you need to get ideas from a group of people. We will organise, run and write up the results of a workshop.

Change Management

Change Management is about your people. When you are considering adjusting your current way of working in some way, we will assist you to identify and plan for how best to bring your people along for the journey.

We can provide experienced Change Management and Operations professionals to assist in identifying where Change Management is important; complete some initial assessments of change maturity and readiness; and then build a plan for bringing people along the journey with the change. A five-day engagement can be used in one block at the beginning or broken down into multiple blocks across the period of the change.

ICT Planning

Review of ICT Environment

Information Technology is changing all the time and rapidly changing how organisations can and do operate. We will assist your organisation through reviewing technologies and technology-related processes that you currently use. We will review and assess how your technology is enabling and supporting your organisation, identify any risks that may exist from both technologies and processes, and suggest opportunities for improvement. Our review will consider the environment in which your organisation operates, any financial constraints, and any other change currently planned which may affect your organisation and its 'appetite for change'. At the end

of the review, we will provide a report presenting the findings and recommendations and supporting evidence for both.

Software Market Scan

If you are looking for new or updated software for a specific purpose, we will provide you with an assessment of the most suitable options to meet your needs. We will review your operating requirements to identify the most important features and undertake a web search to match those to systems used in your market sector and suitable to your price bracket. If you provide contact details, we will also interview similar organisations to find out what experience they have with these systems and how that might affect your decision.

Financial Management

Financial management is the planning, directing, monitoring, organising, and controlling of monetary resources within your organization.

As an overview, our financial management services can assist your organisation in areas including: reconciliation of end of month accounts, monthly reporting of budget compared to actuals, addressing accounting system issues and setup, preparation of annual budgets, development of management reports and dashboard reporting, review of controls over cash, debt collection and stock control, and development of internal procedures to ensure business processes are commonly understood and followed.

Assurance and Risk

Assurance and risk management services centre on helping to identify parts of your organisation that may need attention or require adjustment to increase the efficiency of your operation. We can assist your organisation through:

- reviewing your existing risk management documents and/or developing your organisations fraud, strategic and/or operational risk register.
- Reviewing your existing legislative compliance arrangements and provide advice on your obligations.
- Providing fraud awareness, financial management and corporate governance training to your staff and board members.
- Reviewing your existing financial management arrangements and providing advice on your financial management processes to ensure they are robust while also not being overly burdensome.

Review of Financial Governance Processes

We can provide your organisation with an in-depth analysis of how money is managed, from initial planning decisions to setup and management of bank accounts, credit cards and receipts.

For a small organisation, this entails one day of direct engagement with the board treasurer and administration officers, including the day to day manager and

bookkeeper. We will then produce a report presenting an overview of the financial management processes, the risks with the current structure and processes, and recommendations for addressing the risks. The report does not assess financial viability of the organisation or decisions related to how money is being invested.

Training

If all the above service offerings seem daunting, why not start with some basic financial management training to get you started?

Callida consultants have a wide breadth of experience and capability and our help can include developing an action plan to get the financial management of your organisation up and running. We can assist with setting up a bank account and the associated controls, establishing an annual budget and help on how to manage finances through software as simple as Microsoft Excel.

Procurement Services

Callida provides procurement services undertaking all aspects of procurement and contract management activities. We have expertise and a solid track record in a broad range of strategic sourcing consulting. Some specific areas where we can provide assistance to your organisation include:

Development of Business Cases

The development of business cases for Information and Communication Technology (ICT) projects and subsequent procurement processes. We can collate your research and consolidate it into a draft business case ready for submission to your board.

Sourcing Strategies

Sourcing strategies including market scans in preparation for large or complex procurement activities. We can help you to identify the items that should be considered in your sourcing exercise; work with you to identify opportunities in the market that should be considered; and assist with developing the plan to complete your market scan.

Project Management

Providing a broader suite of services to assist as part of a procurement project lifecycle (such as project management, user acceptance testing, and quality assurance of deliverables). Buying products and services into your organisation takes time and is most efficient when it is completed using a planned approach. We can support you through this process, help you to develop a plan and ensure the plan is used during the procurement lifecycle.

Procurement Lifecycle Services

We can assist with developing tender documentation, managing tender processes, conducting tender evaluations, and assisting in Contract Negotiations.



Contract Management

We can assist with developing contract management frameworks, developing and implementing contract management plans, developing and implementing performance frameworks and providing contract management services.

Probity

We can assist in providing probity services for procurement activities your organisation may be undertaking, including preparing probity plans and related artefacts. We can also assist your organisation following a procurement exercise by providing probity audit services.