

#22 - Decommission Freenotes 4 (FN4)

Stage

Cancelled

Start Date

01/01/2014

Accountable Manager

Behzat Baessmann

End Date

30/06/2014

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$54,000	\$54,000	\$0
FTE	0.00	0.00	0.00

Overall

Red

Milestones

Green

Benefits

Red

Scope

Red

Issues

Red

Costs

Red

Latest Comments (Lydia Cockayne 15/11/2013)

This initiative is not due to start until 1/1/14

#1 - PMO Costs

Stage

Not Started

Start Date

01/01/2013

Accountable Manager

Calam Spohrer

End Date

30/11/2013

Financials	Budget	Forecast	Actual
Costs	\$440,139	\$420,139	\$369,241
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Red

Milestones

Red

Benefits

Red

Scope

Red

Issues

Red

Costs

Amber

Latest Comments (Wi Jouviet 31/01/2015)

#21 - Rationalise Secretarial support (Receptionists & EA's)

Stage

Not Started

Start Date

End Date

Accountable Manager

Duc Vauramo

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Red

Milestones

Green

Benefits

Green

Scope

Red

Issues

Amber

Costs

Red

Latest Comments

None

#35 - Company ICT Infrastructure Improvements (Telephony)

Stage

Not Started

Start Date

03/06/2013

End Date

30/08/2013

Accountable Manager

Sissy Landayan

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Red

Milestones

Red

Benefits

Red

Scope

Green

Issues

Amber

Costs

Green

Latest Comments (Eihiko Stallich 20/09/2013)

Steering Committee approved recommendation to remove this initiative from the portfolio. The rationale for doing so being the fact that there is no impact on the Company business - all changes, benefits and costs relate to Company business only

#18 - Convert non-revenue earning support staff to revenue earning

Stage**Not Started****Start Date**

01/05/2013

Accountable Manager

Lydia Cockayne

End Date

01/01/2014

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Red****Milestones****Green****Benefits****Green****Scope****Green****Issues****Amber****Costs****Amber****Latest Comments** (*Estefânio Paciolla 13/05/2013*)

Initiative ground work commenced. High level organisational structure discussed to form the basis for budget alignment. A significant period of analysis is recommended to ensure viability of the cost model on a side by side basis. A new variety of skill mixes and charge out rates to Clients needs to ensure no downturn in revenue.

#36 - Company ICT Infrastructure Improvements (Software & Licencing)**Stage****Cancelled****Start Date**

01/05/2013

Accountable Manager

Steina Asgar

End Date

31/10/2014

Financials	Budget	Forecast	Actual
Costs	\$0	\$16,536	\$4,134
Benefits	\$0	\$394,536	\$11,634
FTE	0.00	0.00	0.00

Overall**Red****Milestones****Red****Benefits****Red****Scope****Amber****Issues****Amber****Costs****Red****Latest Comments** (*Nany Semenyako 16/12/2013*)

The current state of licencing costs has been defined and indicative future state proposed. As a consequence, the savings can now be estimated with greater certainty and will be realised from the renegotiation/cancellation of 3 specific licencing agreements - Microsoft, Lotus Notes and Compass. The agreement with Compass has already been negotiated and benefits will commence from September. Benefits for the other 2 agreements will be realised at the expiry of the current agreements and as a result the End Date for this initiative has been extended by 4 months to 31/10/2014.

#34 - Company ICT Infrastructure Improvements (File/Print)

Stage**Late****Start Date****End Date****Accountable Manager**

Wi Jouvet

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Red****Scope****Green****Milestones****Red****Issues****Red****Benefits****Red****Costs****Green****Latest Comments***None***#25 - Company ICT Infrastructure Improvements (Network)****Stage****Completed****Start Date**

01/07/2013

End Date

30/11/2013

Accountable Manager

Koushik Flägge

Financials	Budget	Forecast	Actual
Costs	\$200,000	\$94,242	\$25,000
Benefits	\$612,000	\$243,371	\$0
FTE	0.00	0.00	0.00

Overall**Red****Scope****Red****Milestones****Green****Issues****Red****Benefits****Amber****Costs****Red****Latest Comments** (*Ghyslain Stankeviciene 16/12/2013*)

This initiative started in early July. The technical aspects of this initiative have now been completed. The required network links to allow the other IT initiatives are in place and working. In discussions with the PMO it has been decided to extend the end date of the initiative to 30/06/14 to coincide with the Phase 2 Branch Closures - this is purely for tracking purposes to ensure that all the benefits are realised. Benefits from phase 1 office closures have still not been realised however the cancelations have been confirmed by Telstra and the savings will be apparent on the next bill, along with the credits backdated to September for affected services Mobile invoices for November and December show a significant drop in the mobile account which is related to the recent account restructure. The average mobile bill up to October was around \$21k. Besides some incorrect excess charges and the related credits, the November and December bills work out to be \$16112.86 and \$15546.71 respectively. This meets with the forecast savings from this review of \$4000+ per month

#30 - Transfer Company Domestic Claims to Company - Phase 1 (previously Client Engagement)

Stage**Not Started****Start Date**

01/08/2013

Accountable Manager

Zhong Newhill

End Date

04/11/2013

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Red****Milestones****Red****Benefits****Green****Scope****Green****Issues****Amber****Costs****Green****Latest Comments** (Pope Woolard 15/11/2013)

Following the last SC meeting it was decided to CANCEL this particular initiative and include any future tasks/milestones as part of initiatives #44 (Panel Management) and #45 (Claims Transfer)

#31 - Company readiness for Company Domestic Claims under 20K**Stage****On Schedule****Start Date**

15/05/2013

Accountable Manager

Sidonio Swailes

End Date

28/06/2013

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Red****Milestones****Amber****Benefits****Red****Scope****Amber****Issues****Amber****Costs****Amber****Latest Comments** (Brajen Hachel 14/11/2013)

Following the last SC meeting it was decided to CANCEL this particular initiative and include any future tasks/milestones as part of initiatives #44 (Panel Management) and #45 (Claims Transfer)

#28 - Branch Closures (Phase 1)**Overall****Milestones****Benefits**

Stage

Not Started

Start Date

20/05/2013

Accountable Manager

Brajen Hachel

End Date

30/09/2013

Financials	Budget	Forecast	Actual
Costs	\$62,147	\$62,147	\$37,798
Benefits	\$250,860	\$250,998	\$72,504
FTE	0.00	0.00	0.00

Red

Red

Green

Scope

Green

Issues

Green

Costs

Red

Latest Comments (Sidonio Swailes 14/11/2013)

This initiative is now completed. Of the 10 locations that were identified and agreed to be closed as part of Phase 1: • 8 branches have already been closed (Albany, Port Lincoln, Moe, Launceston, Canberra, Bunbury, Mackay and Rockhampton). Location staff (if applicable) now work from home. • 2 branches have been relocated to smaller offices/premises (Cairns and Mildura). Forecast benefits at \$251.3k with one-off implementation costs at \$62.1k - unchanged from last month.

#27 - Branch Closures (Phase 2)**Stage**

Late

Start Date

20/05/2013

Accountable Manager

Nany Semenyako

End Date

31/01/2015

Financials	Budget	Forecast	Actual
Costs	\$61,366	\$163,384	\$0
Benefits	\$138,476	\$282,648	\$10,287
FTE	0.00	0.00	0.00

Overall

Red

Milestones

Amber

Benefits

Green

Scope

Red

Issues

Amber

Costs

Amber

Latest Comments (Judilam Castañe 14/11/2013)

There are no changes to the working assumption presented at the last SC meeting - 4 locations targeted for closure and 6 other locations moved to smaller accommodation to fit reduced FTE counts. Progress to date is: • Bendigo branch closure- Agent notified that we wish to sublease premises. No expression of interest to lease. • Inverell branch closure - lease has expired. Discussion still to occur with Loss Adjuster. At risk, net \$5k of benefit. • Ballarat and Albury - lease expires in 2014 and nothing initiated at this stage. • Warrnambool - Moved into new office on the 1 October 2013. • Sunshine Coast - Moved to new office on the 1 September 2013 - earlier than expected so benefits realised sooner. • Toowoomba - Lease renegotiated to reflect space used, commencing 1st November. • Gold Coast and Adelaide branches discussions and underway to move to smaller premises. • Perth - Notices given to landlord -due to vacate 31/12/13. New location identified and lease arrangement in progress.

#26 - Right-Size the Business - Business Volumes (Phase 2)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Late	18/03/2013	Costs	\$215,000	\$252,176	\$252,176	Red	Green	Amber
Accountable Manager	End Date	Benefits	\$1,279,480	\$1,193,875	\$502,217	Scope	Issues	Costs
Eihiko Stallich	30/09/2013	FTE	0.00	20.00	20.00	Red	Red	Amber

Latest Comments (Sissy Landayan 17/10/2013)

During the month of Sept this initiative had the final 3 FTEs planned to exit the organisation. This will not occur as they will be kept in the business in new roles. Benefits have been reduced by ~87k in FY 13/14 and ~116k p.a thereafter. (Financial Benefits have been changed to RED, resulting in an overall status of AMBER) - a new initiative #43 Rightsize the Business (Phase 3) has been establish to account for the additional benefit. This initiative is now complete and no further reporting will be undertaken

#15 - Company Assessor Site Readiness (training and processes)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Completed	20/05/2013	Costs	\$80,652	\$54,296	\$54,296	Red	Red	Amber
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Brajen Hachel	04/11/2013	FTE	0.00	0.00	0.00	Green	Red	Red

Latest Comments (Morsel Bergen 15/11/2013)

The bulk of the network have now completed training with those unable to attend first round will be trained in catch up 20/11 & 21/11. iPads ordered and first items have been delivered late on 8/11/2013 configuration and distribution commenced 11/11/2013 in time for System Go Live 13/11/2013. Initiative completed, no further reporting required. Total Imp Cost was 54k which is 21k favourable against a forecast budget of 75k. Nil Financial benefits.

#16 - Centralise Claims Management Process

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Completed	07/05/2013	Costs	\$117,000	\$117,000	\$81,710	Red	Green	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Behzat Baessmann	28/10/2013	FTE	0.00	0.00	0.00	Green	Amber	Red

Latest Comments (Calam Spohrer 13/12/2013)

Initial go live has been scaled back to remove Suncorp from the new claim registrations, and still have not launched for NSW, Qld, ACT and NT. These states will commence on a small scale from 12/12/2013. The Company development has been trained in report development and creation and the business has now taken over ownership ongoing updates and addressing any issues relating to reports. A number of items remain outstanding for Phase 1 as documented below, including several bug issues that keep presenting. A month on from the initial go live there are continued issues with stability of the system and its ability to maintain functionality on a day to day basis without failing in some aspect or other.

#7 - Centralised Registration Unit (Phase 1)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
On Hold	16/04/2013	Costs	\$0	\$0	\$0	Red	Amber	Amber
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Russel Acanfora	07/07/2013	FTE	0.00	0.00	0.00	Amber	Red	Amber

Latest Comments (Ogunka Murbach 12/09/2013)

Completed initiative - no status update required.

#42 - Build a 24/7 afterhours response for Company Australia

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Cancelled	14/08/2013	Costs	\$0	\$0	\$0	Red	Amber	Green
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Alize Lucca	01/11/2013	FTE	0.00	0.00	0.00	Red	Amber	Amber

Latest Comments (Dalma Malashevich 15/11/2013)

Initiative is Cancelled as no progress will be made in respect to the activities by either Company or Company. Paper presented to Company management who is currently exploring other options.

#44 - Managing Existing Claim Types for Existing Clients (Panel Management)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
On Schedule	11/11/2013	Costs	\$0	\$0	\$0	Red	Green	Green
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Wi Jouviet	03/03/2014	FTE	0.00	0.00	0.00	Red	Amber	Red

Latest Comments (Nany Semenyako 12/12/2013)

First of two new initiatives to more accurately describe the transfer of claims project. Project aims to build a "panel management" process using Company resources as the outsourced provider to complete the building scope of works and tender process, plus the repair process where such works proceed. This initiative has been impacted by issues experienced with System, which have necessitated delayed implementation of pilot studies for Westpac (and Suncorp). Recent development activities and resources have been focused on addressing wider performance and functionality challenges. All parties are working hard to address the concerns raised. From a project perspective, the position increasingly relies upon current efforts to address critical issues with new development releases, planned in December and January 2014. These efforts should include an appropriate UAT period and agreement between Company and Company that a stable platform with core functionality is in play. Current milestones have and continue to be impacted. Future milestone impact is inevitable. It is the recommendation of the accountable manager this initiative, along with 45, be suspended pending resolution of current issues. The position to be reviewed at the end of January 2014, to confirm whether the technology/operating environment is in place to facilitate the delivery of agreed panel management activity. It is noted that new business wins may require the position to be reviewed within a tighter timescale. Key documents relating to this initiative will be collated and provided to the PMO.

#45 - Managing Existing Claim Types for Existing Clients (Claims Transfer)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Completed	11/11/2013	Costs	\$0	\$0	\$0	Red	Amber	Amber
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Ogunka Murbach	30/04/2014	FTE	0.00	0.00	0.00	Green	Red	Red

Latest Comments (Eihiko Stallich 12/12/2013)

Second of two new initiatives to more accurately describe the transfer of claims project. Project aims to build claims transfer process using Company resources as the outsourced provider. They will manage all or some of the end-to-end claims process on behalf of Company. This initiative has been impacted by issues experienced with System, which have necessitated delayed implementation of pilot studies for Westpac (and Suncorp). Recent development activities and resources have been focused on addressing wider performance and functionality challenges. All parties are working hard to address the concerns raised. From a project perspective, the position increasingly relies upon current efforts to address critical issues with new development releases, planned in December and January 2014. These efforts should include an appropriate UAT period and agreement between Company and Company that a stable platform with core functionality is in play. Current milestones have and continue to be impacted. Future milestone impact is inevitable. It is the recommendation of the accountable manager this initiative, along with 44, be suspended pending resolution of current issues. The position to be reviewed at the end of January 2014, to confirm whether the technology/operating environment is in place to facilitate the delivery of agreed claims transfer activity. It is noted that new business wins may require the position to be reviewed within a tighter timescale. Key documents relating to this initiative will be collated and provided to the PMO.

#3 - Right-Size the Business - Business Volumes (Phase 1)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Completed		Costs	\$0	\$0	\$0	Red	Amber	Green
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Auragizela Dedo		FTE	0.00	0.00	0.00	Green	Red	Amber

Latest Comments

None

#10 - Freenotes to System Conversion

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Cancelled	13/03/2013	Costs	\$0	\$0	\$0	Red	Amber	Green
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Russel Acanfora	31/10/2013	FTE	0.00	0.00	0.00	Amber	Green	Red

Latest Comments (Koushik Flägge 01/05/2013)

This initiative has been CANCELLED as all IT activities associated with the conversion of Freenotes to System have been divided up and distributed to the applicable Claims Processing initiatives (#'s 13, 14, 15, 16, 22).

#9 - System Enhancements Integration

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
On Hold	03/04/2013	Costs	\$0	\$0	\$0	Red	Amber	Amber
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Hermance Messerschmitt	30/09/2013	FTE	0.00	0.00	0.00	Amber	Amber	Red

Latest Comments (Valmai Carosati 09/05/2013)

Initiative has been classified CANCELLED. It has been agreed with the Accountable Manager that this initiative is no longer valid as all Business Related software enhancements will be driven by the

respective Business Units (ie Navision by Finance) and all Claims related IT activities incorporated into relevant related initiatives. Any IT systems upgrade will be incorporated into initiative #25 ICT enhancements. No further reporting will be undertaken on this initiative.

#14 - Centralise Assessor Booking System

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Not Started	01/04/2013	Costs	\$0	\$0	\$0	Red	Red	Green
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Dalma Malashevich	31/03/2015	FTE	0.00	0.00	0.00	Red	Green	Amber

Latest Comments (Judilam Castañe 09/05/2013)

Initiative has been place ON HOLD and NOT LIVE until further notice as agreed by the Steering Committee members and Company Executive Leadership Team. It is not known when this activity will be undertaken if at all.

#12 - Re-locate Company Gold Coast Office

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Late	18/03/2013	Costs	\$0	\$0	\$0	Red	Green	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Ogunka Murbach	31/07/2013	FTE	0.00	0.00	0.00	Red	Green	Red

Latest Comments (Wi Jouviet 12/05/2013)

Landlord has agreed to extend the current lease until 30 September 2013 and has now asked that Company free up 2 of the current 4 small tenancies. The matter is being dealt with directly by the staff from the Bundall office. Any decision to enter into a long term lease commitment is very much dependent upon the future growth of the Motor business and should be addressed closer to the

revised lease expiry date. Under the circumstances, Steering Committee approval is sought to remove this initiative from the program and deal with it as part of BAU

#38 - PoW Training Plan

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Cancelled	12/06/2013	Costs	\$35,170	\$91,398	\$53,413	Red	Amber	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Lydia Cockayne	01/11/2013	FTE	0.00	0.00	0.00	Green	Green	Amber

Latest Comments (Irdres Dillaway 14/11/2013)

All training has been delivered successfully. Summary of week 1 of course evaluations have been provided to stakeholders. Week 2 to be provided shortly. • Training material will be reviewed and updated once all final system releases are implemented. • 'Mop up' session planned to be run on 20 & 21 November. • Training team are available for 'Go to meetings' with any Super Users who feel they require assistance over the next 4 weeks. Milestones: Green all training completed as planned.

#41 - Non-Personnel Expense (NPE) Savings

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Completed	01/07/2013	Costs	\$0	\$0	\$0	Red	Green	Red
Accountable Manager	End Date	Benefits	\$248,560	\$248,560	\$0	Scope	Issues	Costs
Nany Semenyako	06/09/2013	FTE	0.00	0.00	0.00	Amber	Green	Amber

Latest Comments (Atoy Fanderl 16/12/2013)

We have delayed making the adjustments to the FY14 budget pending the outcomes of the QBE discussions. The plan was to make the adjustments by the end of October but this has been delayed further. As a consequence of the QBE issue, we have not taken any action in relation to either the Travel & Accommodation or the Consulting line items even though these do represent

approximately 80% of the forecast savings. Update on progress is detailed below: • Budgets will be finalised by end of December. Discussion and action plans have been agreed with TB, AK and TP. All key stakeholders will be engaged as part of this process • Target NPE savings identified and will be “baked” into new budgets. • Previously discussed savings include: 1. Lawler Partners identified to provide Audit services – savings of \$20k not initially identified. 2. Printing & Stationary – Lyreco appointed to identifying supplier opportunities. Estimated annual savings \$32k 3. Electricity & Gas – Eutility appointed to identify savings opportunities

#46 - Managing New Claim Types for Existing Clients (Full Claims Transfer)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Not Started	11/11/2013	Costs	\$350	\$3,050	\$5,020	Amber	Green	Green
Accountable Manager	End Date	Benefits	\$20,000	\$22,000	\$2,180	Scope	Issues	Costs
Ghyslain Stankeviciene	21/11/2015	FTE	2.00	2.00	1.00	Red	Green	Green

Latest Comments (Dan Baldwin 18/07/2015)

Status TBC

#37 - Outplacement Costs

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
On Hold	01/06/2013	Costs	\$66,000	\$5,175	\$5,175	Amber	Green	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Itay Hooymaayer	31/10/2013	FTE	0.00	0.00	0.00	Green	Red	Green

Latest Comments (Wi Jouviet 14/11/2013)

There have not been any retrenchments since June and there are no plans for any further retrenchments moving forward. We are now outside the 3 month period where retrenched employees could

take advantage of the outplacement services. After consultation with the PMO, the status has been changed to COMPLETED and the forecast for implementation costs reduced to the actual spend of \$5.2k

#33 - Company ICT Infrastructure Improvements (Mail)

Stage	Start Date	Financials				Overall	Milestones	Benefits
On Hold	19/06/2013	Costs	\$0	\$0	\$0	Amber	Green	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Wi Jouvét	11/10/2013	FTE	0.00	0.00	0.00	Red	Green	Green

Latest Comments (Judilam Castañe 16/12/2013)

Project commenced in late June. Progress on this project was delayed due to delays in Network and IDM projects. Migration of Company has started with a large number of AU case managers now migrated into Exchange. Remaining AU staff will be migrated once some small adjustments have been made to the Mail handler in the System system to allow staff to use this within exchange. Initial discussions have been held between IT and Company management to start working out the complexities in the plan to migrate Company off Lotus into the exchange environment. Due to the complexities, this portion of the project cannot be fully completed until Company have moved completely into the System platform. A list of users who can be migrated is being put together and these migrations will be carried out starting mid January and finishing by early February.

#43 - Right-Size the Business - Business Volumes (Phase 3)

Stage	Start Date	Financials				Overall	Milestones	Benefits
On Schedule	01/09/2013	Costs	\$0	\$0	\$0	Amber	Green	Green
Accountable Manager	End Date	Benefits	\$0	\$577,246	\$105,990	Scope	Issues	Costs
Marketta Akerman	31/10/2013	FTE	0.00	9.00	9.00	Green	Green	Amber

Latest Comments (Qingnan Roselló 15/11/2013)

Benefits reduced by 7k per month due to 2 recent new recruits as replacements, prior p.a. benefits were \$645k, new p.a run rate is now 581k. Initiative is Completed.

#32 - Company Infrastructure Improvements (IDM Active Directory)

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Not Started	01/05/2013	Costs	\$0	\$0	\$0	Amber	Red	Green
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Sidonio Swailes	28/08/2013	FTE	0.00	0.00	0.00	Amber	Green	Green

Latest Comments (Lydia Cockayne 16/12/2013)

New server infrastructure is in place and configured in cloud and the migration of Company Group has been completed. The Company migration has also been delayed because: 1. Delays with the migration of Company NZ 2. Delays in getting network links installed The required networks and infrastructure to allow the Company migration are in place, and the migration strategy has been tested. Company Migration has started and updated finish date for this migration is now late January (previously November)

#23 - Skills Matrix

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
On Hold	22/04/2013	Costs	\$0	\$0	\$0	Amber	Amber	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Duc Vauramo	16/08/2013	FTE	0.00	0.00	0.00	Amber	Amber	Green

Latest Comments (Qingnan Roselló 14/11/2013)

Majority of skills matrix spreadsheets have been returned from Line Managers. Still waiting on 24. Line Managers have until COB 13/11/13 to complete. As this initiative has no impact to other

projects or the business it has been marked as completed.

#6 - Leadership Changes - Expertise & Assessing Services

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Late	07/03/2013	Costs	\$147,373	\$133,941	\$133,941	Amber	Amber	Green
Accountable Manager	End Date	Benefits	\$427,198	\$427,198	\$207,641	Scope	Issues	Costs
Steina Asgar	31/05/2013	FTE	4.00	4.00	4.00	Amber	Amber	Amber

Latest Comments (*Duc Vauramo 31/01/2015*)

#11 - Company IT Quick Fixes

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
On Hold	13/03/2013	Costs	\$55,184	\$60,985	\$60,985	Amber	Red	Amber
Accountable Manager	End Date	Benefits	\$109,000	\$109,000	\$69,639	Scope	Issues	Costs
Wi Jouviet	27/04/2013	FTE	1.00	1.00	1.00	Green	Amber	Amber

Latest Comments (*Auragizela Dedo 14/11/2013*)

Completed initiative - no status update required

#4 - Co-Locate Brisbane Operations

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Not Started	13/03/2013	Costs	\$0	\$0	\$0	Amber	Red	Red
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Chalkie Mahakud	01/07/2013	FTE	0.00	0.00	0.00	Amber	Red	Amber

Latest Comments (Qingnan Roselló 16/04/2013)

Current landlord of Company property has reneged on "in principle" agreement and as a result the combined proposal to relocate both Company and Tech team is now financially unviable. SCM decision to cancel initiative taken on 16/4/13

#2 - Implement Leadership Changes

Stage	Start Date	Financials	Budget	Forecast	Actual	Overall	Milestones	Benefits
Not Started		Costs	\$0	\$0	\$0	Amber	Amber	Amber
Accountable Manager	End Date	Benefits	\$0	\$0	\$0	Scope	Issues	Costs
Chalkie Mahakud		FTE	0.00	0.00	0.00	Amber	Green	Green

Latest Comments

None

#8 - Roadmap for New Operating Model

Stage

On Schedule

Start Date

End Date

Accountable Manager

Alize Lucca

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Green

Scope

Green

Milestones

Amber

Issues

Red

Benefits

Amber

Costs

Green

Latest Comments

None

#5 - New Commission Structure

Stage

On Schedule

Start Date

13/03/2013

End Date

16/05/2013

Accountable Manager

Imre Grushko

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Green

Scope

Green

Milestones

Amber

Issues

Green

Benefits

Red

Costs

Amber

Latest Comments (Yanyan Brixton 14/11/2013)

Completed initiative - no status update required

#40 - Single Finance Function

Stage**Start Date****Completed**

01/08/2013

Accountable Manager**End Date**

28/04/2014

Chalkie Mahakud

Financials	Budget	Forecast	Actual
Costs	\$0	\$150,000	\$0
Benefits	\$0	\$500,000	\$0
FTE	5.00	5.00	0.00

Overall**Green****Milestones****Green****Benefits****Green****Scope****Amber****Issues****Green****Costs****Red****Latest Comments** (Yanyan Brixton 16/12/2013)

We have been undertaking some preliminary work on building a high level plan and have identified the major areas for consolidation (e.g. financial/management reporting, accounts payable/receivable, payroll, etc.). Joint working teams have been established and allocated responsibilities for determining how we might perform these functions from a single area. Provided the teams do not identify any business critical issues/roadblocks, we are still confident of achieving the April 2014 timeline. Update on progress since the last report. • Trudy W and Richard H commence side by side analysis of GL systems. • Jacqui M conducted a review of Corporate Credit card reconciliation. This is a precursor exercise to outsourcing to Manila, option

#39 - Branch Closure (Phase 3)

Stage**Start Date****On Hold**

20/05/2013

Accountable Manager**End Date**

30/06/2015

Russel Acanfora

Financials	Budget	Forecast	Actual
Costs	\$39,462	\$125,491	\$0
Benefits	\$126,203	\$511,452	\$0
FTE	0.00	0.00	0.00

Overall**Green****Milestones****Green****Benefits****Red****Scope****Red****Issues****Green****Costs****Amber****Latest Comments** (Toshimaru Sarkis 01/07/2013)

The Phase 1 and 2 initiatives identified 14 branches for closure and 1 branch to be moved to a serviced office environment. This Phase 3 initiative relates to the remaining 16 locations that were assumed to be closed in the original roadmap but at this time, no decision has been made as to if or when they will actually close. There is approximately \$500k in potential occupancy savings from these 16 locations so the initiative will remain in the portfolio with a status of "On Hold" until the Claims Centralisation project is completed (when it is assumed that we will be in a position to make these closure/retention decisions).

#20 - Template Rationalisation

Stage**On Schedule****Start Date**

08/05/2013

Accountable Manager

Ghyslain Stankeviciene

End Date

01/07/2013

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Green****Milestones****Amber****Benefits****Amber****Scope****Green****Issues****Red****Costs****Red****Latest Comments** (Dalma Malashevich 14/11/2013)

Completed initiative - no status update required

#24 - Client & Product Training

Stage**Late****Start Date**

27/04/2013

Accountable Manager

Marketta Akerman

End Date

31/10/2013

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Green****Milestones****Red****Benefits****Red****Scope****Green****Issues****Red****Costs****Amber****Latest Comments** (Ghyslain Stankeviciene 15/11/2013)

Priorities were again focussed on Westpac with policy Modules reviewed and approved by account management. All material has now been finalised for delivery to the business. During the period we continued to liaise with Company in relation to SkillsAssist which still requires further input from Tech team before we can use it. Julie Cartan will advise once this has been completed. Due to the urgency to deploy the Westpac training to Company, we have provided Julie with the Westpac material so that it can be rolled out manually in a paper based format. Our involvement in Westpac training has concluded with the exception of providing ongoing support to the Company Trainers in relation to their delivery of the training material and implementing the training through Skills Assist when ready. Skills Assist is arguably a new project and if agreed, we will prepare a new initiative and action plan for the next SC meeting. It may also be appropriate to create an ongoing schedule of priorities for transfer clients rather than create new initiatives for each client. Work is progressing with Westpac Landlord to reflect the policy changes (out of scope for Company currently) and we're in discussions with Suncorp re utilising their internal assessor policy accreditation across Company and Company. If successful, this will fast track the multiple Policies relevant to Sun PI. We expect to advise the outcome in the next week.

#19 - Reduce decentralised (branch) support staff (Phase 2)

Stage

Late

Start Date

End Date

**Accountable
Manager**

Brajen Hachel

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Green

Milestones

Green

Benefits

Green

Scope

Amber

Issues

Amber

Costs

Green

Latest Comments

None

#17 - Improve Dictation Services throughout Company

Stage

Late

Start Date

End Date

**Accountable
Manager**

Germando Fitzner

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall

Green

Milestones

Amber

Benefits

Green

Scope

Green

Issues

Red

Costs

Green

Latest Comments

None

#13 - Centralised Triage

Stage**Start Date****On Schedule**

19/04/2013

Accountable Manager

Wi Jouvét

End Date

23/08/2013

Financials	Budget	Forecast	Actual
Costs	\$0	\$0	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Green****Milestones****Green****Benefits****Green****Scope****Green****Issues****Amber****Costs****Red****Latest Comments** (Auragizela Dedo 12/09/2013)

Completed initiative - no Status update required

#29 - Build a national supply chain**Stage****Start Date****On Schedule**

27/05/2013

Accountable Manager

Ryuichiro Cocking

End Date

30/10/2013

Financials	Budget	Forecast	Actual
Costs	\$65,000	\$45,000	\$0
Benefits	\$0	\$0	\$0
FTE	0.00	0.00	0.00

Overall**Green****Milestones****Red****Benefits****Green****Scope****Red****Issues****Red****Costs****Amber****Latest Comments** (Steina Asgar 13/12/2013)

• An unanticipated business outcome from the Company Suppliers upload was that the Company Suppliers were also visible in the Company System for some functions - This is still outstanding and needs rectification. • Phase 1 - there will be no data to track and report on suppliers' performance. • Roll out still dependent of Company client engagement and requirements and Systems system readiness. • We have put together a plan to rollout the Company supply chain model nationally (excluding QLD). The plan is based on Company annual claim numbers for building only and those that would fall into a panel management or claims transfer scenario. The plan identifies: 1. Estimated claim numbers 2. Staged geographic roll out 3. Key locations 4. Building Consultant & Case Manager resources required 5. Next steps required • We are now concentrating on: 1. Identifying potential Building Consultants from within the group 2. Identifying current Company builders with capacity outside QLD that are prepared to work with us in other states 3. Developing a list of Company builders that with to operate under the Company model 4. Identifying service providers or builders that can potentially scope works for us 5. Ascertain how we use direct trades

Demo Company

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