



CASE STUDY

OPTIMISING EMERGENCY SERVICES DELIVERY – SES COLLABORATION WITH EMERGENCY SERVICES TELECOMMUNICATIONS AUTHORITY (ESTA)

EXECUTIVE SUMMARY

Strategic Executive Solutions, part of the ARIS ZINC GROUP, has been working with Emergency Services Telecommunications Authority (ESTA) for over a decade. In our recent engagement, we provided strategic and program management expertise to review and offer assurance for the CAD Sustain Program Control Board and ICT Committee. Our work included refining the program scope, budget, and options, as well as providing recommendations for the program work breakdown structure, program organization, and alignment with the internal PMO. Our deliverables helped the CAD Sustain Program Control Board to better understand the program's scope, budget, and schedule for implementation. We also developed a strategy for moving the CAD Sustainment program forward and worked with the acting Program Manager and ICT group to ensure the Program Control Board and the broader Emergency Services ICT Committee understood the scope, options, risks, schedule, and budget moving forward.

Background:

ESTA provides the critical link between the Victorian community and the state's emergency services agencies. It provides Victoria's 24-hour emergency call-taking and dispatch services for police, fire, ambulance, and VICSES. ESTA has been working with Strategic Executive Solutions for over 10 years to enhance its emergency services capabilities.

Challenge:

The CAD Sustain Program needed strategic and program management expertise to review and offer assurance for the CAD Sustain Program Control Board and ICT Committee. The program required refinement of its scope, budget, and options, as well as recommendations for the program work breakdown structure, program organization, and alignment with the internal PMO.

Solution:

Strategic Executive Solutions was selected to provide strategic and program management expertise to review and offer assurance for the CAD Sustain Program Control Board and ICT Committee. Our Program Assurance Manager worked with the ESTA PMO and ICT Group to refine the program scope, budget, and options, including analysis of risk, schedule, and budget. Upon acceptance, our work was extended to



include recommendations for the program work breakdown structure, program organization, and alignment with the internal PMO. We worked closely with the Acting PMO Manager to refine the role of the PMO and that of the CAD Sustain Program Director.

Results:

Our deliverables helped the CAD Sustain Program Control Board to better understand the program's scope, budget, and schedule for implementation. We developed a strategy for moving the CAD Sustainment program forward and worked with the acting Program Manager and ICT group to ensure the Program Control Board and the broader Emergency Services ICT Committee understood the scope, options, risks, schedule, and budget moving forward. Overall, Strategic Executive Solutions delivered value for money services and expertise for the future development of the CAD Sustain Program. We partnered with ESTA in preparing the program for success.