

# SERVICES FOR THE PUBLIC SECTOR

Effective service to the public requires the ability to demonstrate value clearly and effectively. We help departments and agencies achieve accountability, efficiency, effectiveness, and transparency by aligning strategy with mandates, implementing lasting solutions, and using fact-based approaches. We help our government clients look beyond traditional silos to achieve greater efficiencies through process refinement, adoption, and measurement. We are skilled and experienced in program and project management, strategic planning, organizational effectiveness, and performance and risk management.

## THE SITUATION AT HAND

The environment in which federal agencies are operating is rapidly changing. In order to improve performance and fulfill their mandates, governmental organizations must develop an understanding of the factors influencing changes to the landscape. These include:

- Globalization
- Substantial growth in regulatory complexity
- The public's increasing demand for access and service excellence
- Records management and technology security
- Agency talent and contract management
- Ubiquitous scrutiny from all corners

## THE SATORI FRAMEWORK



## THE SATORI APPROACH

We are experts in translating corporate best practices into solutions that help government organizations address a range of challenges. Treating every project or program as a partnership, we provide:

- **Results Focus:** We use stakeholder management tools, reporting, and best practices to build transparency and accountability in large, complex organizations
- **Agile & Collaborative Execution Approach:** Our small, experienced teams are flexible and capable of rapid execution. These teams enable clients to achieve near-term goals and to develop program management capabilities in their own resources.
- **Depth & Breadth of Experience:** We have a strong track record of establishing and refining program management and change initiatives in government agencies and Fortune 500 firms.

**Our suite of services helps our government clients address a wide variety of challenges related to:**

- **Organizational Effectiveness:** Understanding development, governance, cultural, and talent needs
- **Performance Management:** Identifying measurements for performance that provide transparency and insight into operational results
- **Change Management:** Implementing change initiatives that engage stakeholders and create opportunities for continuous improvement
- **Strategy & Advisory:** Developing comprehensive strategies that are consistent with the long term vision and consider environmental constraints
- **Risk Management:** Identifying and prioritizing risks and developing actionable and effective mitigation strategies

# REPRESENTATIVE EXPERIENCES

**Our experience bringing process management, performance measurement and operational transparency to commercial clients working in complex and competitive environments has proved useful to government organizations retooling to meet new challenges. A sample of clients and the challenges we have helped them address include:**

- Led a **program management turnaround** at a large federal agency. The effort involved multiple, disparate teams and projects. We organized the effort into a cohesive program, providing strategic focus, measures and standardization, leading to accelerated goal achievement. The agency successfully aligned its enterprise-wide change effort to strategic goals and achieved transparent progress management metrics and reporting.
- For a security-related agency, developed a plan and analytics for understanding the impacts of new technology on key process, job roles, training and work culture. Satori consultants built a **comprehensive technology and change impact assessment** that allowed the agency to form a complete understanding of implementation challenges and opportunities.
- Partnered with a major IT systems integrator to rebuild the IT infrastructure of a cabinet-level agency to rebuild in an accelerated fashion. Operating with limited time and resources, our consultants designed, built and managed the implementation of a comprehensive, **streamlined IT infrastructure system**. We orchestrated five functional teams to develop an integrated information model and designed the end-to-end procurement-to-delivery process resulting in the production of a full-scale, cross-functional entity relationship diagram.

REPRESENTATIVE SERVICES	SECTOR EXPERIENCE	COMPLEMENTARY CAPABILITIES
<ul style="list-style-type: none"> <li>• Establish governance structures for large, complex organizations</li> <li>• Augment and enable project teams</li> <li>• Manage critical, large-scale initiatives</li> <li>• Design portfolio management processes</li> <li>• Develop training and communication programs</li> <li>• Assess and manage risks and controls</li> </ul>	<ul style="list-style-type: none"> <li>• Government</li> <li>• Pharmaceuticals &amp; Health Care</li> <li>• Financial Services</li> <li>• Education</li> <li>• Telecommunications</li> <li>• Transportation</li> <li>• Non-profit</li> <li>• International</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and professionalism</li> <li>• Reliable advice in the pursuit of long-term relationships</li> <li>• Flexibility in executing strategy and creating pragmatic solutions</li> <li>• High-value, low-cost solutions</li> <li>• Ability to facilitate effective relationships between regulators and regulated organizations</li> </ul>

# BENEFITS

**We provide insight into the needs, preferences, and key requirements of the Office of Management & Budget, the General Accountability Office, and the Inspector General. Our experienced consultants help our clients navigate these complex relationships and controls by:**

- Choosing and implementing resilient strategies to meet current and future needs, leading to measurable, lasting results
- Promoting out-of-silo thinking to bring a cross-organizational approach to operations
- Ensuring program and project success by focusing on governance structure, performance outcomes, and effective management processes
- Identifying and managing operational risks
- Establishing and reinforcing an effective, supportive culture

*At Satori Consulting, our mission is simple: to work side-by-side with clients to discover opportunities and solve problems. We strive to provide both comprehensive and expert service, mindful of every client’s unique needs. Our team of highly-skilled management consultants brings a wealth of industry and functional experience to provide wide-ranging services in project and program management, risk management, change management, organizational effectiveness, strategy and advisory, business process engineering, performance management, and infrastructure and technology.*



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