

Deloitte.

Value we seek to bring to you



Synergy and value of
Deloitte+Goshen partnership

Through a combination of **Deloitte Consulting expertise** (i.e. methodology, frameworks, tools, sector knowledge) and **Goshen's deep local social service experience**, we seek to bring the best of **technical and contextual experience to serve each SSA**



Tasked to deliver:
**SSA Digitalisation (Tech-and-GO!)
Consultancy Services
& Industry Digitalisation Plan**

Deloitte.



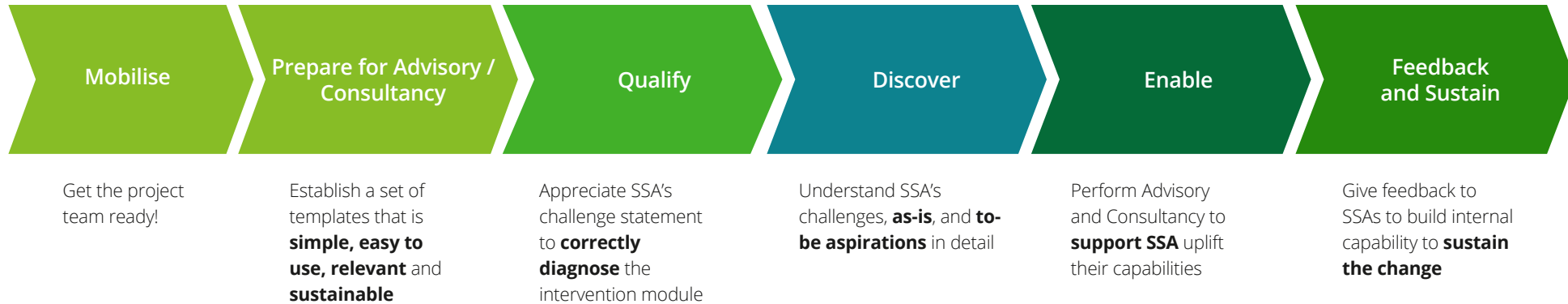
SSA needs-led industry
digitalisation plan

We have been tasked to **develop the Industry Digitalisation Plan** for the social service sector and look forward to **listening to, and incorporating, the needs of SSA's into the IDP**

MAKING AN IMPACT THAT MATTERS
since 1845






A structured approach to delivering change to SSAs

SSA digitalisation (Tech-and-Go!) consultancy services approach







Designed to enable SSAs to lead and drive ongoing and sustained transformation in their organisations



Technical Advisory illustration (Deloitte)

| Scenario | Approach | Output / Deliverables | |
|---|---|---|---|
| <p data-bbox="129 518 510 678">"Our client-base is increasing rapidly. We already have a case management system. Should we upgrade or replace our system? Which vendor should we choose?"</p>  <p data-bbox="85 997 504 1029">Community Services Centre Case Worker</p> <p data-bbox="107 1069 465 1165">SSA's need Technical advisory to evaluate and select digital solutions</p> | <p data-bbox="694 494 918 526">Technical advisory</p> <p data-bbox="694 558 828 590">DISCOVER</p> <ul data-bbox="694 598 1153 686" style="list-style-type: none"> • Apply tech diagnostic tools / templates to understand SSA's context, pain points and tech needs <p data-bbox="694 726 806 758">ENABLE</p> <ul data-bbox="694 758 1176 917" style="list-style-type: none"> • Identify, compare and shortlist IT solutions based on SSA's needs • Provide selection matrix to assist selection of relevant IT solutions that address pain points • Advise on critical IT needs | <p data-bbox="1288 494 1512 550">Pain points & Root Cause Analysis</p>  <p data-bbox="1288 790 1512 845">Evaluate solutions and suppliers</p>  | <p data-bbox="1590 494 1836 526">Shortlist of solutions</p>  <p data-bbox="1590 790 1814 869">Technical needs and recommended solutions</p>  |

Digital Implementation Consultancy illustration: Project Management (Deloitte)

| Scenario | Approach | Output / Deliverables |
|---|--|---|
| <p data-bbox="94 518 560 678">"We currently use Microsoft Excel to manage our finance and would like to implement a financial system to meet our organisation's needs but are struggling with managing implementation activities."</p>  <p data-bbox="85 997 448 1029">Child Development Centre Operator</p> <p data-bbox="94 1069 638 1173">SSA's need One-on-one consultancy on project management to support digitalisation implementation journey</p> | <p data-bbox="694 494 1041 526">Project management module</p> <p data-bbox="694 558 817 590">DISCOVER</p> <ul data-bbox="694 598 1220 694" style="list-style-type: none"> • Understand as-is, establish project timeline, deliverables, roles, etc. • Communicate plan to suppliers and project team <p data-bbox="694 726 795 758">ENABLE</p> <ul data-bbox="694 758 1198 917" style="list-style-type: none"> • Provide SSAs with pre-defined templates to chart their own progress • Review progress reports and make periodic reports to SSA Management on potential risks, issues, blockers <p data-bbox="694 949 974 981">FEEDBACK AND SUSTAIN</p> <ul data-bbox="694 981 1108 1045" style="list-style-type: none"> • Support project closure and handover • Share feedback on learnings to SSA | <p data-bbox="1288 494 1534 526">Project org structure</p>  <p data-bbox="1288 726 1489 758">Project work plan</p>  <p data-bbox="1288 933 1467 965">Project timeline</p>  |

Digital Strategy Planning illustration: Change management planning/implementation (Deloitte)

| Scenario | Approach | Output / Deliverables |
|---|--|---|
| <p data-bbox="107 534 537 662">"We are keen to implement these new rehab devices but have no idea how our staff and patients will respond. How can we manage the change successfully?"</p>  <p data-bbox="85 997 331 1029">Nursing Home Operator</p> <div data-bbox="100 1061 582 1212" style="background-color: #e0f2f7; padding: 5px;"> <p>SSA's need Support to analyse drivers to deliver future-ready services and identify resources to support change management</p> </div> | <p data-bbox="705 502 1064 558">Change management planning / implementation</p> <p data-bbox="705 598 817 622">DISCOVER</p> <ul data-bbox="705 630 1232 718" style="list-style-type: none"> • Engage SSA to understand the change planned for, culture, anticipated challenges, organisation structure and roles, communication channels, etc. <p data-bbox="705 758 795 782">ENABLE</p> <ul data-bbox="705 790 1198 909" style="list-style-type: none"> • Provide guidance to SSA in planning for Change (e.g. review of change management plan) • Guide implementation of change interventions and tracking of success and adoption <p data-bbox="705 949 974 973">FEEDBACK AND SUSTAIN</p> <ul data-bbox="705 981 1108 1005" style="list-style-type: none"> • Provide feedback and learnings to SSA | <p data-bbox="1288 502 1601 526">Change management plans</p>  |