



AN INTRODUCTION TO CHEGAN LTD

1. Introduction

Chegan Ltd is a consultancy that specialises in programme management, project management and related disciplines. We currently have clients in both the private and public sectors, to whom we supply services in the following areas:

- Recruitment (interim management and permanent solutions)
- Training
- Management Consultancy

We have a successful track record in high profile change programmes, including the Northern Bank and National Irish Bank Migration (transferring both banks to the Danske Bank systems and processes following their acquisition). Our consultancy role in this programme covered the following:

- Business process management - definition and implementation of new Danske business processes
- Functional analysis of all branch and business unit responsibilities and activities
- Implementation Planning - production of integrated plans for implementation
- Provision of project management best practice to key projects
- Project health checks
- Production of concept for future migrations, including post project review information
- Business Process Review – designed and initiated an analysis of how effectively the new Danske processes have been adopted in the 2 Banks
- Production and submission of applications for industry (Project Management) awards

In addition to our consultancy role, we also sourced and supplied a number of key resources to help establish the programme office and manage several projects (programme analysts and project managers).

More recently we have secured tenders within the public sector Review of Public Administration (RPA) programme to supply project management, planning consultancy services and resources. To be more specific we are currently reviewing the status of the programme and project plans for the Account NI programme. Account NI is one of the most strategically important projects being taken forward by the Northern Ireland Civil Service

(NICS). The Programme is an NICS wide business transformation programme, which will bring a corporate approach to, and enhance financial management across NI departments, by developing common business processes and reporting procedures. Key features include the introduction of modern technology and the centralisation of common transaction processes in a finance shared service centre (SSC). Our specific role in the programme is to:

- Undertake a review/audit of the existing Account NI project plan/s and identify actions required to make them robust
- Coordinate planning workshops to obtain necessary information from appropriate stakeholders so that plans can be updated
- Update plans, baseline them and ensure that the plans continue to be maintained.
- Develop guidelines and procedures that will assist with the ongoing maintenance of the project plans
- Educate project teams in guidelines and procedures to assist with the knowledge transfer of best practice planning and project management techniques
- Ensure updated plans and progress is communicated to relevant stakeholders
- Develop guidelines to support the ongoing maintenance of the project plans and reporting disciplines, and roll these guidelines out to the project teams.
- Assist the Programme Support Office Manager with the implementation of effective programme and project controls (risk and issue management, dependency management, progress reporting etc.)
- Assist the Programme Support Office Manager to establish a benefits driven programme in line with OGC Managing Successful Programmes – identify benefits, track progress against benefits and put processes in place to monitor their realisation
- Provide support and guidance to project managers in relation to planning standards
- Design and produce a high level progress report that clearly details individual project progress against milestones, as well as progress against key inter-project dependencies. The progress report will also include a summary of the project positions in relation to risks, issues and finances. It is likely that this progress report will be in traffic light format in line with OGC and Prince2 recommendations.
- Promote the use of appropriate elements of Prince2 (for projects and programmes) and OGC (Managing Successful Programmes). Provide guidance to project teams in relation to the effective use of both methodologies.

We are currently in the process of becoming an OGC accredited gateway reviewer and going forward we expect that we will be appointed to perform a series of stage gate reviews within key RPA programmes.

2. Our Services

We can assist organisations to successfully deliver complex programmes of change by:

- Assessing your current position and identifying gaps that may prevent successful delivery of desired outcomes and benefits
- Recommending gap closing strategies and assisting with their implementation
- Implementing controls to ensure that gaps do not reoccur
- Developing capability in your existing teams
- Sourcing the best available skills from the market when capacity/capability must be increased

Although we can provide assistance in all 3 of our competencies as an end-to-end process, most of our clients require assistance in a specific area e.g. recruitment.

2.1. Staffing Solutions

Chegan Ltd is a corporate member of the Recruitment and Employment Confederation (REC). This means we must abide by their code of practice, which is considered to be best practice in recruitment.

What differentiates us from volume/generic recruiters is the simple fact that 'we stick to what we know'. Because we have actually 'walked the walk' we have an intimate knowledge of the skills and experience required to execute the specialist roles for which we recruit. As a result, we are able to deliver exceptional results for our clients within our area of expertise.

We have an excellent network of professional programme and project personnel from which we can quickly access or source the skills required for a particular assignment. In the unlikely event that we cannot source the required skills from our network, we also advertise on NIJOBS.COM giving us access to 129,000 hits from jobseekers per month.

Some examples of the range of personnel on our books follows, although please note that it is intended to provide a high level overview. Further details can be provided on request:

Programme Manager – Financial Services professional (25 years) with a background in IT Development in Core, Branch and Electronic Banking systems; Project/Programme Management of business critical change; Strategic Planning and initiating strategic business change projects; Programme Office Management, including establishment of best practice projects/programmes.

Programme Manager – Experienced (10 years) programme and project manager with a proven track record for successful delivery of change programmes encompassing financial management and control, systems design and implementation, systems integration, business process reengineering, strategic planning and behaviour management. Programmes/projects include a range of strategic business excellence initiatives and 2 company takeovers.

Project Manager - Proven track record in change management as leader, team member and consultant. Excellent analytical skills demonstrated by a successful career in business systems consultancy (pre-sales analysis).

Project Leader - Qualified financial services professional with 15 years of experience, specialising in credit cards. Strong skills in quality assurance, testing and regulatory environments.

Experience gained in a number of high profile change programmes, most recently the successful completion of Danske Banks takeover of Northern Bank and National Irish Bank from National Australia Group

Project Planner - qualified and highly experienced project planner with an extensive background in the management of complex change programmes in IT and Financial Services. Projects include HR outsourcing exercise for Northern Ireland Civil Service, relocation of 23 major BBC Departments, rollout of Microsoft Project Server and Sharepoint throughout a 300 strong employee base and various programme office planning roles within National Australia Group.

Programme Analyst / Support Office - nine years experience working on business analysis, project management and planning in both financial services and manufacturing. Recently supported the Northern Bank Migration Programme and was responsible for arranging, facilitating and documenting Project Workshops; producing Steering Committee progress reports; consolidating project reports and trouble shooting wayward projects.

Systems Analyst – Highly skilled and experienced (30 years) analyst with extensive financial computer systems experience gained in major financial institutions. These skills cover the entire System Development Life Cycle.

2.2. Training

Chegan Ltd can facilitate an extensive range of courses in the areas of programme management, project management and business analysis.

All of our courses are delivered by experienced instructors from our training partner ESI International, and they can be completely tailored to suit your training and development needs.

Some of the advantages of booking your training courses with Chegan Ltd include:

- Courses can be arranged locally, at your premises, saving travel time and costs
- Course dates can be arranged to suit your schedule
- A significant discount per delegate fee is available through Chegan Ltd
- We can perform online assessments to determine the current developmental needs of individuals to ensure that the right courses are selected for them
- Courses promote career development and lead to professional qualifications such as a Masters Certificate in Project Management

2.3. Consultancy

We help organisations to effectively implement and manage the entire range of programme and project management disciplines:

- Get control of expenditure and understand variances
- Prevent risks from becoming issues by managing their mitigation in a timely manner
- Identify stakeholder interests and tailor communications managing the interests of those specific groups
- Ensure that projects and programmes have a ruthless focus on delivering strategic benefits/value
- Manage the programme portfolio and its commonalities to ensure best use of time and resources
- Keep the original business case and stated objectives at the forefront of activities, and review/amend them if necessary
- Guarantee quality by ensuring programmes/projects deliver the required changes and benefits to the required specification

3. Contact Details

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