## SERVICE DELIVERY MODEL

A Framework for the Delivery of Expert and Advisory Services





### OUTLINE

- Definition
- Strategy
- Assessment
- Execution
- Support

Project Delay and Disruption Expert
Training, Development & Coaching
Contemporary Delay and Disruption
Consultancy

#### **EXPERT SERVICES**

Forge Project Forensics specialises in the assessment and resolution of contractual claims. More specifically, 'forensic' is made with reference to the analysis of the events, circumstances and contractual basis on which entitlement to project delay and disruption can be based.

Forge Project Forensics has expertise in the following business sectors:

- Construction
- Process Plant
- Power and Renewables
- Rail
- Nuclear
- Renewable Energy

#### **DEFINITION**

Problem to be solved

**R**estrictions on scope and hurdles

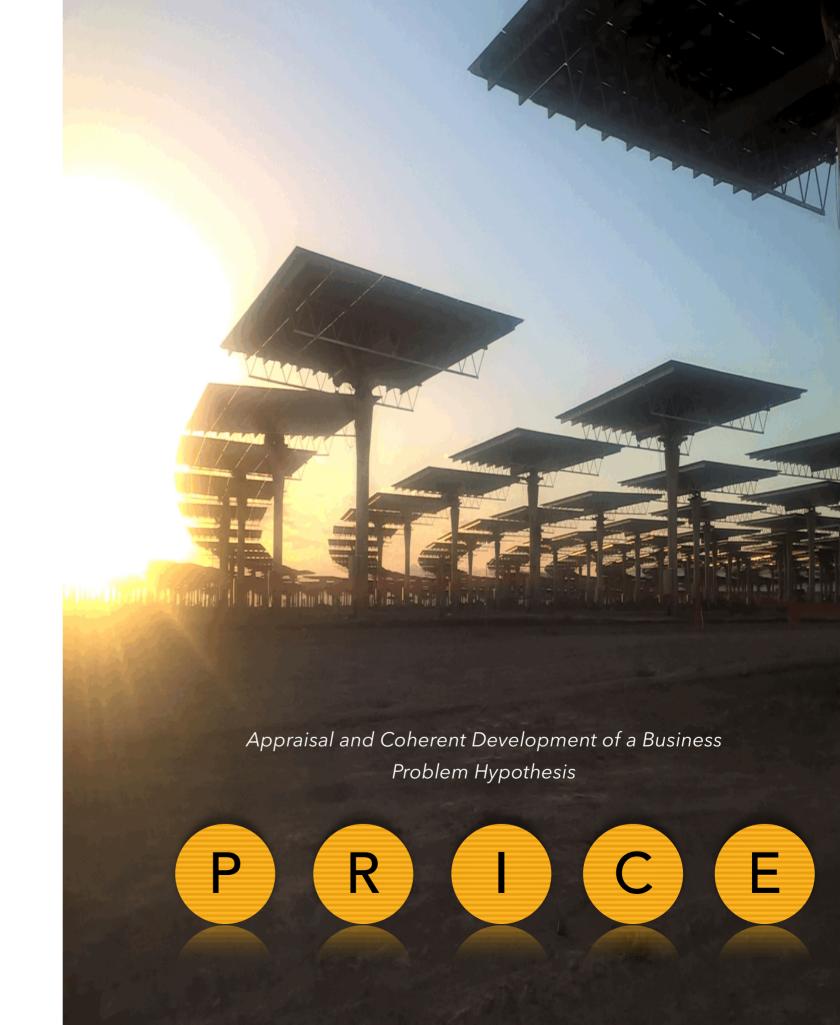
Individual decision makers

**C**riteria for success

**E**nvironmental context

"If I were given one hour to save the planet, I would spend 59 minutes refining the problem and one minute resolving it"

Albert Einstein



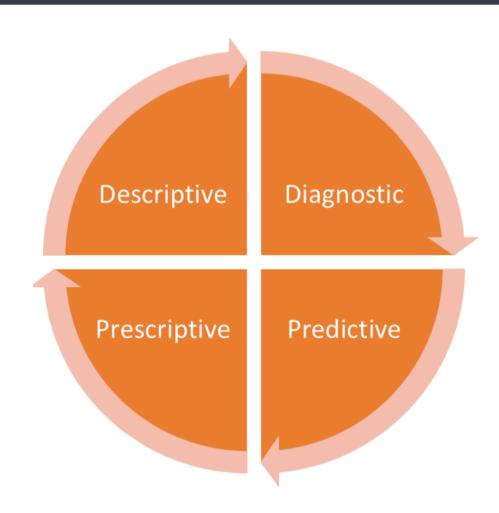
## Strategy Mapping Framework Planning to Win

**Forge Project Forensics** 

STRATEGY

		Client Organisation		Interventions		Recipient	
	X	γ	Size	γ	Size	γ	Size
Objectives	15	24	35	40	99	6	10
Budget	1	2	20	0	12	30	100
Timeline	3	4	34	11	21	38	88
Constraints	5	5	12	19	30	20	76
Resources	6	8	50	26	28	17	64
Data	8	13	70	33	38	24	52
Performance	9	16	35	40	57	31	40
Position	11	18	68	70	66	23	28
Contract	12	20	22	51	75	15	16

### **ASSESSMENT**



#### **DESCRIPTIVE ANALYTICS:**

Informs about what happened in the past. Taken from contemporary project data, this will be a statement about what happened with descriptive statistics.

#### **DIAGNOSTIC ANALYTICS:**

Informs about why something happened in the past.
Involves deeper investigation in order to build hypothesis, collect more data, and to identify reasons behind patterns found in descriptive stage.

#### **PREDICTIVE ANALYTICS:**

Informs about what will happen in the future based on past data & possible future factors that have be used to predict the future outcome.

#### PRESCRIPTIVE ANALYTICS:

Informs about what should be done / should have been done in order to achieve desired future outcomes. This requires a study of the cause & effect relationships between independent & dependent variables.

## EXECUTION

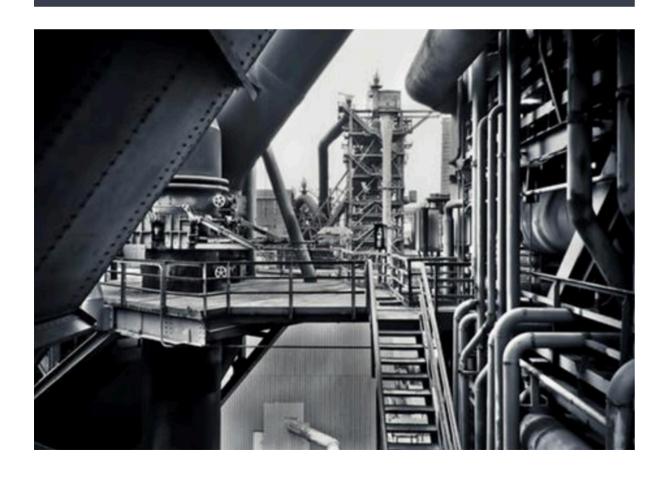
- Plan
- Do
- Review
- Repeat

"No plan ever survives contact with the enemy"

Helmuth von Moltke General of the Prussian Army



## SUPPORT



## COACHING AND DEVELOPMENT OF CLIENT PERSONNEL TO EXPAND KNOWLEDGE AND EXPERTISE

## TARGETED TRAINING AND DEVELOPMENT FOR SYSTEMIC IMPROVEMENTS IN ORGANISATIONAL PRACTICES

EXPERT ADVICE ADAPTED TO SPECIFIC OBJECTIVES AND CIRCUMSTANCES

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