

# Assurance Services

Gaining insight into the progress of a strategy, program or project is a key to successful delivery resulting in realising benefits and returning strategic value. Assurance reviews provide boards and executive teams an independent vendor agnostic perspective on the state of key strategies, programs or projects.

Based on a global assurance framework used by governments around the world, IBRS offers both gated assurance and health check services.

## Gated Assurance

<b>Gate 0</b> Business Need	Assures that the scope and purpose fits within the agency's overall business strategy and/or whole-of-government strategies and policies and benefits have been identified
<b>Gate 1</b> Business Case	Focuses on the robustness of a project's proposed approach, can be delivered within the timeframe and that a benefits management approach has been applied.
<b>Gate 2</b> Delivery Strategy	Provides assurance that the procurement strategy and artefacts are aligned to the delivery effort, and if the project is ready to invite proposals or tenders.
<b>Gate 3</b> Investment Decision	Providing assurance on the supplier selection: that the business needs will be met through controls and that the processes are in place for contract delivery. Assures that the benefits management strategies and plans have been incorporated.
<b>Gate 4</b> Readiness for Service	Provides assurance on the organisational readiness for delivery and ongoing management of the solution prior to production release.
<b>Gate 5</b> Benefits Realisation	Provides assurance on the project's success in achieving its objectives and potential remedial actions.

# Health Checks

## General Health Check – Project Related

A general health check provides general assurance that a project has appropriate governance controls, project planning, risk management, resources, budget and stakeholder engagement and communication plans.

The intent is to provide assurance that sufficient controls and support are in place to enable successful delivery and realisation of expected project benefits, and that the project is on track, is achievable and will likely offer value for money.

## Targeted Health Checks – Area Related

A targeted health check provides an in-depth review of an area against a target state. It investigates the current health of an area considering 3 questions to inform any required decisions and actions:

1. Relative to what you set out to achieve, **how is it performing?** This helps reassure you that it is on track and identifies any necessary actions if not.
2. Relative to what you set out to achieve, **how will it perform?** This underpins your confidence that it remains reliable in terms of scope, quality and budget, and helps determine corrective actions if not.
3. Relative to what must be achieved, **will it realise value for money?** This is important for your confidence that the scope and quality remain relevant to your current objectives, and it prompts consideration of necessary actions if it does not.

A health check focuses on a review of what is in place and what needs to be changed and implemented to achieve required outcomes

A health check does not cover the development of artifacts or the development of any assets.

### Targeted health check

### Focus elements

#### Service Desk

- ☐ Internal and external UX
- ☐ Operating model
- ☐ Platform suitability and setup
- ☐ Structure and culture

#### Digital

- ☐ Strategy
- ☐ Platform
- ☐ Literacy
- ☐ Governance and change control

#### Team

- ☐ Skills
- ☐ Structure
- ☐ Cohesion
- ☐ Capability

#### Data

- ☐ Strategy
- ☐ Platform
- ☐ Literacy
- ☐ Governance and change control

#### Benefits

- ☐ Adoption
- ☐ Framework
- ☐ Ownership and measurement

#### PMO

- ☐ Adoption
- ☐ Framework
- ☐ Governance
- ☐ Enterprise planning
- ☐ Procurement

#### Vendor Performance

- ☐ Scope
- ☐ Governance
- ☐ Risk management
- ☐ Budget and deliverables

#### Cyber Security

- ☐ Strategy
- ☐ Governance
- ☐ Framework