

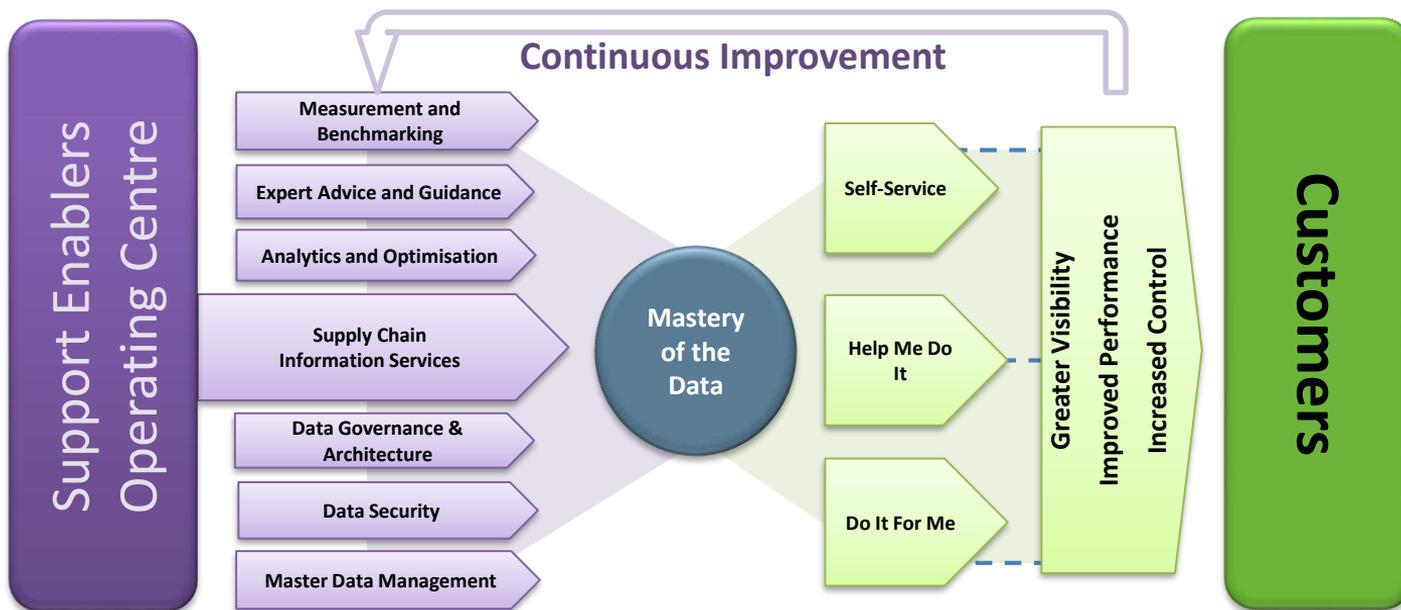
Enabling Support Transformation

Support Enablers Operating Centre

Steve Glass OBE
Director Support Enablers
Support Chain Seminar 19 Oct 17



How SEOC enables improvement

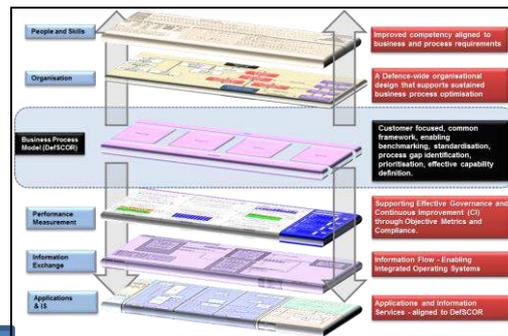


Innovation and evolution – thoughts on getting better

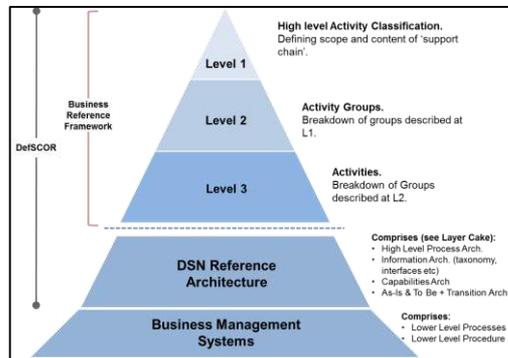
“There is nothing so useless as doing efficiently that which should not be done at all.”

- Operational advantage comes from a system of mutually reinforcing capabilities – the foundations:
 - Stable Support Architecture - DefSCOR
 - Capability based process groups delineate support for 1st time
 - Evolving Metrics – PM&BI
 - Integrating business planning end-to-end – F&RP

Business Context



DefSCOR Outline

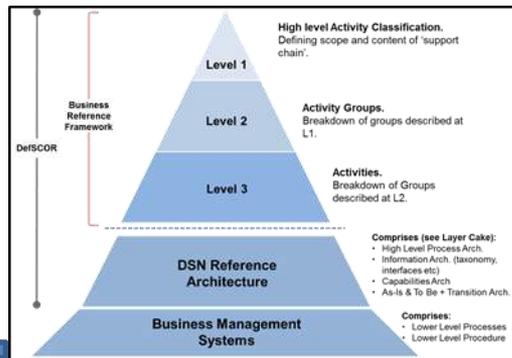


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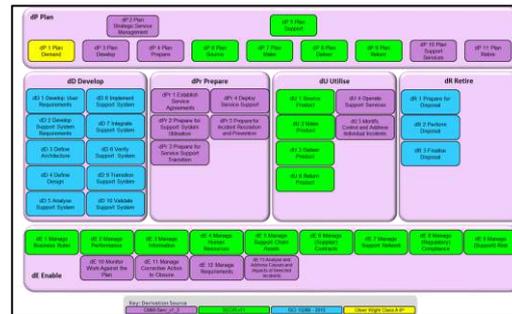
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DefSCOR Outline



DefSCOR Business Reference Framework

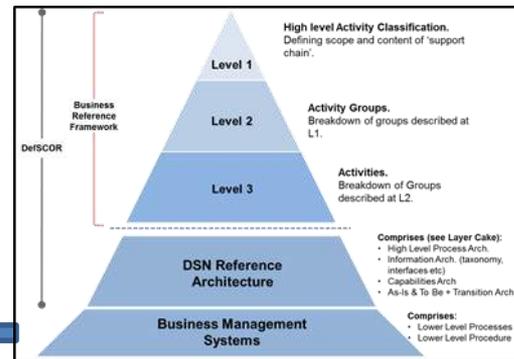


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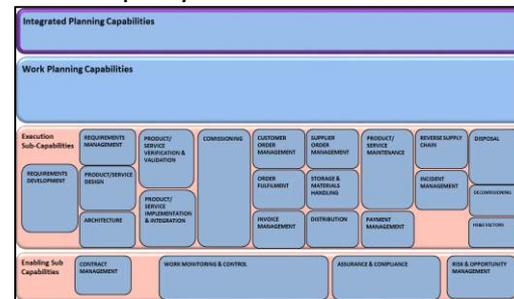
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DefSCOR Outline



DefSCOR Capability Framework

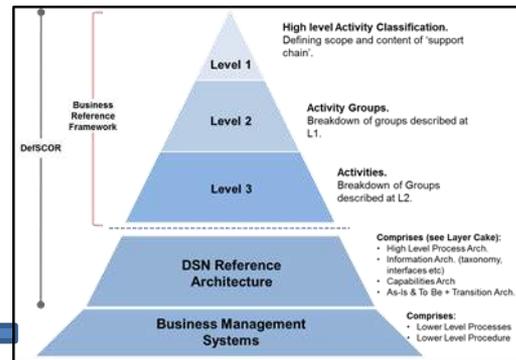


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DefSCOR Outline



PM&BI – Strategy

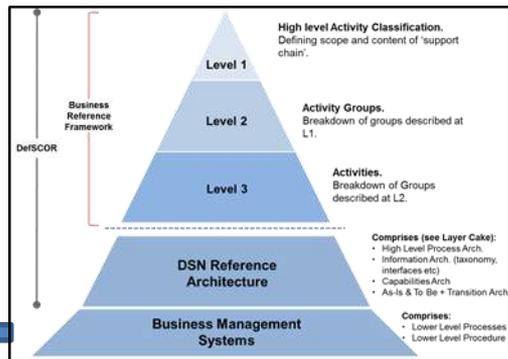


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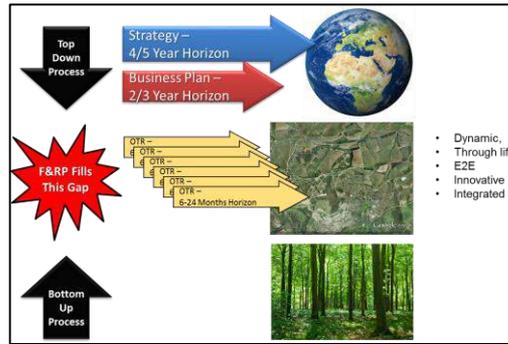
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DefSCOR Outline



F&RP Outline

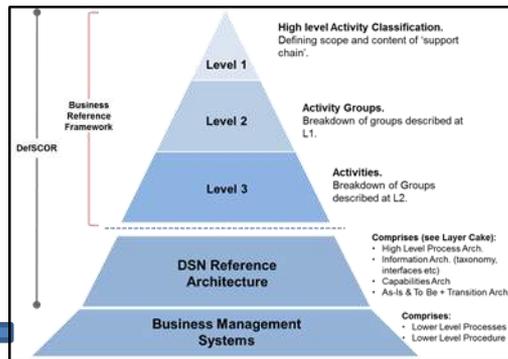


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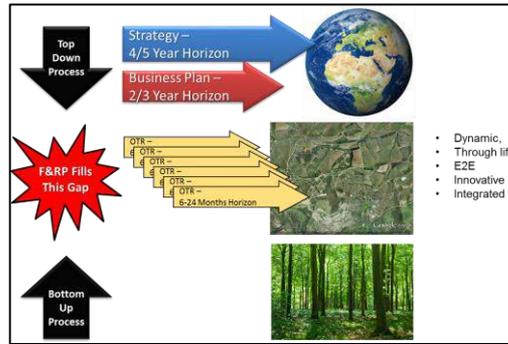
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- Holistic, systems approach but...
- ...minimise configuration & variance
 - DE&S common frameworks set within a bigger picture
 - Increased standardisation and a common lexicon

DefSCOR Outline



F&RP Outline

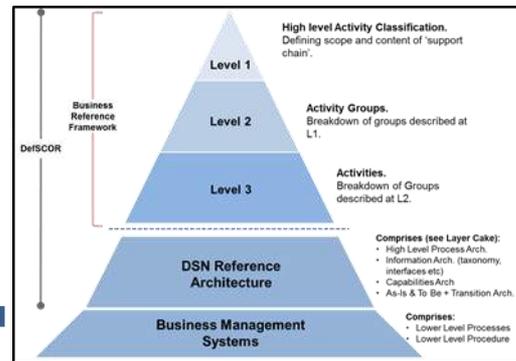


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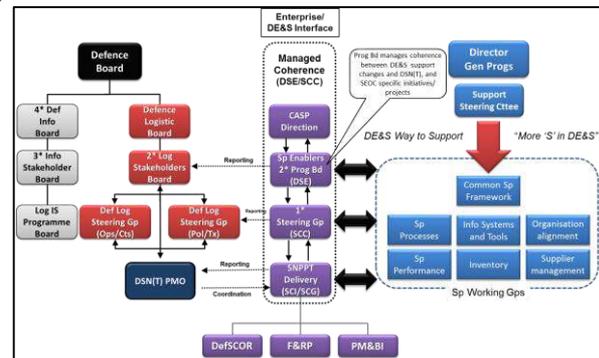
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- Innovation without coherence is the pinnacle of inefficiency:
 - It’s E2E & it’s support
 - SEOC provides coordinating authority
- Exploit chaos through data/analysis superiority
 - Set the conditions to “master the data”

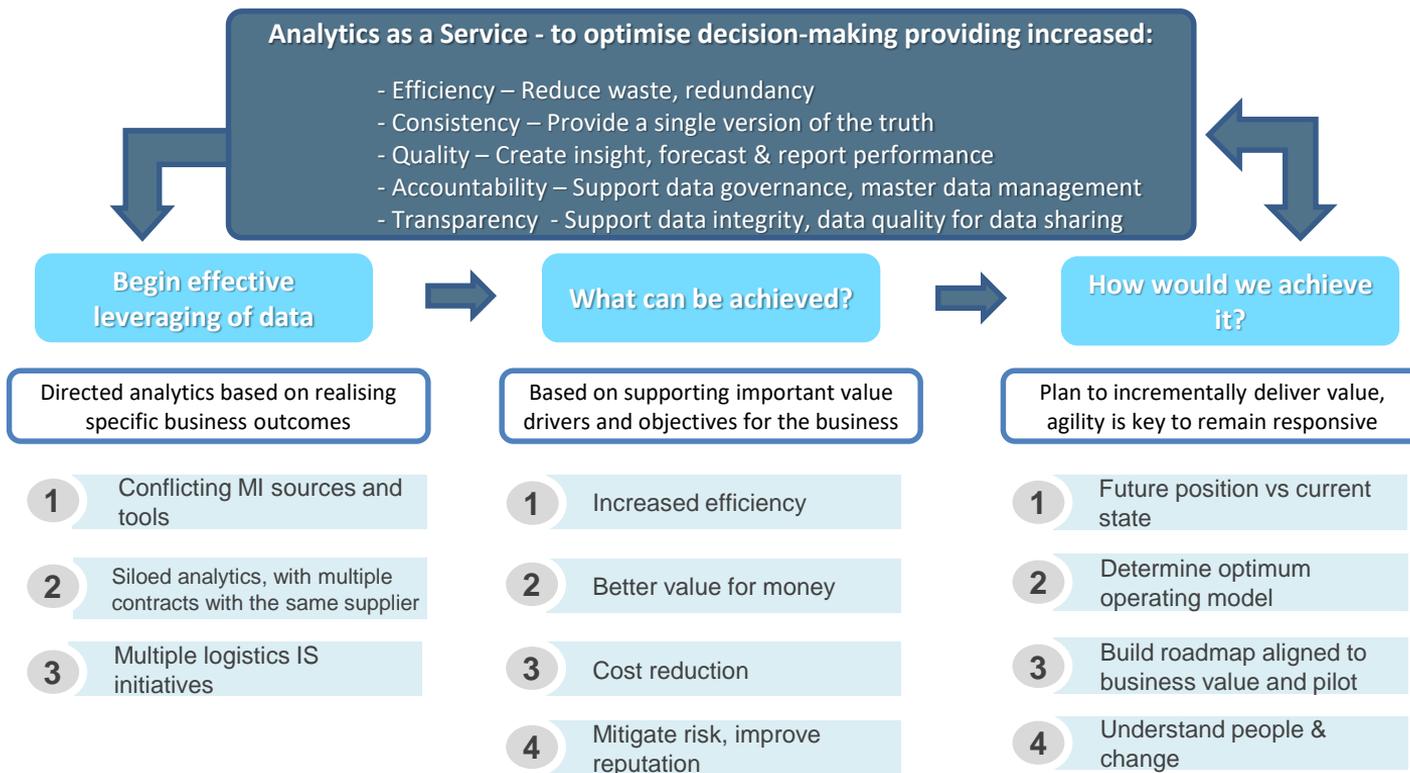
DefSCOR Outline



Governance and Coherence



Dynamic analytics to optimise support decision-making

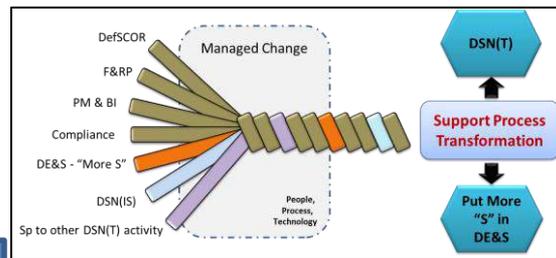


So what?

“For every complex and difficult problem, there is a simple and clear solution that’s wrong”

- **Proposition is seductive:**
 - Benefits of innovation/transformation are substantial **and essential**
 - It should be a positive sum game...
- **But...**
 - ...history suggests we need to change for that to be true
 - Process change will require compromise – no-one is as special as they think they are!
- **Challenging:**
 - One person’s shiny toy....?
 - Culture(s) **must** change
 - We must **value** and **incentivise** good practise
- **... and Risk?**
 - Coherency in the land of the wicked problem...
...and the titanium stovepipe
 - Fanning the embers of innovation takes courage
 - Will we dare to trust the numbers?

Support Process Transformation



Activity	Description
F&RP	An integrated Defence business planning capability to make optimal trade-off decisions that balance demand and supply for Equipment Support.
DefSCOR	The development of a stable Business Reference Architecture that describes the single coherent Business Model for the Defence Support Network
PM&BI	A defined set of E2E metrics, driven from a strategically aligned process (DefSCOR) that is drillable to all levels of the Business via an accessible online dashboard available to all levels of the Enterprise.
Compliance	Design, implement and sustain a DSN assurance framework to enable effective strategic risk management and compliance with key policies and processes and support their improvement.

Q&A

