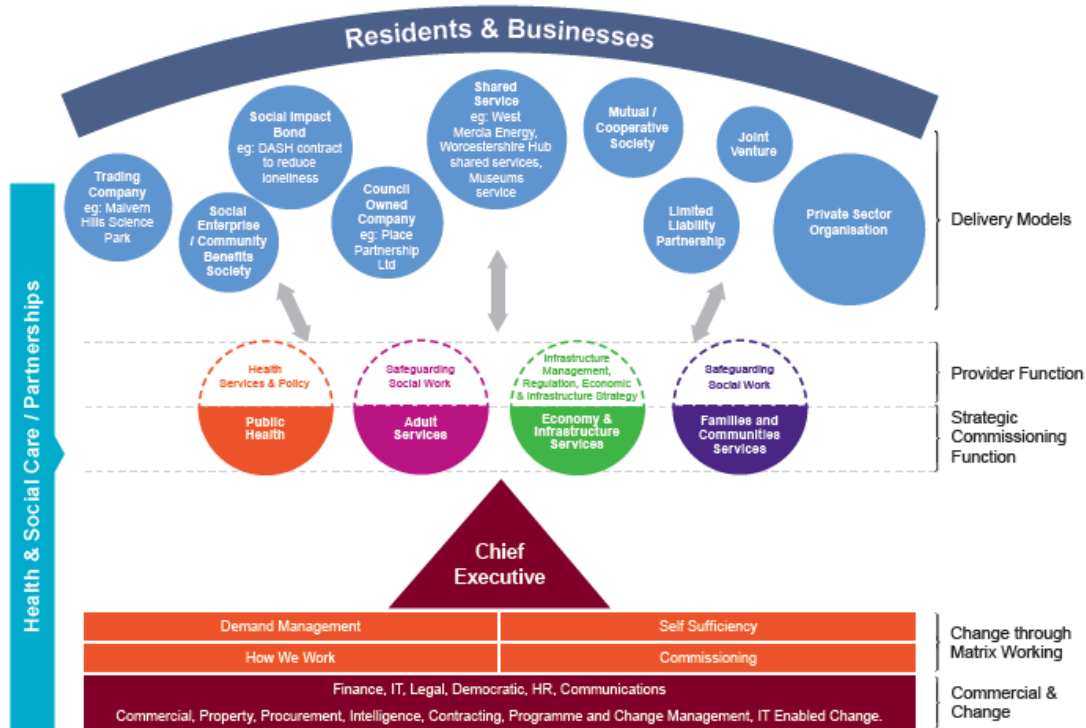


OPERATING MODEL

July 2016



EVALUATION

Assess the needs and determine the desired outcomes. Consider demand management. Research and engage with the Market

DESIGN ("Make/Buy/Cease" Decision)

Explore alternative delivery and procurement and recommend appropriate models to meet needs. This may involve co-production with providers

SOURCE

Manage the process of engaging the provider(s) in line with the recommended delivery model

REVIEW

Manage the contract(s) and provider(s). Proactively manage and collaborate with provider(s) to achieve high performance and identify savings

