

Organization Modeling & Change Management

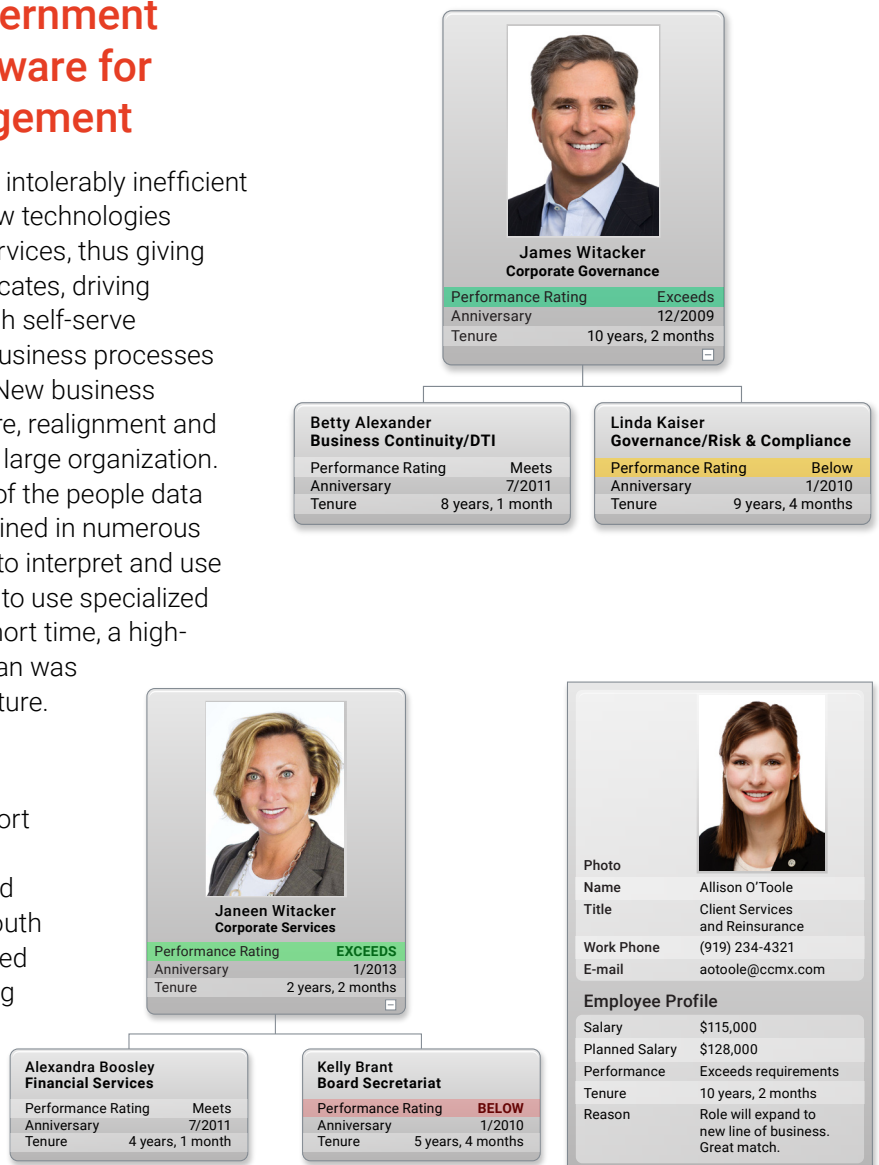
Managing Large-Scale Organizational Change

How a Large Australian Government Agency Used OrgChart Software for Organization Change Management

Old ways of serving the citizenry had become intolerably inefficient for a large Australian government agency. New technologies were providing opportunities to streamline services, thus giving citizens easy access to things like birth certificates, driving license renewals, and auto registration through self-serve kiosks. Time-saving technologies impacted business processes and the required personnel to support them. New business models were requiring wide-spread restructure, realignment and reassignment of personnel throughout a very large organization. But the HR staff was met with a problem: All of the people data (personnel and position data), was only contained in numerous spreadsheets, which were extremely difficult to interpret and use for transition management. The solution was to use specialized OrgChart software with data analytics. In a short time, a high-quality organizational model and transition plan was established to workforce facilitate the restructure.

The Business Problem

The HR Metrics team provided strategic support for this government agency which employed approximately 8,000 staff through a diversified network of offices across the state of New South Wales, Australia. When the agency was required to realign all of its functions to a new operating model, the team was called on to provide personnel and position information to support the end-to-end realignment of business functions.



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Past Struggles

In the past, the HR Metrics team had provided position and workforce information in the form of spreadsheets and summary analytical reports. Creating organization charts to match the data was a manual process, took many weeks to deliver and was a serious headache for all involved to keep updated. Keeping on top of HR system data changes, while having access to a real-time snapshot of the organization when making important decisions, seemed impossible.

OrgChart Steps In

The team knew it needed an application that was a database, an analytics reporting tool and could share personnel information easily and securely. The realignment project also required up-to-date information for analysis and modeling. Other commercial and home-grown applications were evaluated, but they did not have the combined capabilities of intelligent charting, data analytics reporting, and robust database flexibility found in the OfficeWork OrgChart application.

More Than an Org Chart

OrgChart is a powerful all-in-one visualization and analytics tool, including a compare tool for what-if scenarios. With OrgChart the agency was able to take its personnel data and create customized visual charts and reports, including salary, gender, tenure, skills and other information needed for decision making purposes. OrgChart was used to visualize, model and evaluate the impact of the realignment. Read more about how the team used the features and functions of OrgChart to achieve their goals.

Mission Accomplished and More

As well as providing valuable data for the realignment, OrgChart software was now supporting the agency's overall mission to become more strategic. Key personnel and position data became easy to manage and visualize in one place. What used to take many days was done in a jiffy with OrgChart. The organization has the information it needs for strategic decision making; whether for a future realignment, system data cleanup or talent and succession planning.

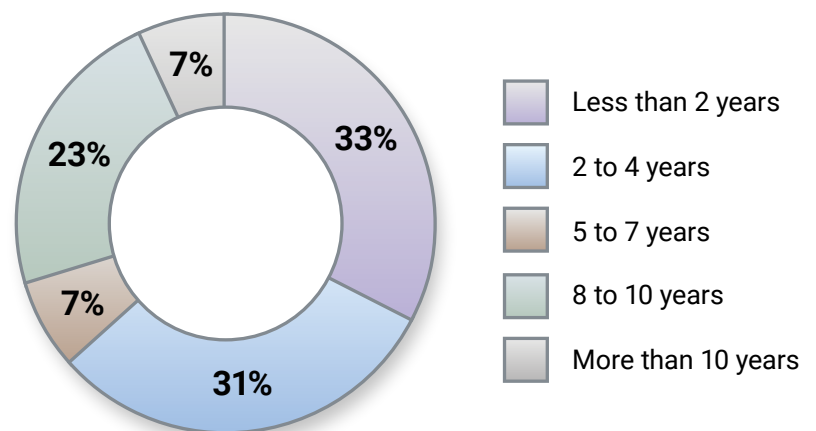
For the HR metrics team, OrgChart proved to be a very useful, flexible and robust charting and analytical HR tool. For the functionality available, the software was great value for money and the organization continues to reap benefits from its investment in OrgChart. OrgChart features and functions get the job done.

Common Format

Pulling the data from its various sources into a standard format was the first hurdle the HR Metrics team faced. OrgChart's flexible data import with data diagnostics was the key to completing this task effectively.

Charting

Once the data was imported and formatted correctly OrgChart's charting features were used to provide up-to-date visuals of the organization end-to-end. As the underlying personnel and position information was drawn into OrgChart directly from source data visuals were now always up-to-date. The org charts showed the full establishment end-to-end including personnel who were contract holders, acting as well as permanent positions.



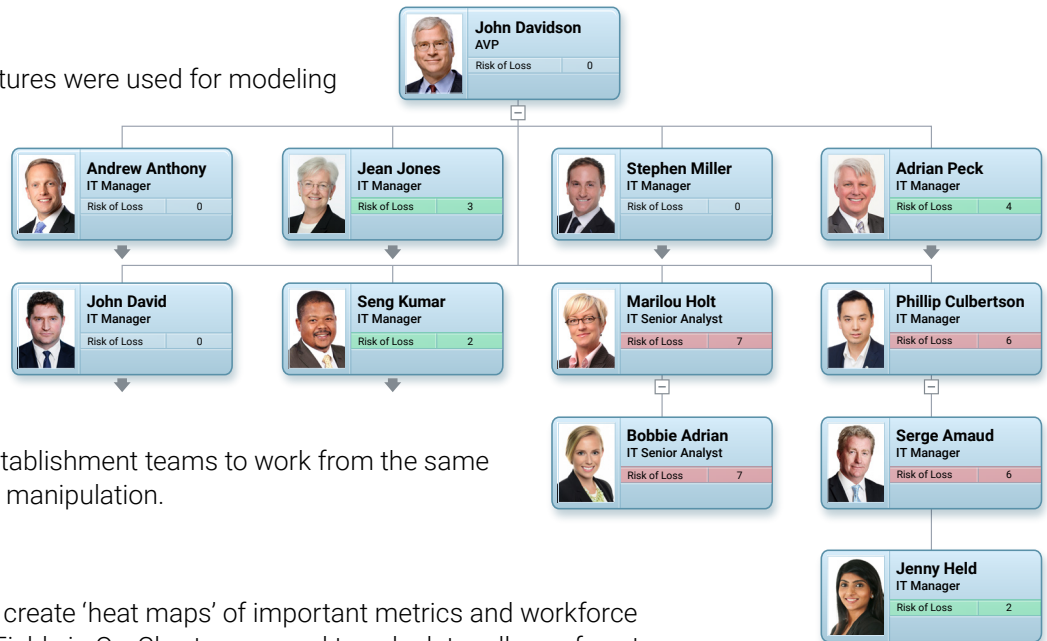
Breakdown of workforce by years of service



Modeling

The Compare Tool and Copy features were used for modeling 'current state' and 'future state' scenarios. These were used to compare costs, headcount, span of control, levels, skills coverage and much more. The comparisons were created as visual charts and the two scenarios were exported to a spreadsheet from OrgChart.

This allowed HR and Finance/Establishment teams to work from the same information without further data manipulation.



Analysis

Analytical markers were used to create 'heat maps' of important metrics and workforce characteristics. The Calculated Fields in OrgChart were used to calculate rollups of costs, headcount, position types and other metrics for various subsets of the agency. OrgChart enabled the agency to easily export the summary rollups to accompany the visual charts.

Refreshing the Data

The team was able to track changes in the structure as the organization transitioned to the target 'future state' using OrgChart's Data Re-synchronization feature. Charts were created to show the progress of assigning and recruiting personnel into various positions of the new structure.

User Environment

The HR Metrics team was able to support the entire organization using just four OrgChart licenses with create/edit privileges. Charts were created in PowerPoint or Interactive PDF so there was no need for additional software for colleagues external to their team to read the charts. Data files were exported to spreadsheets to accompany the charts.

Reporting

Charts for nine agency divisions were created to run monthly. Other summary charts were created and published to the Intranet.

Access

Charts published to the intranet were made available across the whole organization. The Interactive PDF feature of OrgChart allowed a secure chart/directory to be created for each division or end-to-end across the whole organization.

**Is your organization facing a challenging workplace reorganization?
Schedule a demo with our experienced consultants on how OrgChart can help.**

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