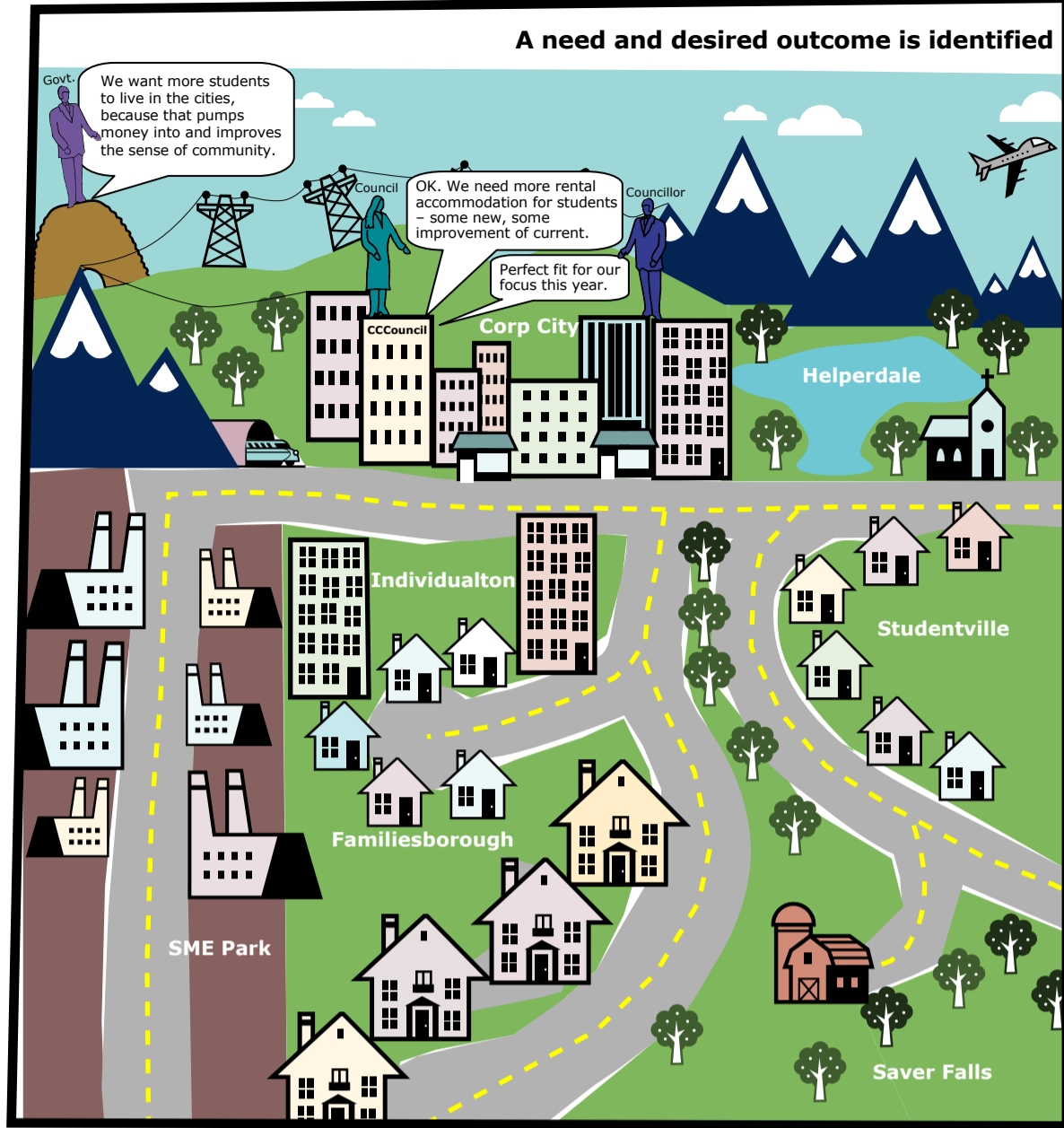
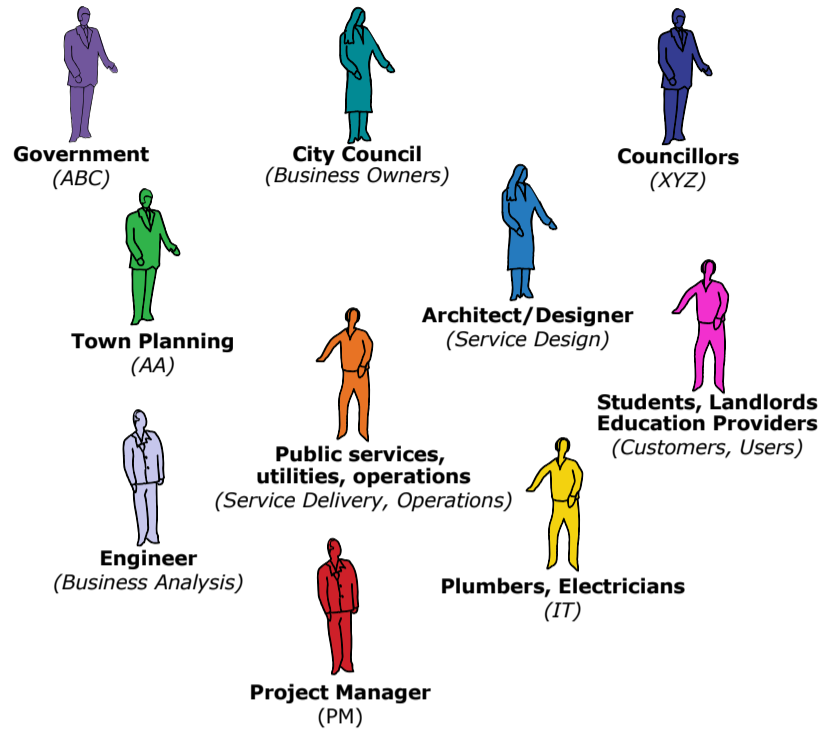


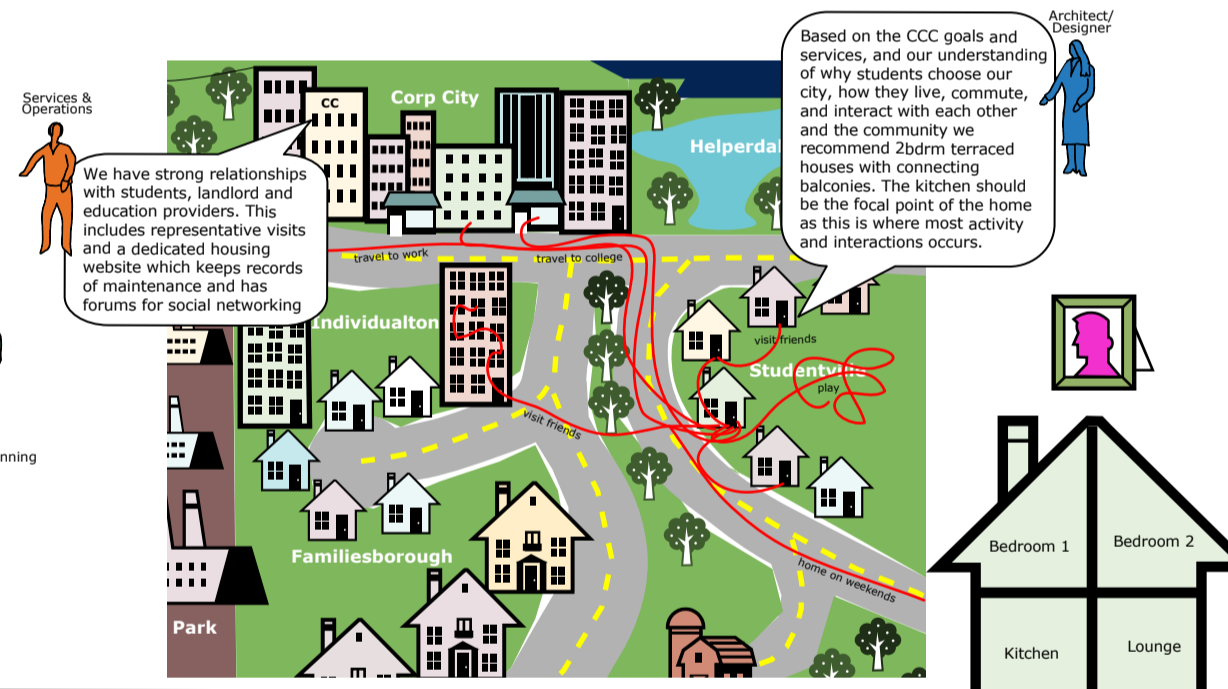
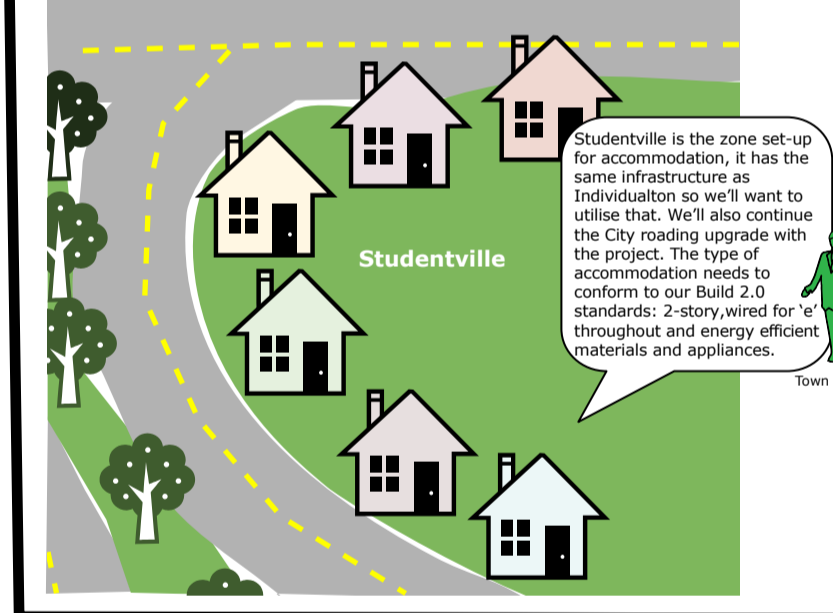
# Designing and Delivering Solutions

Think of our organisation as a small city. Think of our different customers as different zones in the city, all accessing the same utilities and services but with different needs and goals. Each business unit in the city is interconnected and plays a key role in making the city a liveable, productive community for business, study and living.



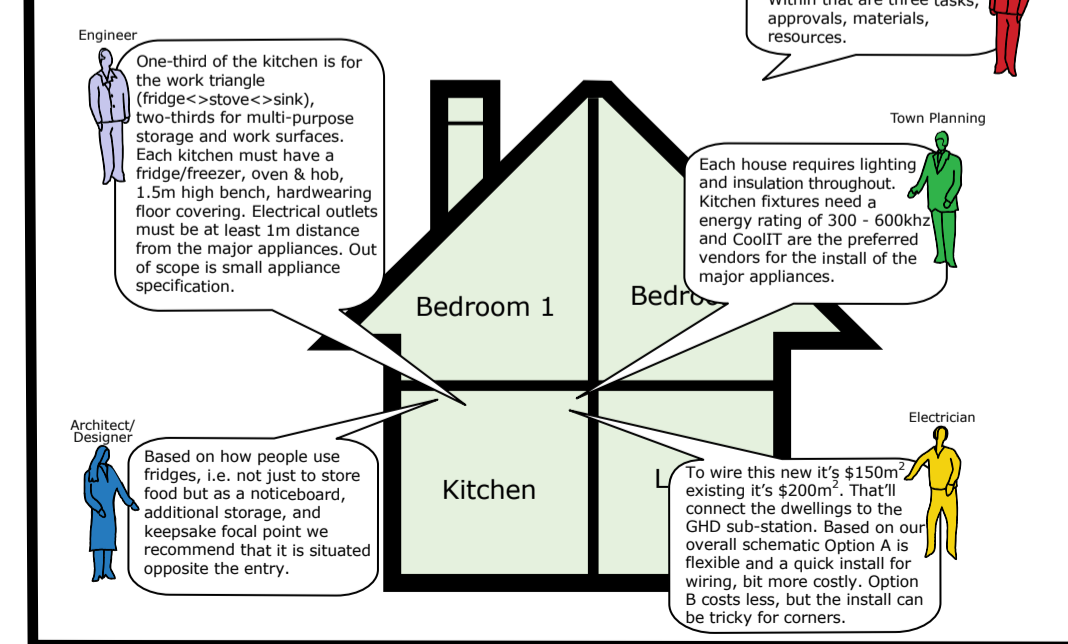
## Working out the scope, getting clear about the needs

To plan housing for the right area you need to know how the city is zoned and what the future plans are. To build a house you need to know who it's for and why, who's going to live there and how. And to make sure you understand all this to the right level you need to determine the right type of input to the right degree.



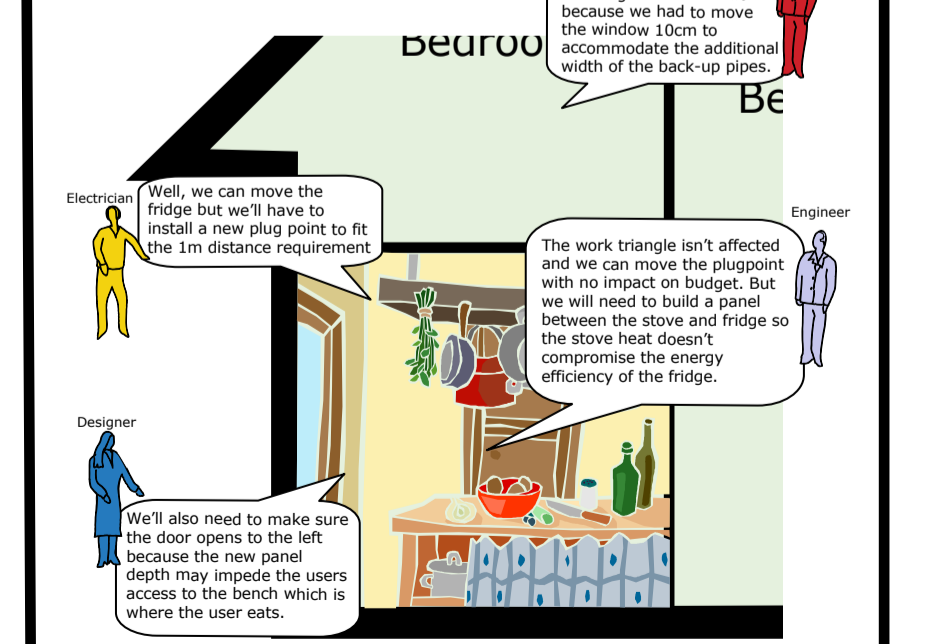
## Describing what will be built and how

Before anything is built the options are explored and agreed, the plans are drawn up for building, for plumbing, for wiring, for fitting-out, for decorating.



## During the build

Things can change, but having the plans and professions working together means decisions are made easily on the fly.



To innovate and deliver change that consistently enables and enhances effective and efficient services and operations each area is interconnected and plays a key role at different times in the design and delivery of solutions