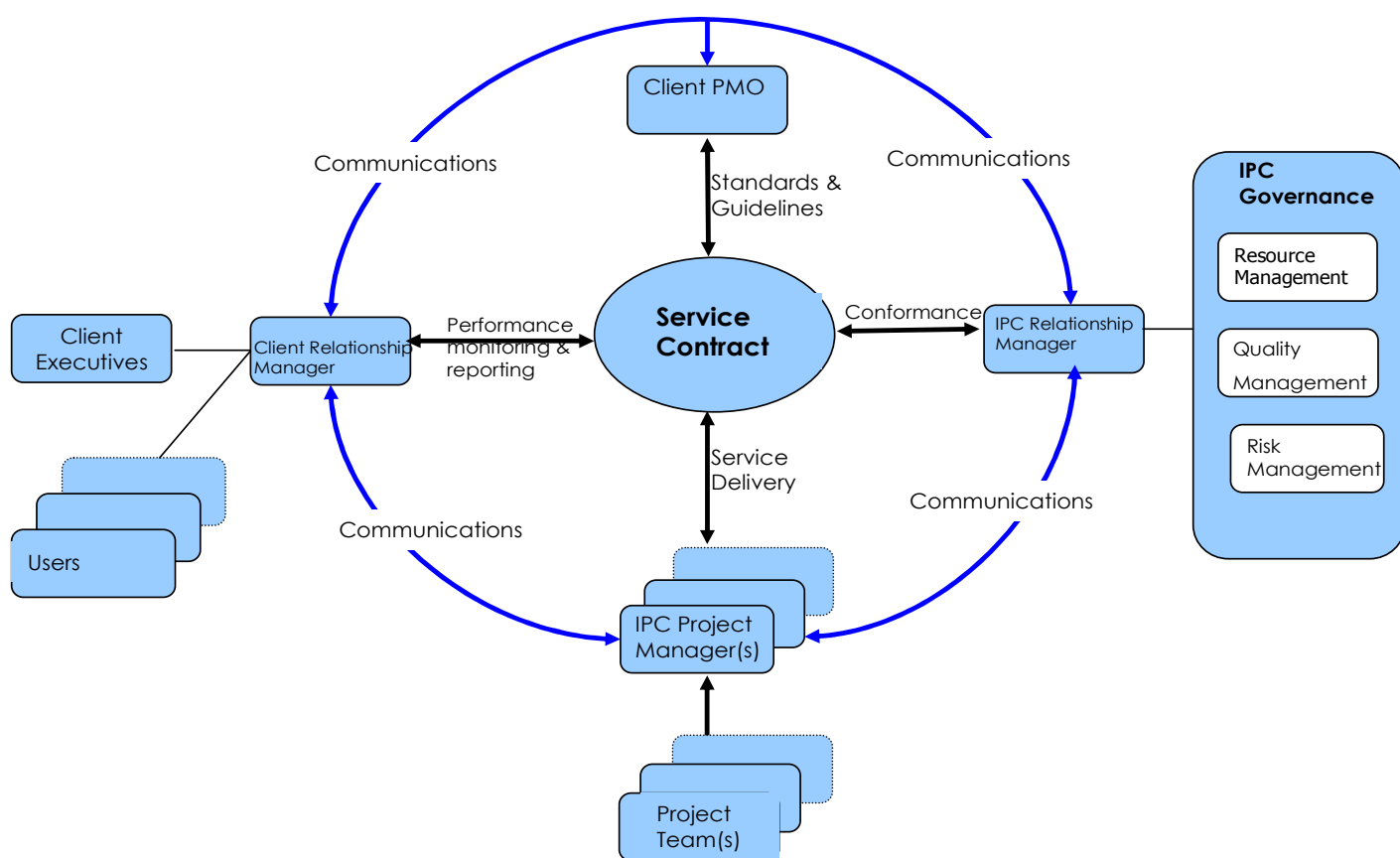


Engagement Model

IPC will work with clients in the way agreed to be the best approach to the task in hand.

IPC adopts the “collaborative team” approach. IPC may take the prime responsibility for the delivery of outputs/outcomes with client resources available to assist and provide inputs and/or conduct reviews. Alternatively the client may prefer to take the lead responsibility with IPC resources assisting as required (see below).

The following diagram indicates how IPC generally interacts with clients at various levels.



IPC endeavours to ensure that services delivered are managed and measurable. This is based on criteria established with clients for defining the terms of engagement, the scope of the work, services/deliverables to be provided, assumptions, schedule, costs, billing arrangements and responsibilities.

Joint responsibilities for contract and risk management are agreed as is a process for reviewing and measuring service performance against the contractual terms. Formal communications are established to ensure that all parties are aware of service, cost and milestone expectations. The nature and frequency of Project Status reporting will be established at project initiation.

IPC's Relationship Manager will liaise on client issues to ensure the quality of the relationship is based on trust and transparency e.g. through Service Level Agreements (SLAs).

IPC will work with the client to identify and mitigate risks relating to the ability to continue effective service delivery in a secure and efficient manner on a continual basis e.g. replace a contractor who terminates with another of equivalent skill and experience.

IPC will comply with any required legal or regulatory standards e.g. non-disclosure agreements, occupational health and safety rules or security requirements.

The following diagram is an example of a Responsibility Assignment Matrix (RAM). This RAM shows who is **R**esponsible, **A**ccountable, **I**nformed or **C**onsulted in the service management process.

This particular chart would apply, for example, where IPC was contracted to deliver an outcome under the WA Government ICT Services Common Use Arrangement (CUA 14008).

See [http://infopage.gem.wa.gov.au/docs/Buying_Guide - 14008.pdf?](http://infopage.gem.wa.gov.au/docs/Buying_Guide_-_14008.pdf?)

An outcome could be:

- A report;
- An application;
- An interface;
- A database ; or a
- A project.

RACI Chart: IPC Responsible for Delivery of Outcomes

	Client						IPC		
	CEO	CIO	PMO	Business Process Owner	User(s)	Audit/Security Executive	Relationship Manager	Project Manager	Team Member(s)
Establish Requirements	I	C	C	R	C	C			
Establish Service Contract		A	C	C		C			
Confirm Scope /Deliverables		A	C	C	I	C	R	I	C
Identify Required Resources		I	C	C		C	R	C	C
Implement Risk Mitigation		A	C	C	I	C	R	C	C
Develop Schedule		A	C	C	I	C	R	C	C
Implement Cost Controls		A	C	C	I	C	R	C	C
Provide Quality Assurance		A	C	C	I	C	R	C	C
Monitor Service Delivery		A	I	I	I	I	R	C	C
Communicate Progress/Status	I	A	I	I	I	I	R	C	C
Manage Change/Resolve Conflicts		A	C	C	C	I	R	C	C

R=Responsible A = Accountable C = Consult I = Inform

Another scenario is where IPC provides resource(s) to participate in an activity when the Client takes responsibility for the delivery of the outcome. An example of this circumstance is when contractor(s) are hired under the WA Government Temporary Personnel Common Use Arrangement (CUA 22008).

See [http://infopage.gem.wa.gov.au/docs/Buying_Guide - 22008.pdf?](http://infopage.gem.wa.gov.au/docs/Buying_Guide_-_22008.pdf?)

In this case the RACI chart would be as follows:

RACI Chart: Client Responsible for Delivery of Outcomes

	Client								IPC	
	CEO	CIO	PMO	Business Process Owner	Project Manager	User(s)	Audit/Security	Executive	Relationship Manager	Contractor(s)
Establish Requirements	I	C	C	A	R	C	I			
Establish Service Contract		A	C	C	C	C				
Confirm Scope /Deliverables		A	C	C	R	C	C	I	I	I
Identify Required Resources		I	C	C	R		C	C	C	
Implement Risk Mitigation		A	C	C	R	I	C	I	I	I
Develop Schedule		A	C	C	R	I	C	I	I	I
Implement Cost Controls		A	C	C	R	I	C	I	I	I
Provide Quality Assurance		A	C	C	R	I	C	I	I	I
Monitor Service Delivery		A	I	I	R	I	I	I	C	
Communicate Progress/Status	I	A	I	I	R	I	I	I	I	I
Manage Change/Resolve Conflicts		A	C	C	R	C	I	C	C	C

R=Responsible A = Accountable C = Consult I = Inform