



“Big Data, Integration and Governance Conference”

Driving business value and improving strategic capability
through unified data governance & business integration

Presented by: Ray ABOU
Head of Business Integration Centre at TW
CEO & Founder : BTQA Partners
London, November 6th, 2012

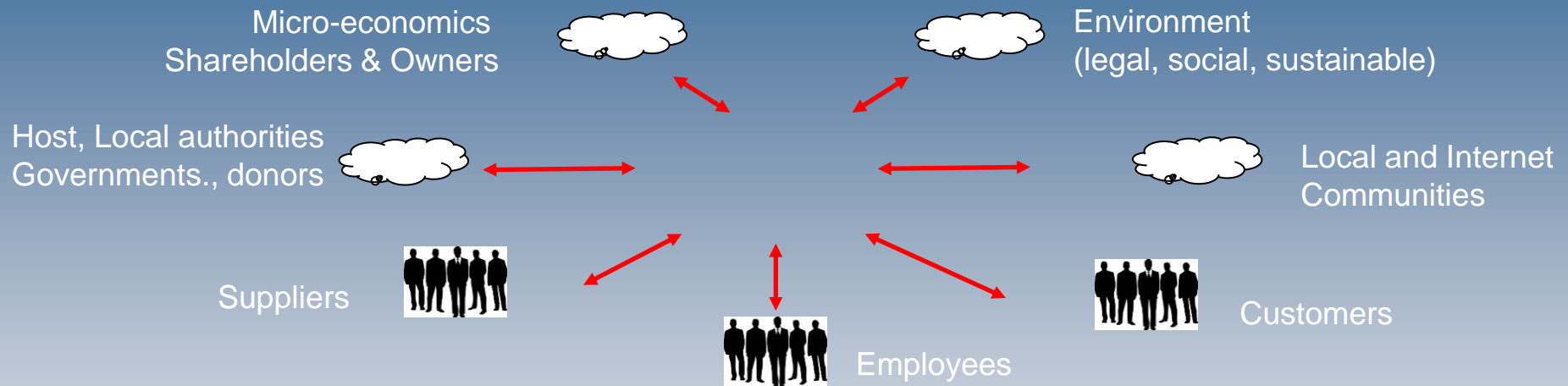


**BTQA
PARTNERS**

Transformation Capitalised®

**The Business Integration
Company™**

Driving business value and improving strategic capability ?



What are the chronic challenges?



• **9 out of 10 companies do not deliver on their Strategy.**



• **The causes of this Strategy to Performance Gap are all but invisible to top management.**



• **Most company strategies deliver only 63% of their promised financial value.**



• **90 % believe they have a good Strategy while 35% only believe they have a good execution.**



• **10% of the total Gap (37%!) is due to poor Governance.**



• **14% of the total Gap is due to poor organisational management.**



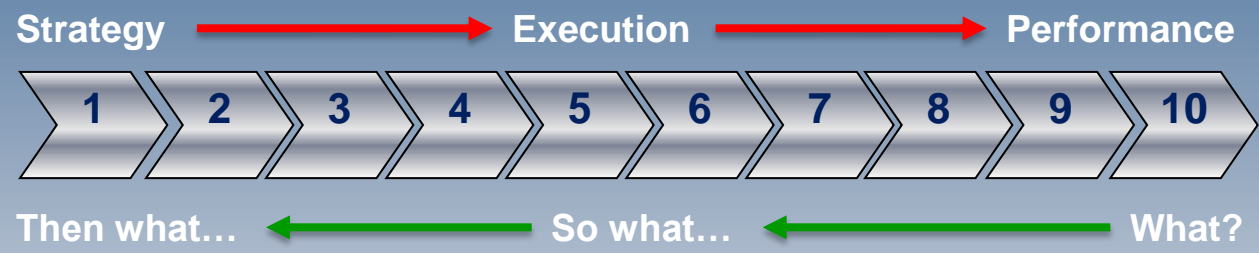
• **13%, of the total Gap is due to poor operational management.**



• **And what about the big unknown of the non financial performance Gap !**









How can we drive Value and improve Strategic Capability?

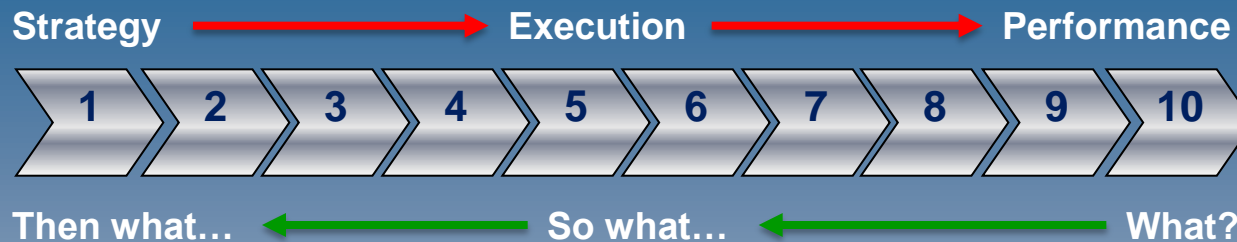
by providing an end to end approach to Enterprise integration challenges



To whom is it intended?

Business Integration innovation has many faces and sponsors

- | | |
|--|---|
|  <ul style="list-style-type: none"> • Group & Senior Executives
Focus: Wider Stakeholders interests |  <ul style="list-style-type: none"> • Functional Directors and Heads
Focus: Operational effectiveness & efficiency |
|  <ul style="list-style-type: none"> • Business Unit Executives and MDs
Focus: BU's Transformation & New B. Models |  <ul style="list-style-type: none"> • Technical Directors and IS/IT Heads & Mgrs
Focus: Information Technology drivers & services |
|  <ul style="list-style-type: none"> • CFO's, Finance, Accounting, Performance Mgrs
Focus: Planning, Budgeting, Controlling |  <ul style="list-style-type: none"> • Internal Audit, Regulatory bodies
Focus: Compliance, Traceability, Reports |
|  <ul style="list-style-type: none"> • Group CIO's, CIO's and CTO's
Focus: People, Process, Technology integration |  <ul style="list-style-type: none"> • Enterprise, Information & Technical Architects
Focus: Capabilities, Standards, Practices, etc. |



What are the desired Benefits?

**End to End Integration drives Value, Strategic Capability,
a Unique Sustainable Competitive Advantage, Operational and Costs efficiency**



Strategic Framework, Leadership, communication, and Accountabilities across Business Units.



Organisation, Governance, and Operations



BU's Strategic Planning, Strategic Capability, Value and Performance.



Joint Business and IS/IT Centre of Excellences



Integrated Planning, Budgeting, and Resource Mobilisation; Coordination, and Control.



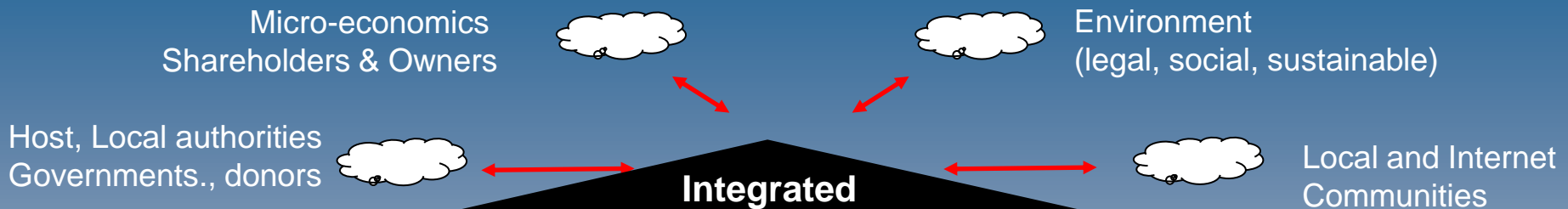
**Audit and Regulatory compliance
Predictive Analysis & Costing (ABC)**



IS/IT Strategic driver and Capability, Valued services, Operational effectiveness

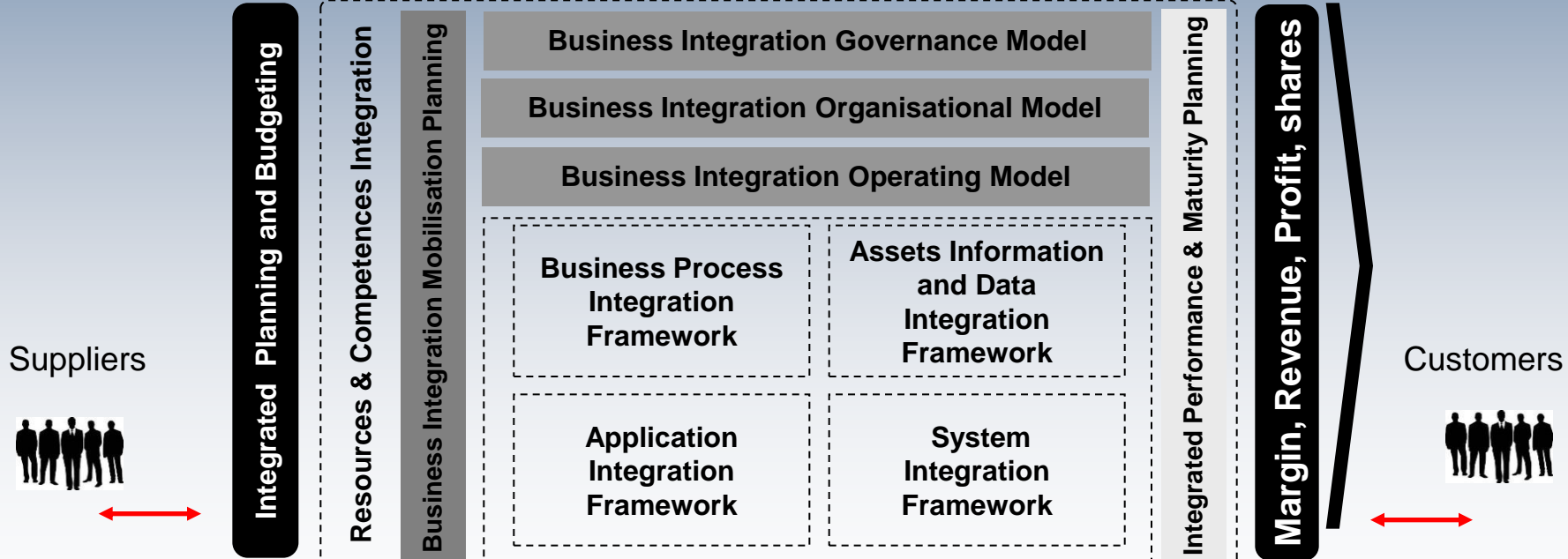


People, Process, Information and Technology Integration



Integrated Business & IS/IT Strategy

Integrated Business Models and Value Chains Innovation





This is what we do

We provide the essential service to homes and businesses around the clock, from supplying top-quality tap water to transporting and treating sewage.

Here is some of the main work we carry out – and how we’re performing.

Pipe out



All 350 of our sewage works meet tough external standards for returning high-quality treated effluent to local rivers. And we advise how to avoid blocked sewers and misconnected drains.



Our drinking water quality is among the best in the UK, with 99.98 per cent of samples passing strict European guidelines. We also help customers to save water at home and at work.



Our average combined bill is currently £339 – among the lowest in England and Wales.

To supply homes and businesses, we source 65 per cent of water from rivers and the remaining 35 per cent from underground boreholes.

We aim to ensure that the amount we take does not damage watercourses. Equally, the quality of treated wastewater we return to rivers and streams from sewage works has a big impact. It can make up a major proportion of the flow, so we must treat it to a very high standard.

This is all the more important in a region that receives lower rainfall than many might think – London, for instance, gets less than Rome, Madrid and even Sydney in an average year.

We must plan for the long term to make sure we always have enough water. We already transfer supplies from a number of our neighbouring water

companies, and will increasingly look to source more in this way. We also play another key role in the environment, and wider society, by providing more than 100 sites where visitors can enjoy a range of recreational and educational activities. These include sailing, fishing and access to a range of nature reserves.



We create renewable energy at 53 of our treatment works – in fact, we generate 14 per cent of our own power needs. We are already a leading non-commercial generator of renewable energy.



We have beaten our last six annual leakage targets, reducing it by a third to its lowest-ever level. However, we still have more work to do.



We have installed meters for 29 per cent of domestic customers – below the average figure of 39 per cent across England and Wales.

Pipe in



Solar panels fitted at our Beckton site



Lee Tunnel shaft under construction



120-metre-long Lee Tunnel boring machine



Exploratory works for the Thames Tunnel



Renewing London's Victorian water mains



Checking for underground leaks



Farmoor Reservoir, Oxfordshire



Abbey Mills Pumping Station



Mogden Sewage Treatment Works



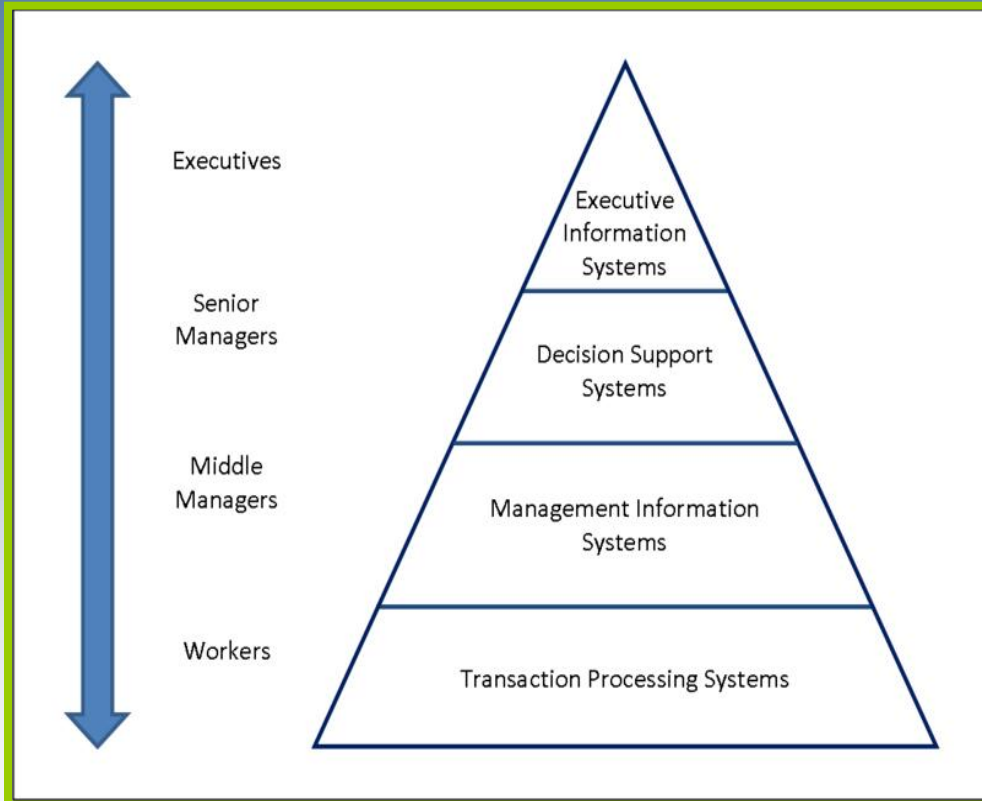
Egg-shaped 'digesters'



Sludge-powered energy generator



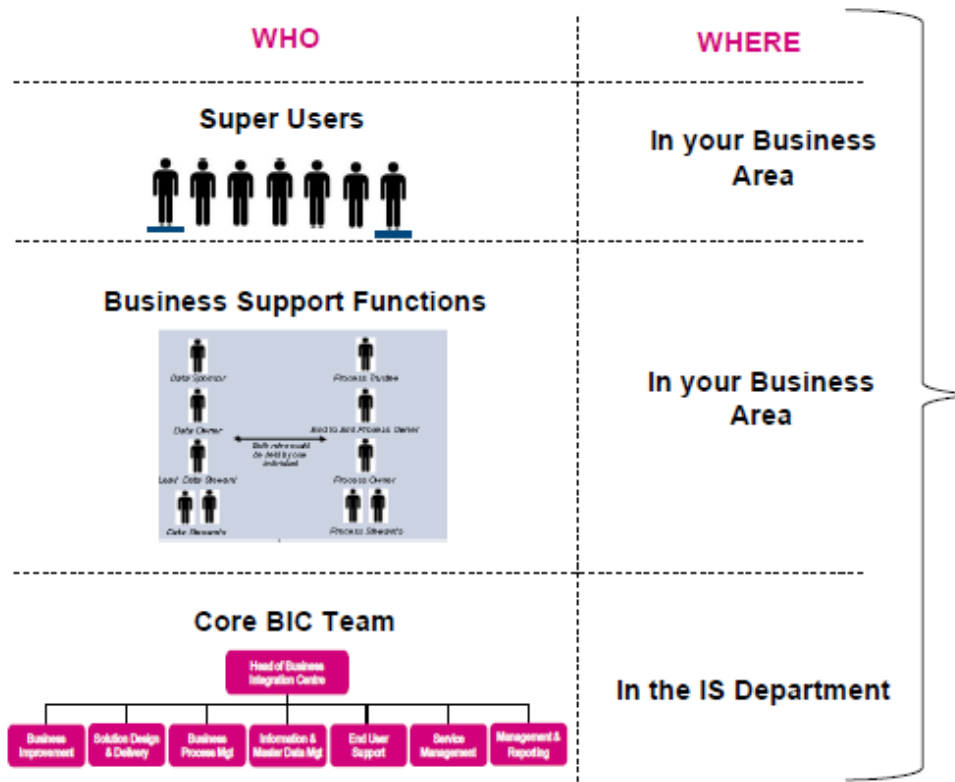
Abbey Mills Pumping Station in Stratford



When IS support the annual billing event in Feb/March our mainframe system carries out over 1,000 million instructions per second spread over 19 nights, billing an incredible 2.4 million properties and creating revenue worth over £840mn. These bills are printed on approximately 600 miles of paper!

- ✓ • Improving the service provided to customers.
- ✓ • Treating and supplying an increasingly precious resource.
- ✓ • Transporting and treating sewage, and returning it safely to the environment.
- ✓ • Strong Financial Performance to deliver long-term value through large investments. (This year, TW delivered £1 billion of investment in new and existing assets).
- ✓ • Engagement with the communities to serve and minimise the impacts of TW activities.
- ✓ • Climate change considerations for TW and its customers
- ✓ • Maximizing the potential of employees to provide higher customer services
- ✓ • Developing a fair and secure Supply Chain with the suppliers and contractors
- ✓ • Other Stakeholders engagement, Regulators and Ofwat reporting requirements

Business Integration Centre



Corporate Focus

Executive Change Group

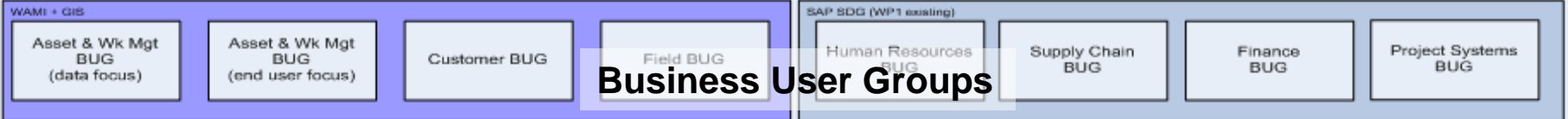
Continuous Improvement Group

Service Improvement Group

Design Authority Group

Data, Security & Compliance
Improvement Group

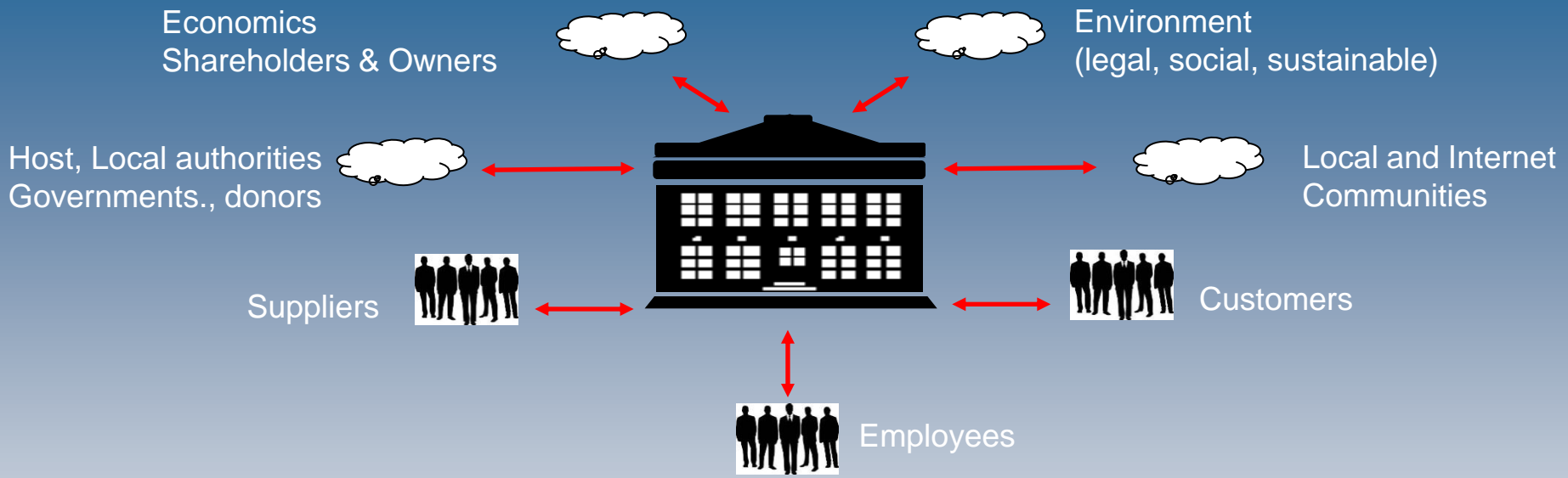
Operational Focus



Business User Groups

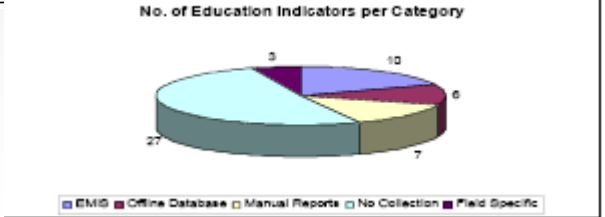
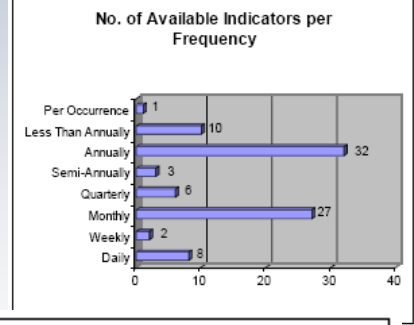
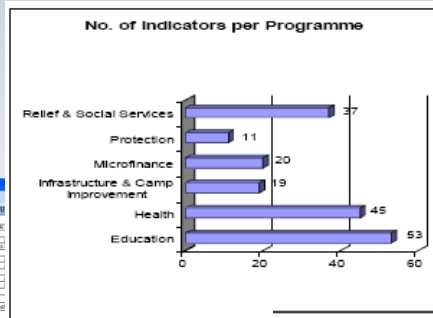
Business Support Functions





FIP REPORTING
Matrix of Outcome, Outputs, Activities and Estimated Resources
Goal 3: A Decent Standard of Living
for the period ended 31 March 2010

Intervention Logic	Indicators	2009					Target	2010					Target
		Baseline	Q1 (1 Jan - 31 Mar)	Q2 (1 Apr - 30 Jun)	Q3 (1 Jul - 30 Sep)	Q4 (1 Oct - 31 Dec)		Baseline	Q1 (1 Jan - 31 Mar)	Q2 (1 Apr - 30 Jun)	Q3 (1 Jul - 30 Sep)	Q4 (1 Oct - 31 Dec)	
Strategic Objective 7 Reduce the poverty gap of the target poor													
Outcome 7.1 Enhanced capacity of Social Safety Net families to meet their food security													
	1) % of poverty gap bridge for the target poor among SSN families controlled by DSWA												
	2) % of SSN target poor families which have their basic food needs met												
	3) % of SSN target poor families for services provided under SSN												
Output 7.1.1 Target poor families ensured to receive Social safety net food and cash benefits													
	1) % of target poor families among SSN families												
	2) Percentage of SSN families who receive at quarterly food aid and cash subsidy, by Family Income Supplement												
	3) % of new SSN beneficiaries are target poor												
	4) % of SSN families meet their food consumption needs through the received cash assistance and food assistance (FCI) subsidy program												
Outcome 7.2 Better targeting, coverage and social protection services are achieved for the most impoverished target													
	1) % of target poor families from total SSN												
	2) % of families receiving social protection services who become above the poverty line (BIC Classification needed) (HQ) regarding the above poverty line												
	3) BIC classification rate among SSN families for												

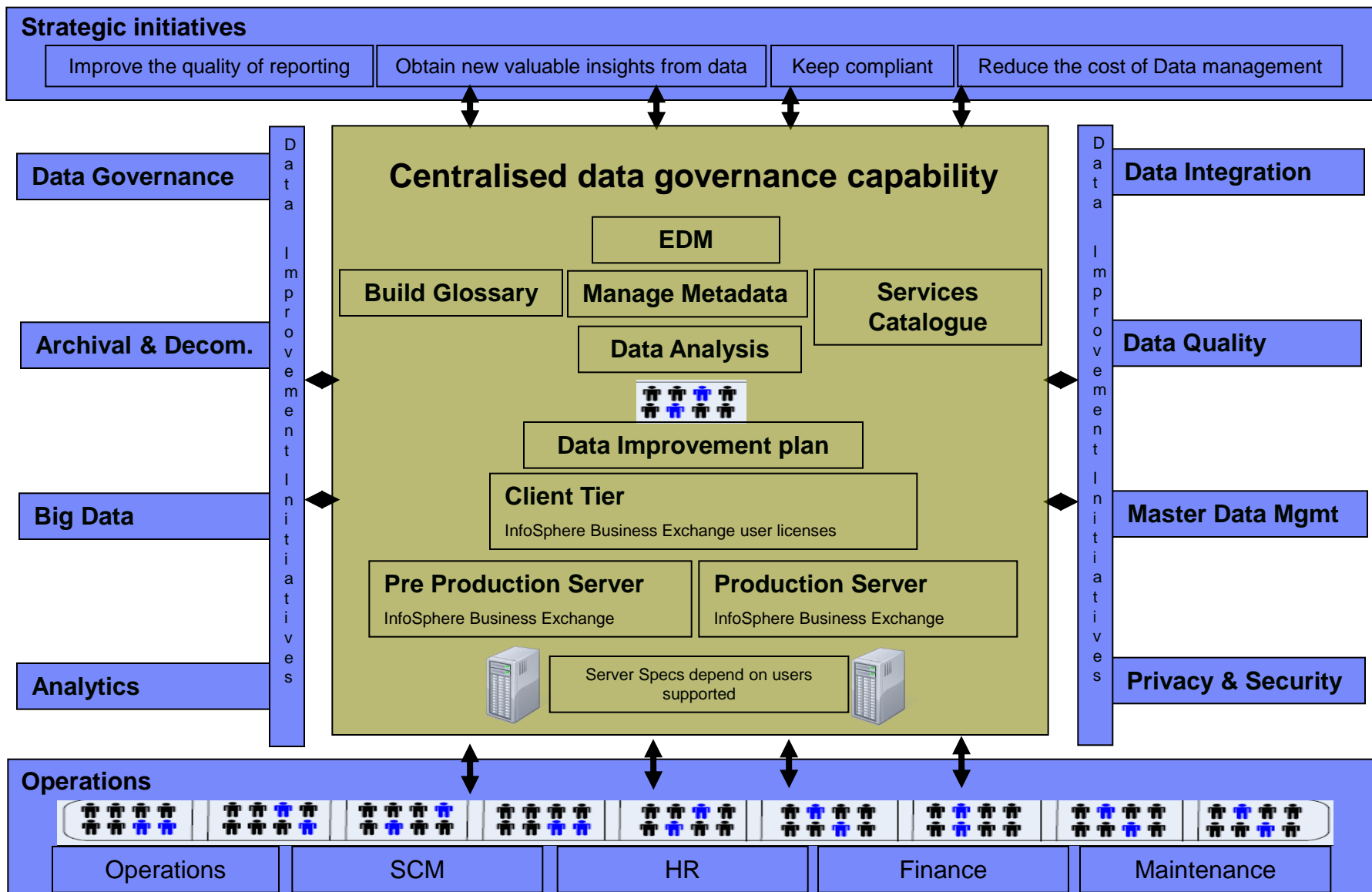


Observations

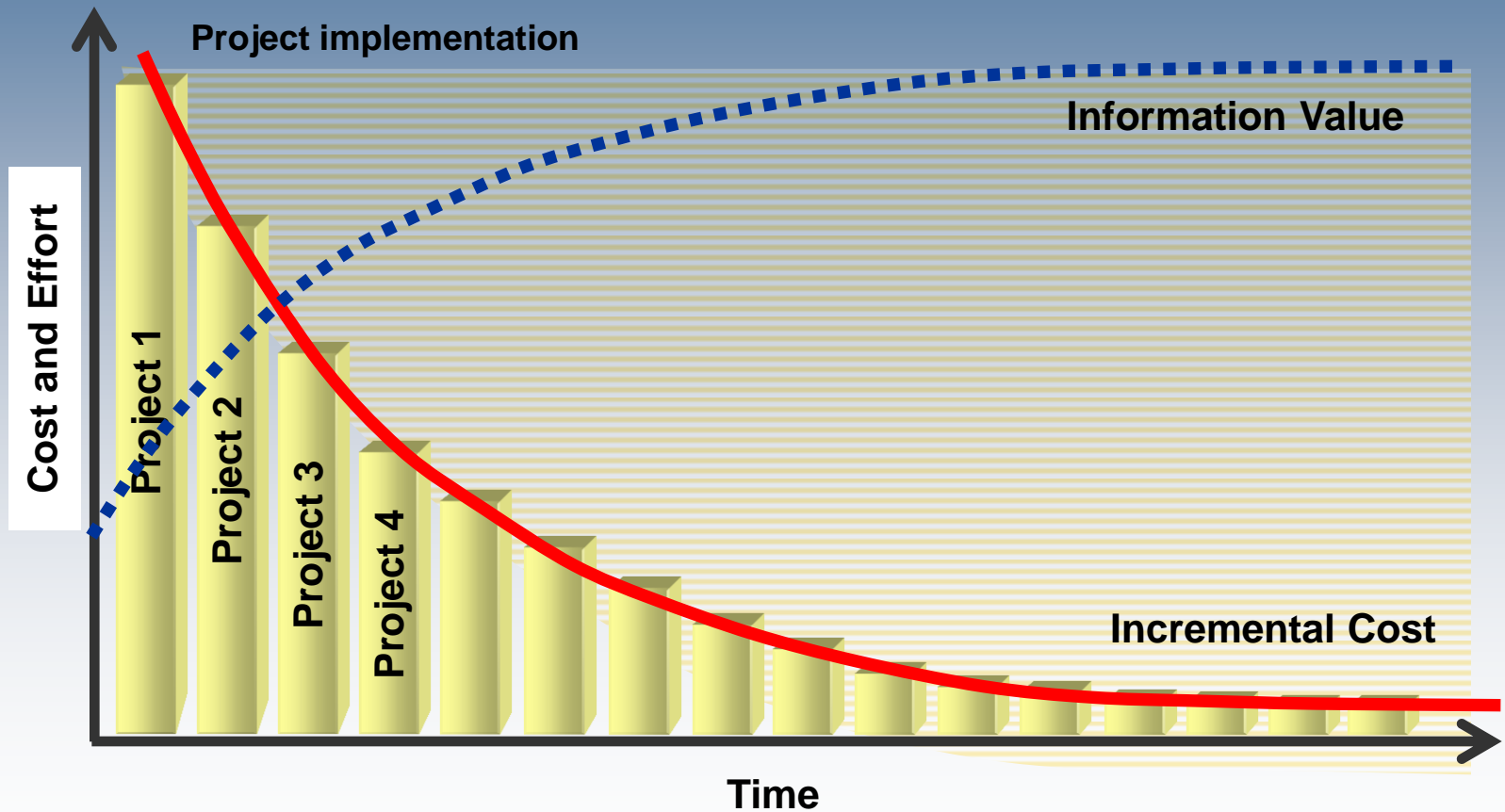
Thames Water has challenges with data governance and quality

- Despite progress, operations continue to run as silos with multiple copies of master data in circulation... these are not being managed strategically today.
- Departmental data changes and related processes are not always fully understood and harmonized. This leads to....
 - Inconsistencies in cross departmental reporting being common place
 - Lots of downstream fixes, duplication of both data and effort (creates diverging views of the truth)
 - Existence of known and unknown broken processes, inheritance links, business rules etc
 - Problem is compounded by ongoing WAMI, OAC data migration programme.
- Poor quality data is coming into Thames Water through field based operations
- Thames Water doesn't have a centralised Enterprise Data Model (EDM) and without this the true extent of the problem remains unknown. Thames Water is not managing metadata through a centralised and unified repository or toolset
- Thames Water does not have a Business Glossary which contributes to issues with governance, ownership, stewardships, control, collaboration, repeatability and data context in reporting

Data Governance Solution



The Value of Information Server Grows with Each Incremental Strategic and BAU Project



If you are interested to hear more..

Information requests:

Quotations and RFPs:

Events inquiries:

Partners inquiries:

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Q&A

