



CRG CONSULTING
Unmatched Support to Better Decision-Making

**CRG Consulting is listed on the following
Supply Arrangement for:**

**Public Works & Government Services Canada
In-Service Support Supply Arrangement Refresh
Solicitation # E60BQ-01ISSA/E**

Chapter 2b) – Organizational Management Consultants

- Ref 2.1 Business Architect Consultant
- Ref 2.2 Organizational Design Consultant
- Ref 2.3 Business Process Transformation Consultant
- Ref 2.4 Organizational Assessment Consultant
- Ref 2.5 Scenario Planning Consultant
- Ref 2.6 Group Facilitator
- Ref 2.8 Knowledge Management Consultant

**If you wish to speak to a representative at CRG regarding these
standing offers please contact:**

**Elizabeth Kennedy 613-596-2910 ext. 327 or via email
elizabethk@thecrg.com**



PWGSC Stream No. 2 Organizational Management

(Solicitation # E60BQ-01ISSA/E)

Category 2.1 – Business Architect Consultant

Possible Assignments:

1. Establishing the set of policies and rules governing the organization's actual and planned arrangements of computers, data, human resources, communication facilities, software and management responsibilities.
2. Conducting an assessment of the project's business architecture, process and performances;
3. Recommendation changes to improve operational performance;
4. Ensuring consistency and integration with the organization's and government architectures and business strategies;
5. Evaluating the feasibility of the architecture and technologies related to a business change;
6. Identify risks associated with the architecture and technologies and recommending risk mitigation;
7. Advising Senior Management on trends and emerging technologies and their impact on the organization's and government architectures and business strategies;
8. Recommending alternative solutions, methodologies and strategies;
9. Assisting in the prioritization and assignment of architectural improvements;
10. Developing and/or implementing architectural improvement plans;
11. Managing the development and implementation of an architectural improvement plan;
12. Coaching, mentoring and training the organization to perform any of the above.

Category 2.2 – Organizational Design Consultant

Possible Assignments:

1. Analyzing business functional requirements to identify information, procedures and decision flows;
2. Reviewing existing work processes and organizational structure to determine their efficiency and effectiveness;
3. Providing expert advice in developing and integrating new organizational models to eliminate information and process redundancies;
4. Identifying and recommending new organizational structures;
5. Identifying organization for redesign; prototyping potential solutions, providing tradeoff information and suggesting a recommended course of action.
6. Providing expert advice on and/or assisting in implementing organizational changes;
7. Planning, developing and organizing the policies and procedures of these establishments;



8. Identifying the required modifications to the automated processes;
9. Documenting workflow;
10. Providing expert advice in defining new requirements and opportunities for applying efficient and effective solutions; identifying and providing preliminary costs of potential options.

Category 2.3 – Business Process Transformation Consultant

Possible Assignments:

1. Reviewing existing work processes and organizational structure;
2. Analyzing business functional requirements to identify information, procedures and decision flows;
3. Providing expert advice on key initiatives that enable the organization to deploy high-impact business processes that are focused, accountable and measurable;
4. Identifying candidate processes for redesign; prototyping potential solutions, providing tradeoff information and suggesting a recommended course of action.
5. Providing expert advice in defining new requirements and opportunities for applying efficient and effective solutions; identifying and providing preliminary costs of potential options;
6. Providing expert advice in developing and integrating process and information models between processes to eliminate information and process redundancies;
7. Identifying and recommending new processes;
8. Providing expert advice on and/or assisting in implementing new processes;
9. Identifying the required modifications to the automated processes;
10. Documenting workflow;
11. Using business, workflow and organizational software tools.

Category 2.4 – Organizational Assessment Consultant

Possible Assignments:

1. Assessing the organization's capacity/capability to undertake and successfully deliver a project, an initiative or a change in the context of the overall program or portfolio program or portfolio priorities;
2. Advising Senior Management on a range of issues affecting the organization's ability to achieve the project's business objectives;
3. Identifying opportunities for organizational improvement;
4. Assisting in the prioritization and assignment of organizational improvements;
5. Developing and/or implementing an organizational improvement plan;
6. Managing the implementation of an organizational improvement plan to identify, analyze, plan, track and control organizational improvements on a continuous basis for the project;
7. Coaching, mentoring and training the organization to perform any of the above.



Category 2.5 – Scenario Planning Consultant

Possible Assignments:

1. Using a multidisciplinary approach, getting the participants to "think outside their particular box" and to learn about the convergence of the key trends that they will be most powerfully influenced by and must prepare for;
2. Providing the research necessary to identify and monitor key trends, wildcard factors, predetermined events and critical uncertainties; Identifying trends and events likely to influence the future of the organization using systems thinking and creativity;
3. Exploring the cross-impact of the various trends or factors on any particular organization;
4. Inventing scenarios to develop "all-weather" robust strategies.

Category 2.6 – Group Facilitator

Possible Assignments:

1. Group Problem Solving and Decision Making;
2. Strategic Planning;
3. Team Building;
4. Participatory Planning;
5. Idea Generation/Experiential Learning;
6. Large Group Facilitation;
7. Training, Mentoring and Coaching;
8. Leadership Training;
9. Electronic Meeting Support;
10. Focus Groups/Discussion Moderation;
11. Group Process Consultation;
12. Information Systems Development

Category 2.8 – Knowledge Management Consultant

Possible Assignments:

1. Demonstrating the value added by Knowledge Management to the business proposition, including the return on investment, performance measures, and the ability to develop a business case; o Developing strategies and processes to transfer explicit and tacit knowledge across time, space and organizational boundaries, including retrieval of critical archived information. This transfer has a spiraling nature, i.e., ideas build on ideas, and old ideas may or may not be of current value;
2. Facilitating knowledge creation, sharing and reuse. This includes developing partnerships and alliances, designing creative knowledge spaces, and using incentive structures;
3. Facilitating knowledge of learning styles and behaviors, strive for continuous improvement and be actively engaged in exploring new ideas and concepts;



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4. Develop systems thinking in implementing solutions;
5. Designing, developing and sustaining communities of interest and practice;
6. Creating, developing and sustaining the flow of knowledge. This includes understanding the breakthrough skills needed to leverage virtual teamwork and the effective use of social networks;
7. Performing cultural and ethnographic analyses, developing knowledge taxonomies, facilitate knowledge audits, and performing knowledge mapping and needs assessments;
8. Capturing, evaluating and using best-known practices, including the use of storytelling, to transfer these best practices;
9. Developing research and implementation strategies for knowledge management, information management, document and records management and data management. This includes project management of knowledge initiatives and retrieval of critical archived information;
10. Managing change and complex knowledge initiatives and projects.