

**Issues**

- § Restructure Programme for IT to reduce costs
- § Need for a Performance Improvement Programme (PIP) Framework

**Methodology and Tools**

- § Creation of Consultation Brief for a complex change
- § Use of client internal protocols and procedures into PIP framework
- § Organisational design for restructure

**Results and Benefits**

- § Measurable outcomes including substantial reduction in staff numbers and a 7 figure £ cost reduction
- § Positive impact on client’s delivery of IT services to their employees

