

Proposed corporate-wide process for continued improvement of the Indemnified Contractor experience

Through the Business Advisory Committee (BAC), Administration was asked to find ways to improve Indemnified Contractors' (ICs) experience. Thus far, through this process, an improved dialogue has been initiated with the ICs by providing check-ins, updates on the internal changes and identification of further improvement opportunities. As such, several opportunities have been investigated and implemented in both the short and long-term by the Water Utility and have shown significant progress to alleviating ICs concerns.

To fully streamline the IC experience across the corporation, there is a need for a coordinated approach, which will require various Business Units to engage and work together. The following approach is proposed.

PROPOSED APPROACH

The proposed, innovative process for improving ICs experience will take a design-thinking lens to explore and surface new possibilities. This approach looks at the following:

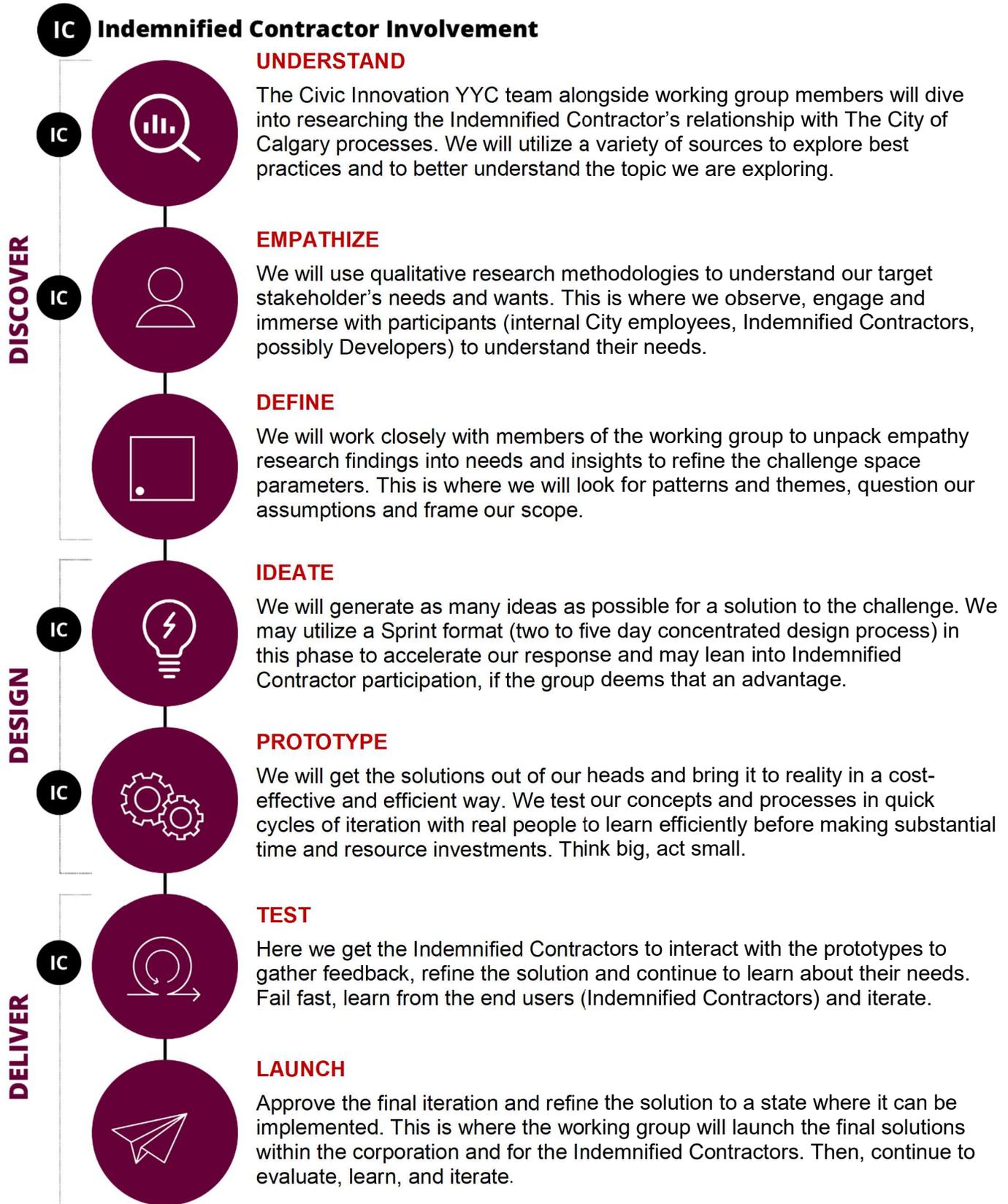
- Solve the Right Problem - allows for deep exploration, surfacing new possibilities and latent needs, and re-framing issues to ensure we are solving the right problem
- Integrate Diverse Perspectives - feedback from all groups working towards our solutions
- Test Assumptions - prototype and test ideas quickly, which allows for a process to fail efficiently and for the solution to be modified to get to the best, lasting result.

This approach includes delegates from the IC community in collaboration with representatives from Water Services, Water Resources, Roads and other Business Units all working together to improve processes at The City. Overall, we anticipate that this process will take nine months to undertake with a final report back to the BAC in June 2020.

Specifically, the following groups will be playing the following roles in this proposed approach:

Role	Group
Coordination	Business and Local Economy Team
Facilitation	Civic Innovation Lab
Participants in the continued improvement Indemnified Contractors experience process	<ul style="list-style-type: none"> - Delegates from the IC community - Water Services, Drinking Water Distribution - Water Resources, Infrastructure Delivery - Roads, Traffic - Planning - Other BU's as identified

THE PHASES





TIMELINE

NOV 2019	DEC 2019	JAN 2020	FEB 2020	MAR 2020	APR 2020	MAY 2020	JUN 2020	JUL 2020	AUG 2020	SEPT 2020
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ROADS AND WATER PROCESS

ROADS AND WATER DIRECTOR ENGAGEMENT WITH INDEMNIFIED CONTRACTORS										
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CIVIC INNOVATION LAB PROCESS

	NOV 2019	DEC 2019	JAN 2020	FEB 2020	MAR 2020	APR 2020	MAY 2020	JUN 2020	JUL 2020	AUG 2020	SEPT 2020
DISCOVER	UNDERSTAND										
	EMPATHIZE										
	DEFINE										
DESIGN	IDEATE										
	PROTOTYPE										
	TEST										
DELIVER	LAUNCH										

● Report back to the BAC on progress