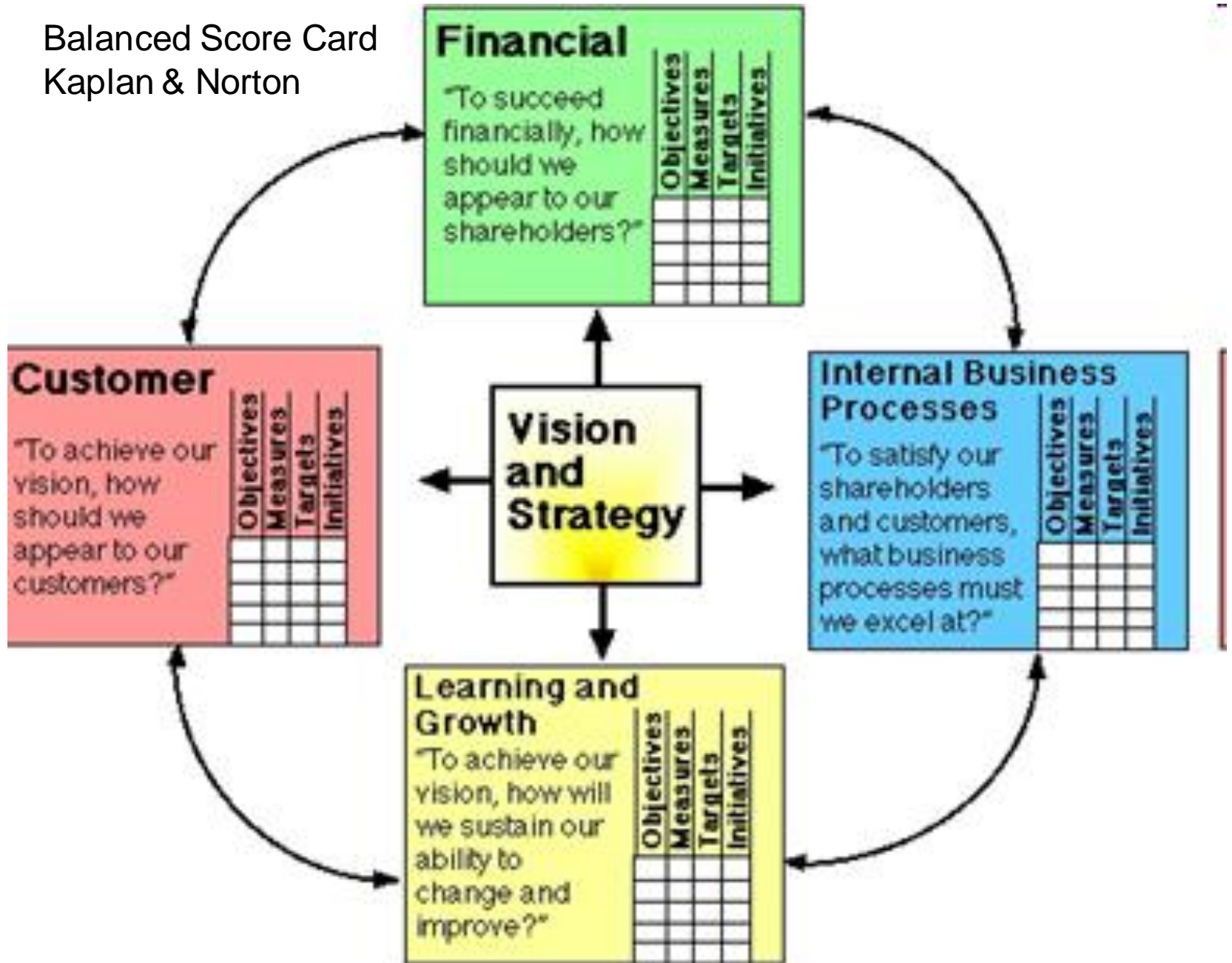


Business Cases

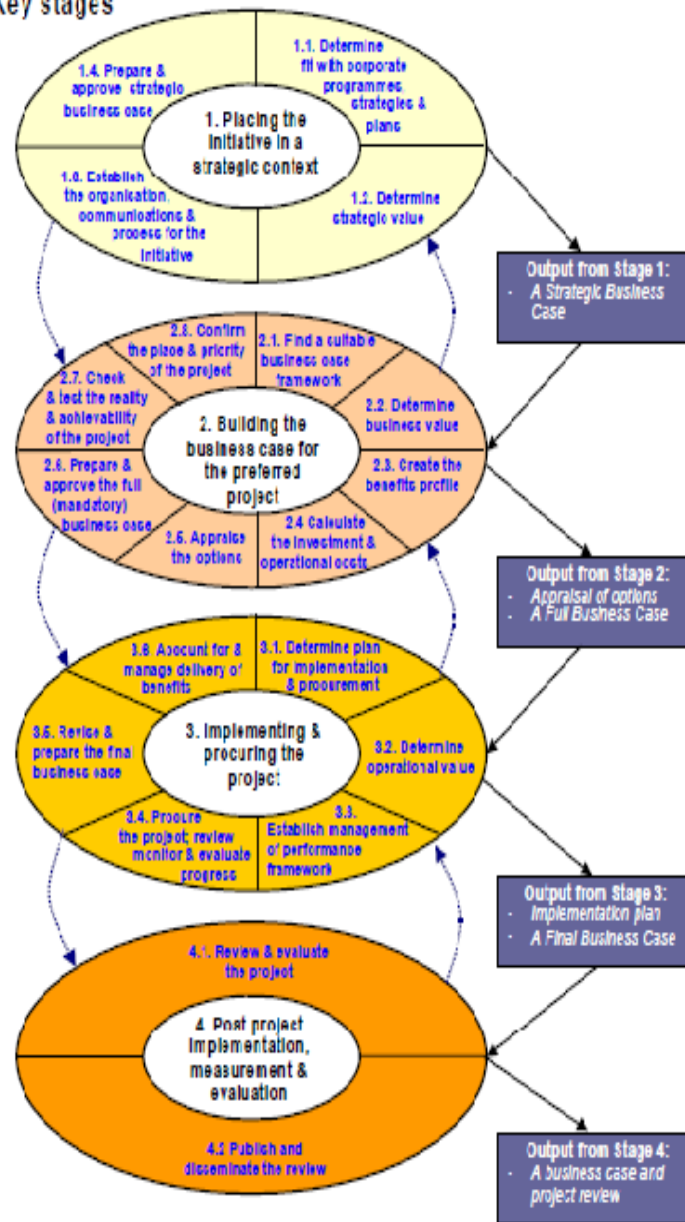
Dr. David Wilson

Master Research Australasia Pty Ltd

Balanced Score Card
Kaplan & Norton

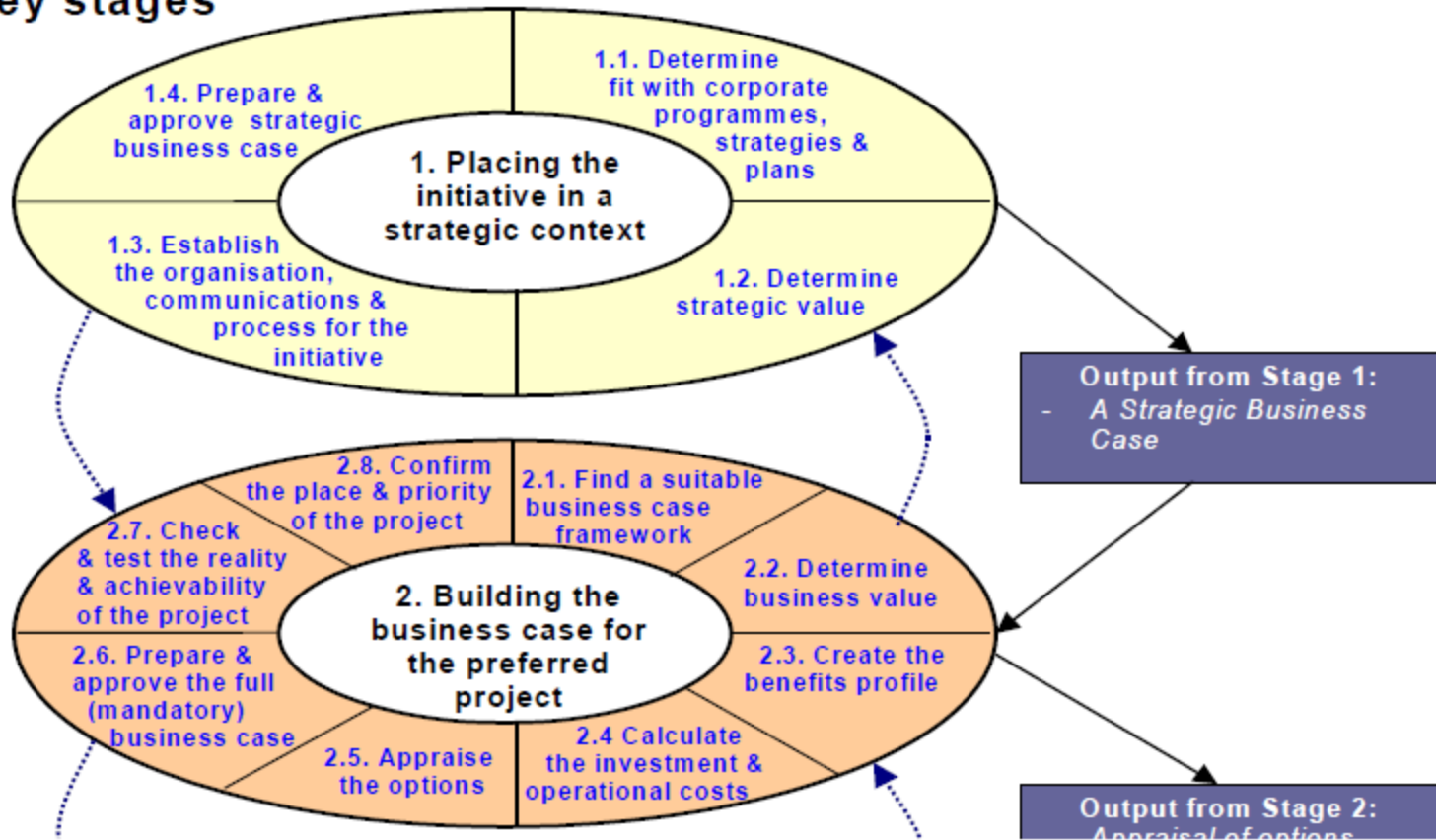


Key stages



UK Local Govt.
approach

Key stages

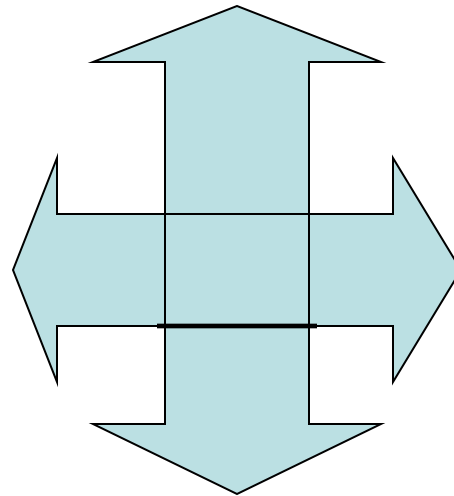


Value to Users

- Customers
- Community
- Partnerships

Value to Investors

- Efficiency gains
- Improved capacity
- Transaction gains



Value to Service

- Sustainability
- Continuous improvement
- Quality

Value to Infrastructure

- New technology
- Supports government policy