

Phase 1

# Transformation Agenda

## Operational Drivers

Customer Access Strategy

New Ways of Working

Be Open  
to All

Provide  
Choice

Meet  
Needs

Deliver First  
Time

Provide  
Satisfaction

High  
Availability

Desktop  
Anywhere

Smart  
Working

Cloud

## Support

Communications

Technology

Process Reviews

Skills Agenda:  
Coaching,  
Mentoring,  
Training

## Drivers

Stakeholder  
Engagement

Efficiency

Data Based  
Drivers

High  
Morale

Strategic  
Vision