



# Organisational Performance Report

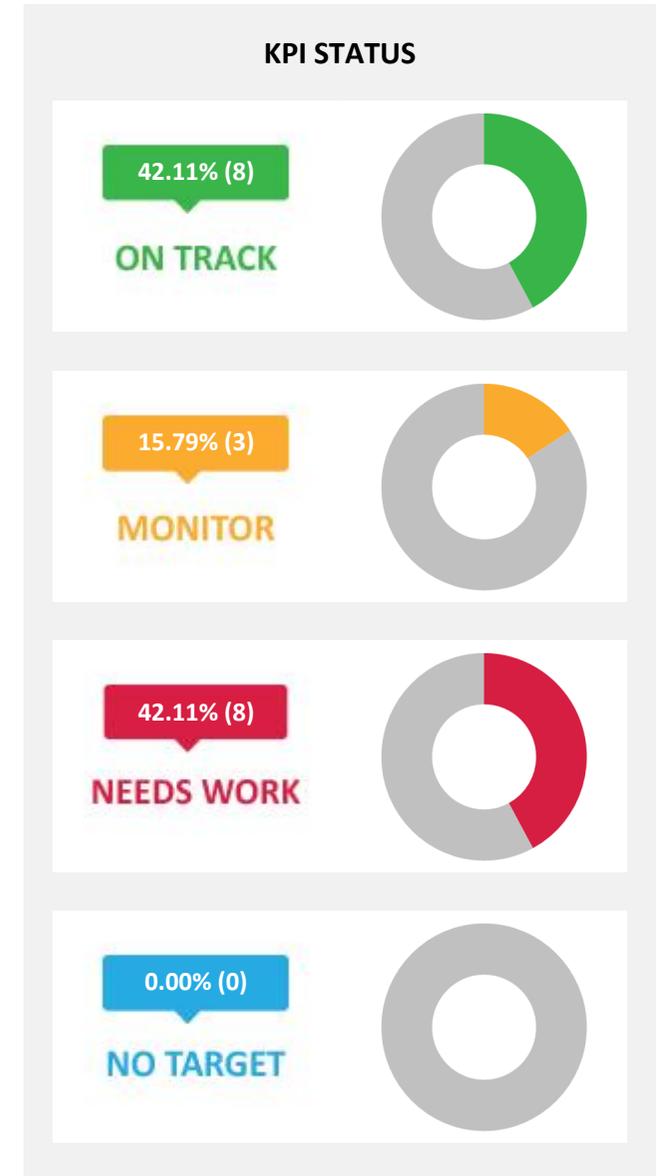
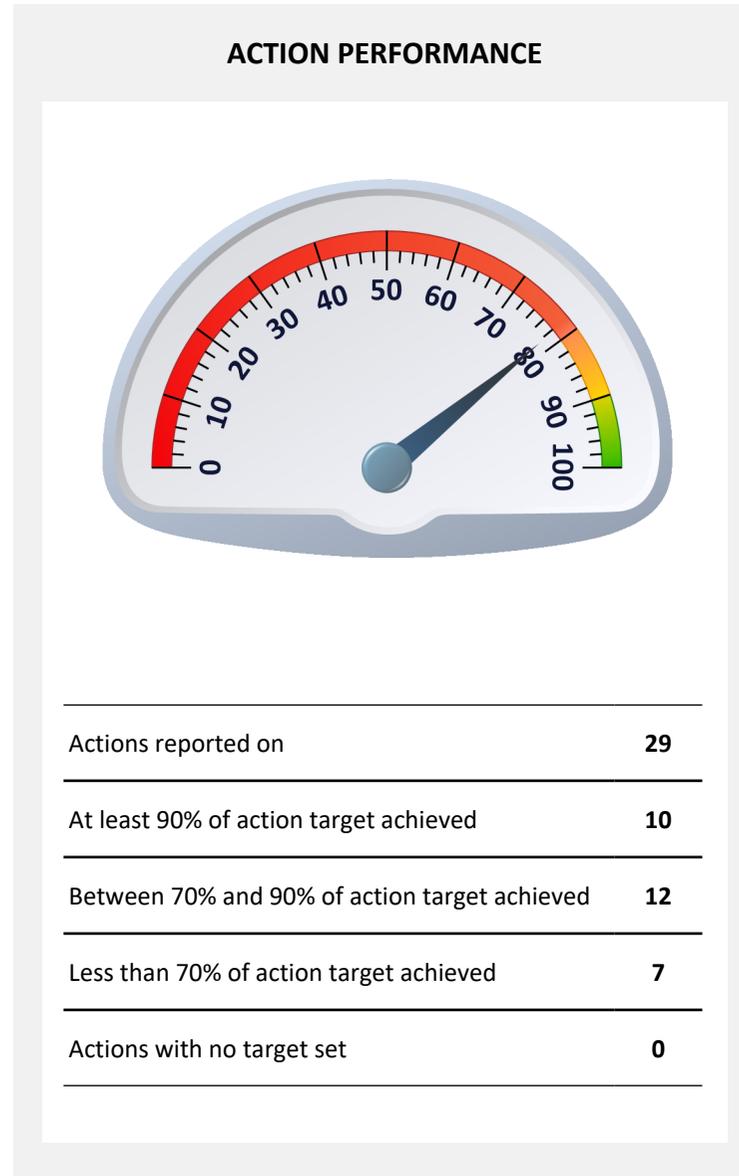
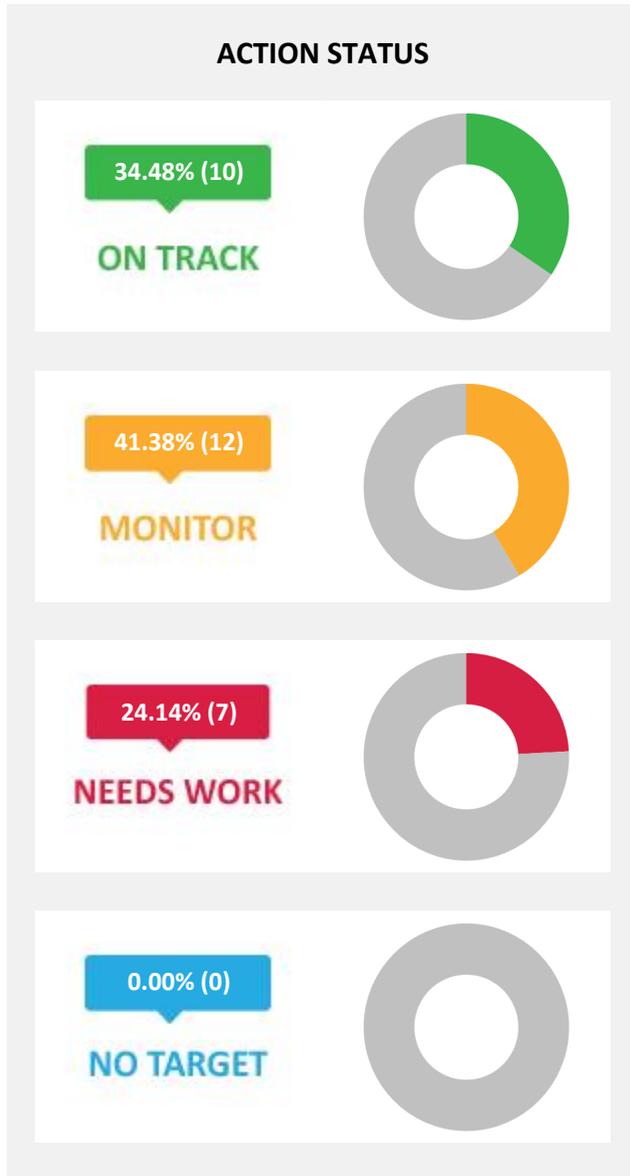
Atlantis Group

camms**strategy**

*Print Date: 14-Jul-2022*

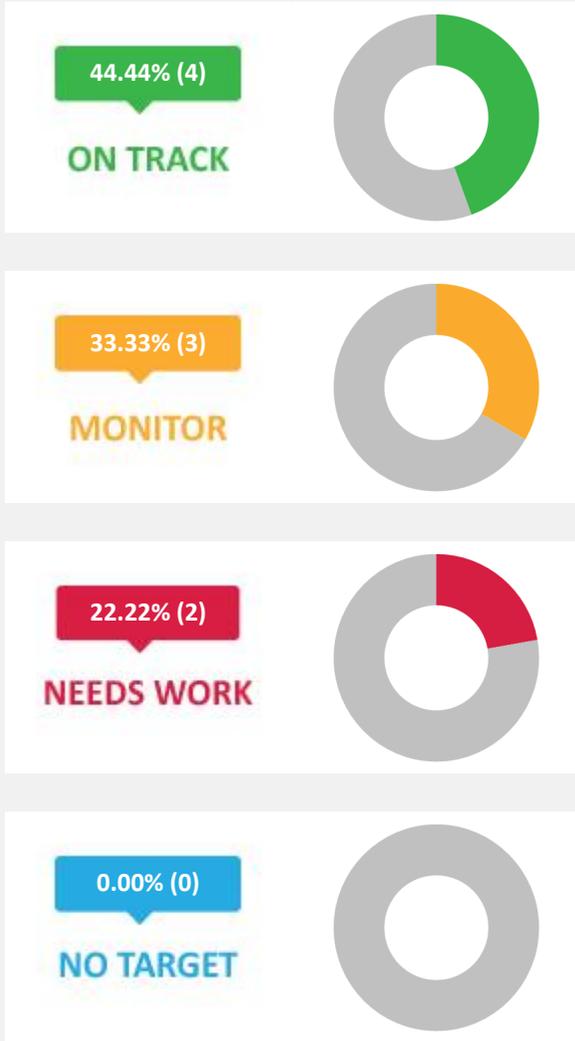
Date Range: 01/01/2022 - 01/07/2022

## OVERVIEW SUMMARY

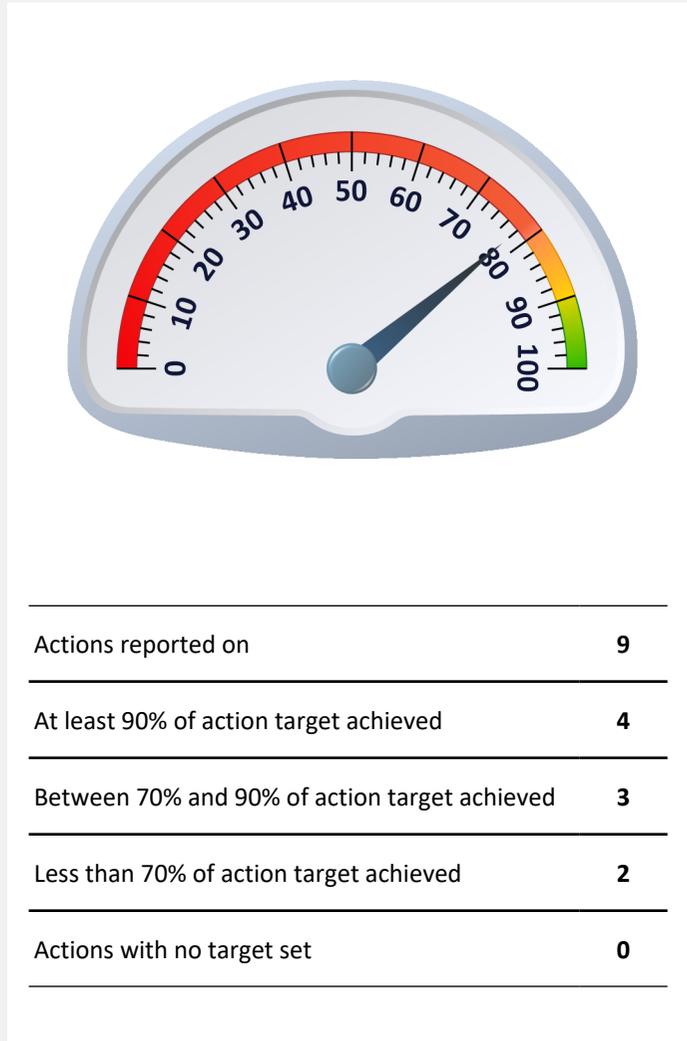


## DIRECTORATE: CORPORATE STRATEGY

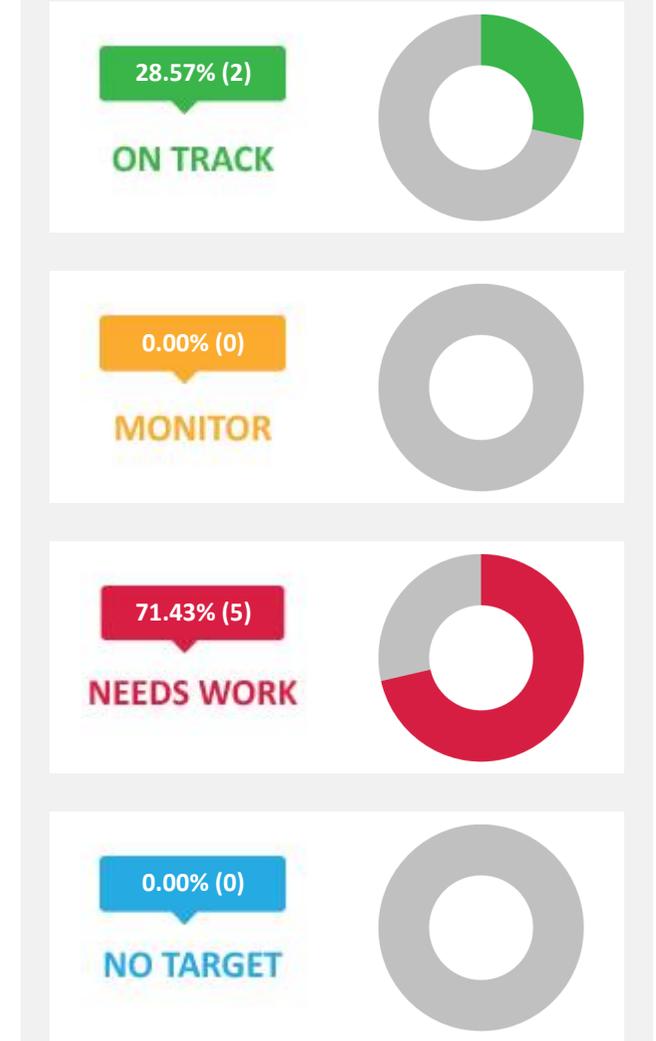
### ACTION STATUS



### ACTION PERFORMANCE



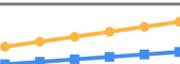
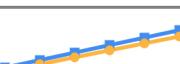
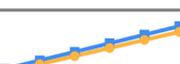
### KPI STATUS



## PERFORMANCE OVERVIEW

BUSINESS UNIT Finance	 <b>Actions Monitor</b>	 <b>KPI On Track</b>
Service Profile	Action Performance	KPI Performance
Accounts Payable	 <b>Monitor</b>	-
Accounts Receivable	 <b>Monitor</b>	-

### KPI SUMMARY

Performance Measures	Period	Unit	Target	Actual	Indicator	Trend	Trend Line	Comment
\$ estimated profit from past year mergers and acquisitions	Month	\$	300.00	343.00	 NEEDS WORK	↔		
\$ revenue per billable hour	Month	\$	564.00	321.00	 NEEDS WORK	↔		
\$ YTD Actual to Budget	Month	\$	567.00	792.00	 ON TRACK	↔		
\$ YTD Actual to Budget - Services Delivered	Month	\$	3,000.00	1,488.00	 NEEDS WORK	↔		
\$ YTD Actual to Budget - Total costs (Operations and IT)	Month	\$	11,167.00	12,000.00	 No TARGET	↔		
CapEx	Month	\$	5,667.00	6,000.00	 NEEDS WORK	↔		

## ACTION SUMMARY

Business Unit: Finance								
Service Profile: Accounts Payable								
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.2.1.1 Undertake regular analysis and report on the financial performance of our customers	Joe Smith - Director, Global Operations	Financial performance analysis is not up to date for our customers. HR and Finance have worked on getting this back on track. We have also implemented improved guidelines and validations to be followed when reporting financial information.	Completed	01/07/21	30/06/24	100.00	100.00	 ON TRACK
1.4.1.1 Sewage treatment facilities to be implemented	Madeline Jones - Sales Director	On track. Feedback received and developing blueprint	In Progress	01/03/22	30/06/25	91.00	100.00	 ON TRACK
2.1.1.1 Develop and implement new business strategies in consultation with the sales and marketing teams	Madeline Jones - Sales Director	This project is running behind schedule due to multiple resourcing problems surrounding the marketing team. Revised customer success process has been developed for mature verticals. Due to insufficient resources allocation, new recruitments are currently on-going to further increase the potential of the Marketing team.	In Progress	01/07/21	30/06/24	29.00	100.00	 NEEDS WORK
2.2.1.1 Engage with an external consultancy to deliver a full review of process and service optimisation	Joe Smith - Director, Global Operations	The team is currently in process of short listing a potential external consultant to perform service reviews and identify optimization opportunities. Engagements with consultant is underway. Expected to finalize on this by the end of next month and the review date also has been scheduled for mid-year.	Completed	16/07/18	30/06/23	100.00	100.00	 ON TRACK

Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
3.1.1.1 Outline functional requirements of the system and select a preferred supplier	Jack Watts - CFO	Functional requirements have been finalized and a complete report of all the required details have been sent to the board for approval. Currently, discussions are on-going to analyze the pros and cons and identify a potential supplier. Decided decision will be sent to the board for a final review and validation.	In Progress	01/07/21	30/06/24	87.00	100.00	 MONITOR

Service Profile: Accounts Receivable								
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.2.2.1 Outline functional requirements of the system and select a preferred supplier	Joe Smith - Director, Global Operations	This project was running behind schedule due to multiple resourcing problems surrounding the project team. However, it was possible to reinforce the project team and through proper planning, the project was completed before the baseline end date.	Completed	01/05/22	30/06/25	100.00	100.00	 ON TRACK
1.2.2.2 Run bimonthly feedback session to discuss issues and improvement	Michelle Jonas - Project Coordinator	Schedule of the project needs to be revisited again, given the unexpected obstacles there will be a slight delay. Further, the tasks need to be reviewed at a more detailed level as there have been few tasks that are left on off track.	In Progress	01/07/21	30/06/25	79.00	100.00	 MONITOR
1.4.3.1 Undertake research on potential acquisition targets that fall in line with our intended strategic direction	Jack Watts - CFO	Behind schedule due to competing priorities in the regional team. Aiming to resolve this issue by planning to allocate/recruit more resources for the coming months. The plan has been submitted to the board for their review and approvals. Currently awaiting for a response on this.	In Progress	01/02/22	30/06/24	36.00	100.00	 NEEDS WORK

Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
2.1.1.2 Undertake regular analysis and report on the financial performance of our customers	Joe Smith - Director, Global Operations	New case study material rolled out. Delayed in preparing other materials due to product refinements.	In Progress	12/02/22	30/06/24	80.00	100.00	 MONITOR

**Business Unit: Human Resources**

**Service Profile: Payroll**

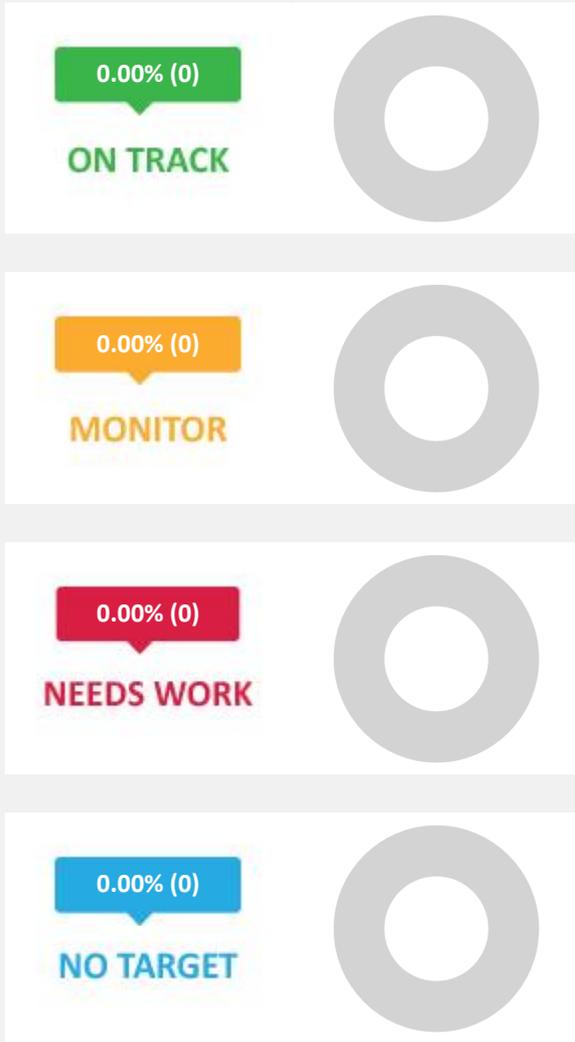
No actions specified for this period

**Service Profile: Work Health and Safety**

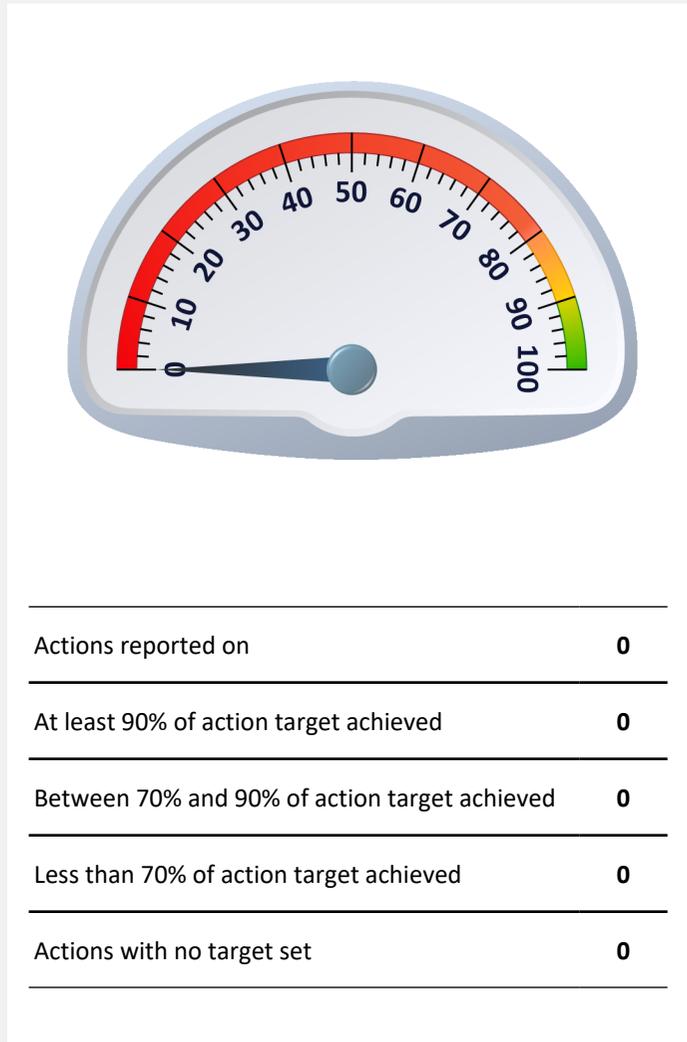
No actions specified for this period

## DIRECTORATE: LEGAL & GENERAL

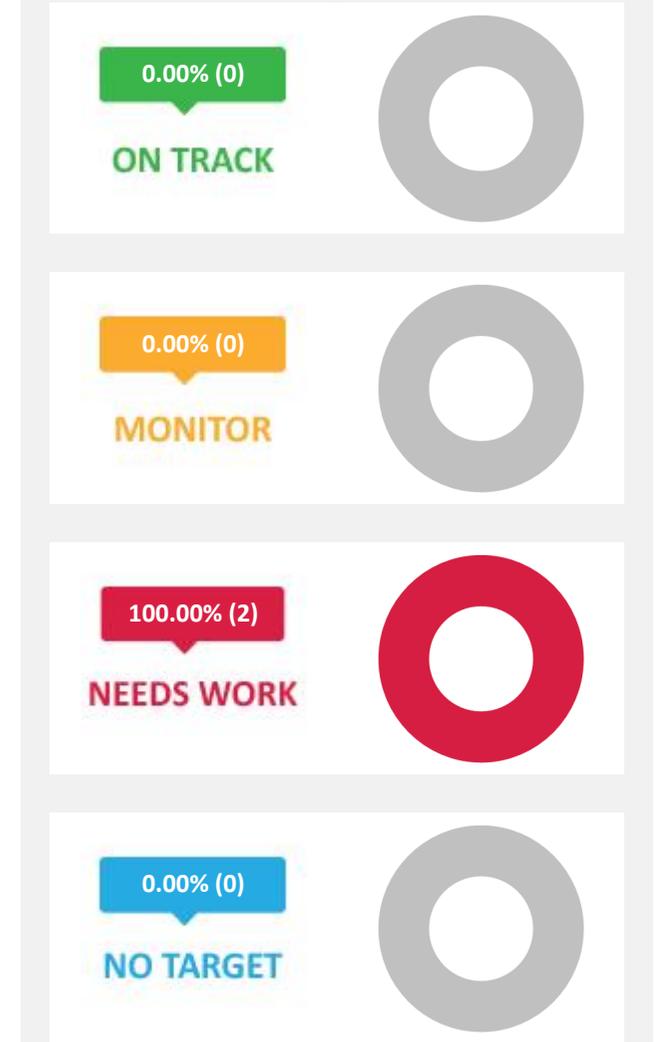
### ACTION STATUS



### ACTION PERFORMANCE



### KPI STATUS



## KPI SUMMARY

Performance Measures	Period	Unit	Target	Actual	Indicator	Trend	Trend Line	Comment
\$ YTD Actual to Budget - Services Delivered	Month	\$	3,000.00	1,488.00	 NEEDS WORK			

## ACTION SUMMARY

Directorate: Legal & General

**Business Unit: Procurement**

No actions specified for this period

**Business Unit: Contracts**

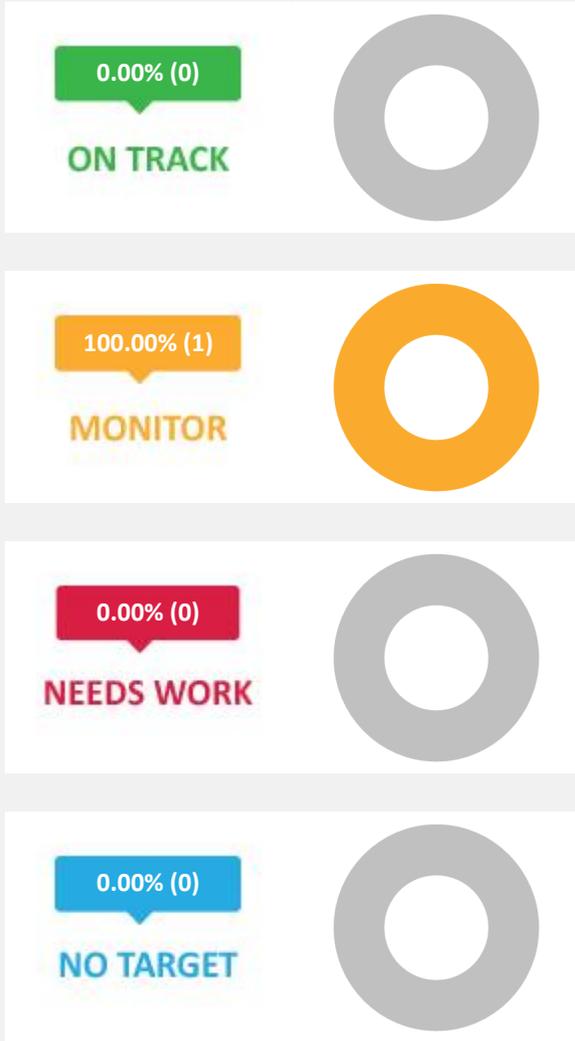
No actions specified for this period

**Business Unit: Cyber Security**

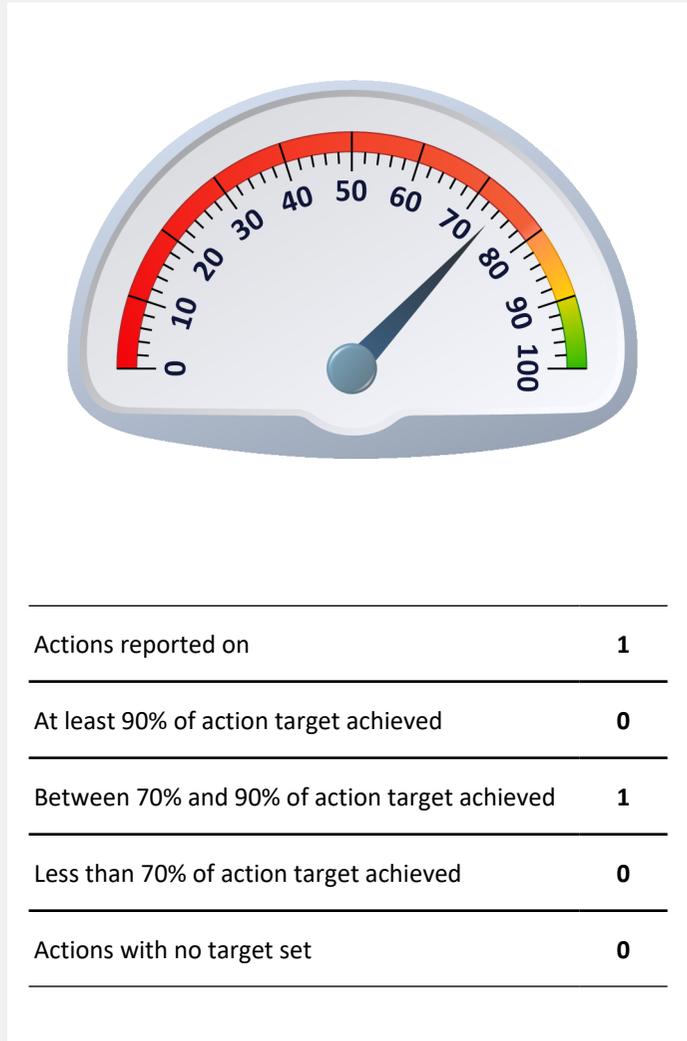
No actions specified for this period

## DIRECTORATE: MARKETING

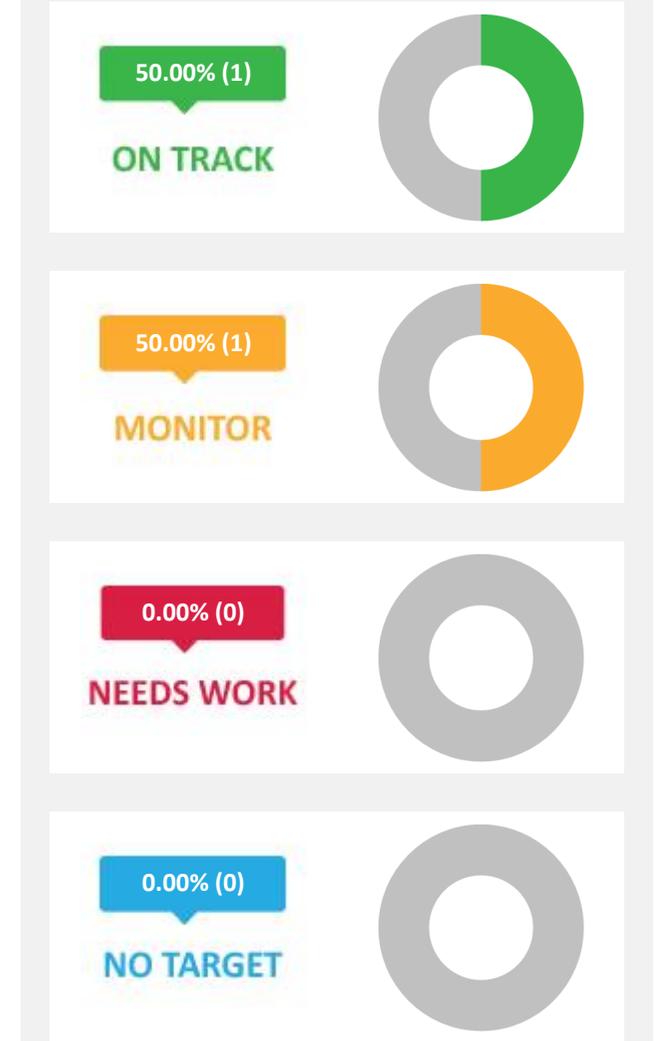
### ACTION STATUS



### ACTION PERFORMANCE



### KPI STATUS



## PERFORMANCE OVERVIEW

BUSINESS UNIT PR and Branding	 <b>Actions Monitor</b>	<b>KPI</b> -
Service Profile	Action Performance	KPI Performance
Brand	 <b>Monitor</b>	-

### KPI SUMMARY

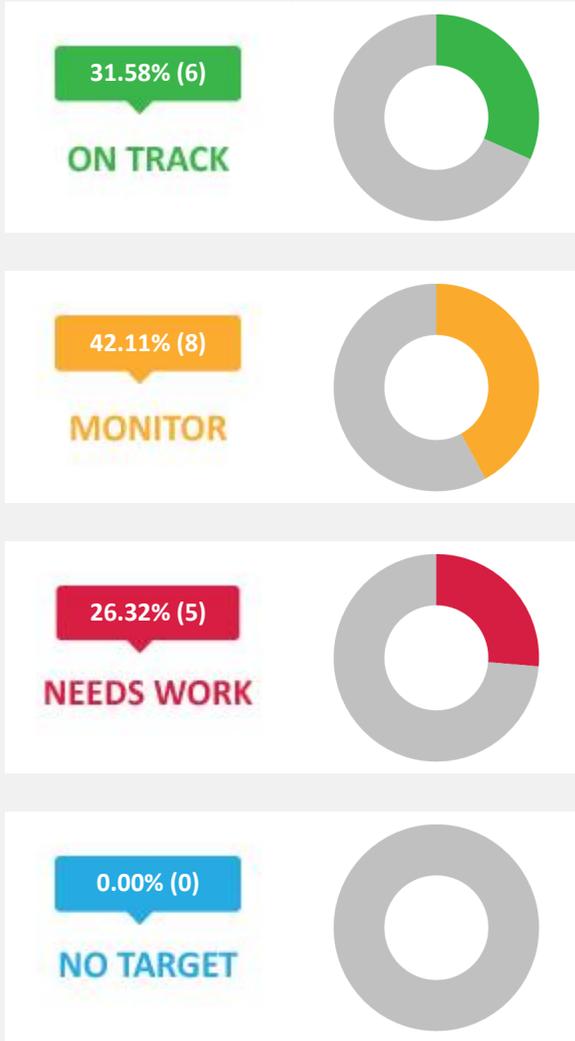
Performance Measures	Period	Unit	Target	Actual	Indicator	Trend	Trend Line	Comment
# of new qualified Opportunities	Month	#	120.00	142.00	 MONITOR			Given the recent implementation- of action plans, # of new qualified opportunities has increased compared to previous periods
Asset renewal and asset upgrade as a percentage of depreciation (%)	Month	%	50.00	55.00	 ON TRACK			

## ACTION SUMMARY

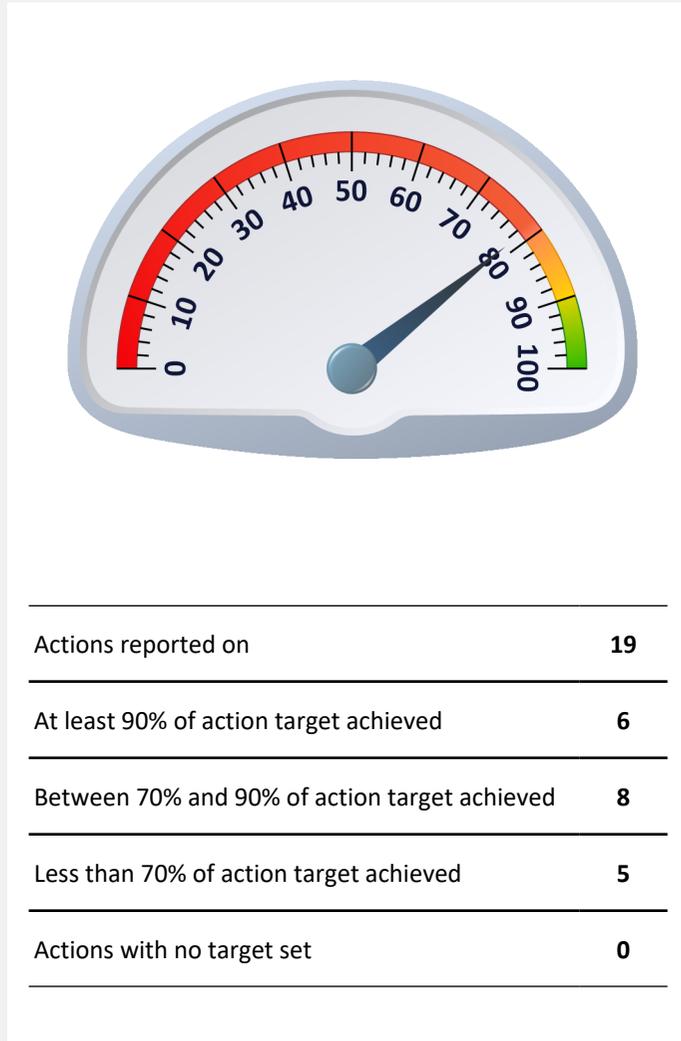
Business Unit: PR and Branding								
Service Profile: Brand								
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.2.2.1 Implement new company branding guidelines	Joe Smith - Director, Global Operations	The team is comfortably ahead of the current target and on well on track to meet the next milestone deadline. The report for the Board's brief has been approved by the Lead and we do not expect this meeting to be delayed.	In Progress	29/07/21	30/06/24	74.00	100.00	 MONITOR

## DIRECTORATE: OPERATIONS AND IT

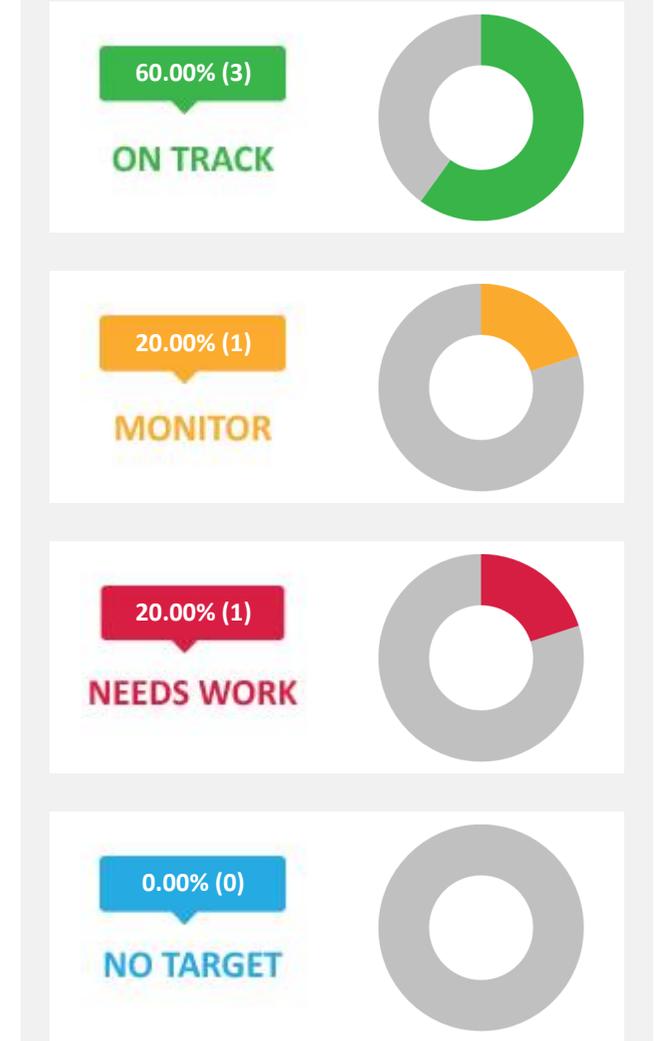
### ACTION STATUS



### ACTION PERFORMANCE



### KPI STATUS



## PERFORMANCE OVERVIEW

<b>BUSINESS UNIT</b> Systems		<b>Actions</b> On Track	<b>KPI</b> -
<b>Service Profile</b>		<b>Action Performance</b>	<b>KPI Performance</b>
IT Infrastructure		<b>On Track</b>	-
<b>BUSINESS UNIT</b> Innovation		<b>Actions</b> Monitor	 <b>KPI</b> Off Track
<b>Service Profile</b>		<b>Action Performance</b>	<b>KPI Performance</b>
Strategy		<b>Monitor</b>	-
Research		<b>Monitor</b>	-
<b>BUSINESS UNIT</b> Support		<b>Actions</b> Monitor	 <b>KPI</b> Off Track
<b>Service Profile</b>		<b>Action Performance</b>	<b>KPI Performance</b>
Business Applications		<b>Monitor</b>	-

### KPI SUMMARY

Performance Measures	Period	Unit	Target	Actual	Indicator	Trend	Trend Line	Comment
# of Critical IT system related issues	Month	#	684.00	711.00	 NEEDS WORK			Critical issues for the month is concerning. Mitigation strategies needs to be put in place to curb these issues
# of cyber attacks	Month	#	8.00	4.00	 ON TRACK			The number of cyber attacks has been Due to improving the security level on our systems and the network, we have observed that the number of cyber attacks has been significantly reduced. We are currently recruiting more members to further increase the potential of our cyber security division.
# of new qualified Opportunities	Month	#	120.00	142.00	 MONITOR			Given the recent implementation- of action plans, # of new qualified opportunities has increased compared to previous periods
# of returning IT issues	Month	#	3.00	1.00	 ON TRACK			The number of returning IT issues are within an acceptable range. The Recent updates undertook towards improving the security policy has proven to be very effective. The team is currently investigating on more ways to increase the efficiency and further decreases the occurrence of the IT issues.

## ACTION SUMMARY

Business Unit: Support								
Service Profile: Business Applications								
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.2.1.1 Implementing the Loopio system	Madeline Jones - Sales Director	This project has been deferred given resource changes. To commence again at the end of April.	In Progress	09/02/22	30/06/25	86.00	60.00	 ON TRACK
1.4.2.1 Contact medium to large service providers to gauge interest	Andrew James - Marketing Manager	30 organisations contacted with 6 qualified responses. As of mid April, 37 organisations have been contacted with 11 qualified responses.	Completed	01/07/21	30/06/24	100.00	100.00	 ON TRACK
2.1.2.1 Select and test the most appropriate strategies on a segment of existing clientele	Michelle Jonas - Project Coordinator	Awaiting executive confirmation prior to beginning testing of selected strategies.	In Progress	01/07/21	30/06/24	84.00	100.00	 MONITOR
3.1.2.1 Complete UAT testing and training	Elizabeth McMahon - Manager, Support	UAT checklist completed and verified. Training is progressing well with UAT staff and trainees.	In Progress	01/05/22	30/06/25	88.00	100.00	 MONITOR
3.1.2.2 Conduct scoping and consulting sessions with all affected parties and stakeholders	Michelle Jonas - Project Coordinator	Second round scoping completed. Third round of scoping on track with scheduled dates.	In Progress	01/03/22	30/06/25	85.00	100.00	 MONITOR
3.3.1.1 Conduct quarterly consultation sessions with customers	Michelle Jonas - Project Coordinator	Q2 session completed and feedback documented. Q3 session completed and feedback documented. Q4 session booked.	In Progress	01/09/21	30/06/23	4.00	100.00	 NEEDS WORK

Business Unit: Innovation

Service Profile: Strategy								
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.1.1.1 Develop release strategy for our upcoming online offerings	Joe Smith - Director, Global Operations	20/02/22 - Our new online offering 'ascend' has been developed and is now scheduled to launch in April following QA. At the same time, a new website is in the early stages of development, and this will be ready to launch at the same time (if not before). SEO / SEM approach will be similar to that of earlier releases.  08/05/22- The release strategy has been developed and the initial phase activated.	In Progress	05/09/21	30/06/24	78.00	65.00	 ON TRACK
1.1.1.2 Summarise our approach to online solutions to improve efficiency.	Joe Smith - Director, Global Operations	This is ahead of schedule. I am awaiting executive feedback before finalising and closing. Its anticipated to receive feedback within the next couple of days.	Deferred	01/07/21	30/06/24	12.00	75.00	 NEEDS WORK
1.1.1.3 Undertake regular analysis of the online business' financial performance	Joe Smith - Director, Global Operations	Not enough information is being collected for meaningful analysis. Investigating changing our reporting process to receive better inputs for our analysis.	In Progress	01/07/21	30/06/24	45.00	60.00	 MONITOR
1.2.1.1 Undertake target marketing campaigns focused on increased revenue from the new sectors and improve our brand awareness within these	Andrew James - Marketing Manager	Initial campaign rollouts successfully completed with secondary	In Progress	01/06/22	30/06/25	77.00	0.00	 ON TRACK
1.2.2.1 Develop case studies for key industry clients	Andrew James - Marketing Manager	Deferred due to issues identified with key references. Development of new case studies are underway.	In Progress	01/07/21	30/06/24	85.00	100.00	 MONITOR

Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.2.2.2 Engage with an external consultancy to deliver a full review of process and service optimisation	Joe Smith - Director, Global Operations	External consultant has been identified, contracted and finalising the review of the processes is in progress.	Completed	01/04/22	30/06/25	100.00	100.00	 ON TRACK
1.3.1.1 Conduct a campaign to attract interest from partner organisations	Michelle Jonas - Project Coordinator	This project has been deferred given resource changes. To commence again at the end of April.	In Progress	01/07/21	30/06/23	51.00	100.00	 NEEDS WORK
1.3.1.2 Conduct a campaign to attract interest from partner organisations	Michelle Jonas - Project Coordinator	Second round completed. On track to launch of the third round by the end of May.	In Progress	01/07/21	30/06/23	52.00	100.00	 NEEDS WORK
1.4.3.1 Conduct due diligence on existing contacts from targets that have approached us	Joe Smith - Director, Global Operations	This has not been recognised as a priority which is likely the reason for being behind schedule. Relevant employees have been advised to conduct basic background checks.	Deferred	01/05/22	30/06/25	59.00	100.00	 NEEDS WORK
3.2.1.1 Run bimonthly feedback session to discuss issues and improvement	Joe Smith - Director, Global Operations	This has not been recognised as a priority which is likely the reason for being behind schedule. Relevant employees have been advised to conduct basic background checks.	In Progress	01/04/22	30/06/25	78.00	100.00	 MONITOR

Service Profile: Research								
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
4.1.1.1 Engage with an external consultancy to deliver a full review of process and service optimisation to achieve net-zero carbon emissions	Andrew James - Marketing Manager	This has not been recognised as a priority. Relevant employees have been advised to conduct basic background checks.	In Progress	09/05/22	30/06/25	80.00	100.00	 MONITOR

Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
4.1.1.2 Undertake research on potential strategies that fall in line with our net-zero carbon emissions policy	James Best - Risk Manager	Awaiting executive confirmation prior to beginning testing of selected tasks.	In Progress	09/05/22	30/06/25	85.00	100.00	 MONITOR

**Service Profile: Digital First**

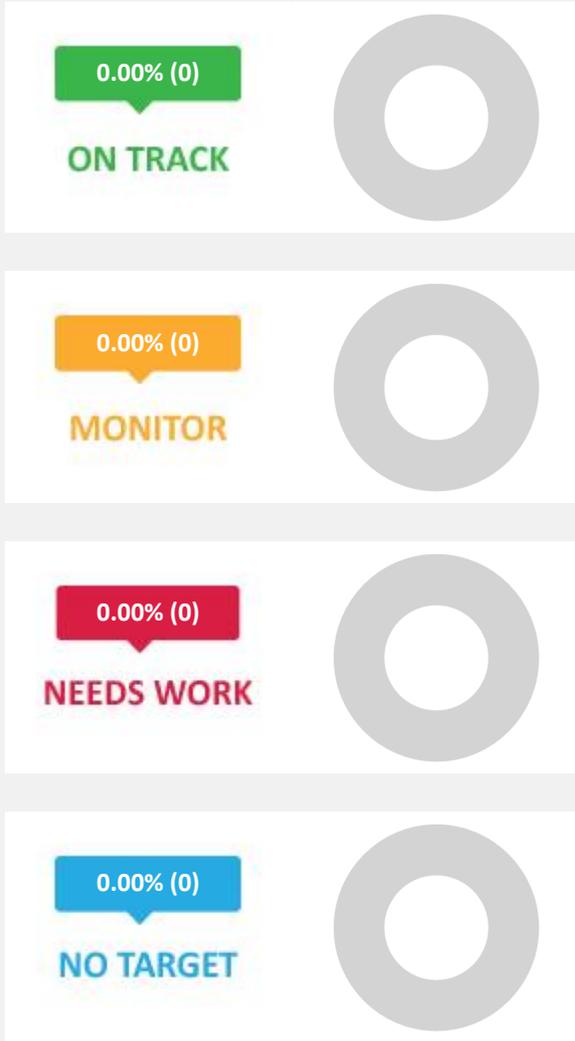
No actions specified for this period

**Business Unit: Systems****Service Profile: IT Infrastructure**

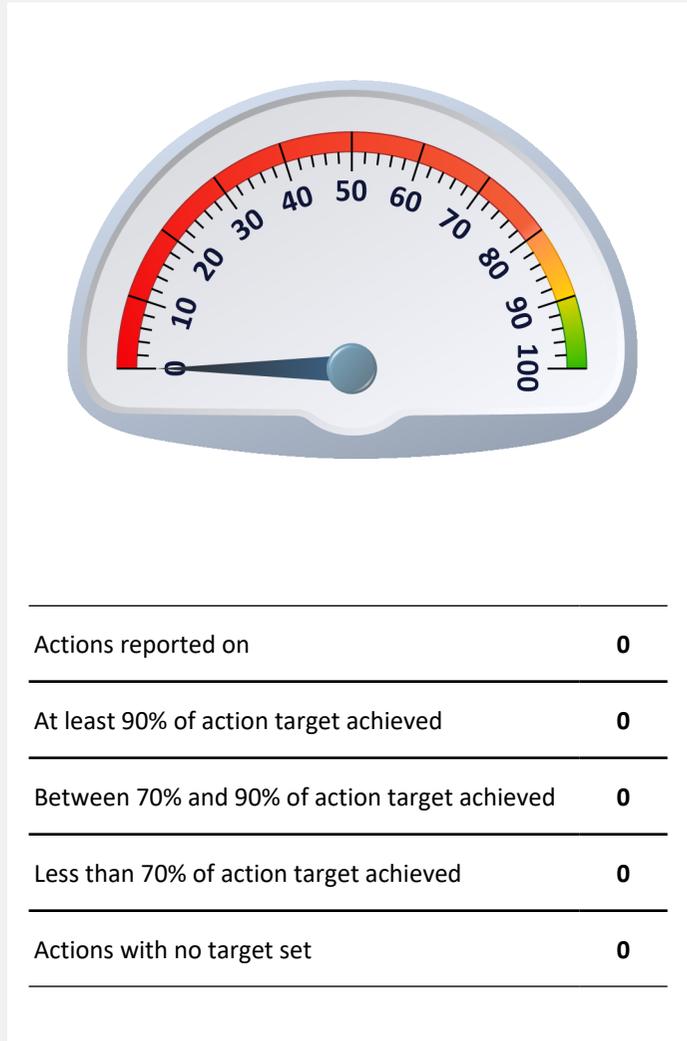
Action	Responsibility	Progress Comment	Action Status	Start Date	End Date	% Complete	Target	Status
1.4.1.1 Develop a system to ensure both staff and global partners are aware of this blueprint and report on its implementation	Michelle Jonas - Project Coordinator	Development of system is off track. Miss-allocation of resources. Board level decision made to reallocate resources.	In Progress	01/04/22	30/06/24	91.00	100.00	 ON TRACK

## DIRECTORATE: SALES

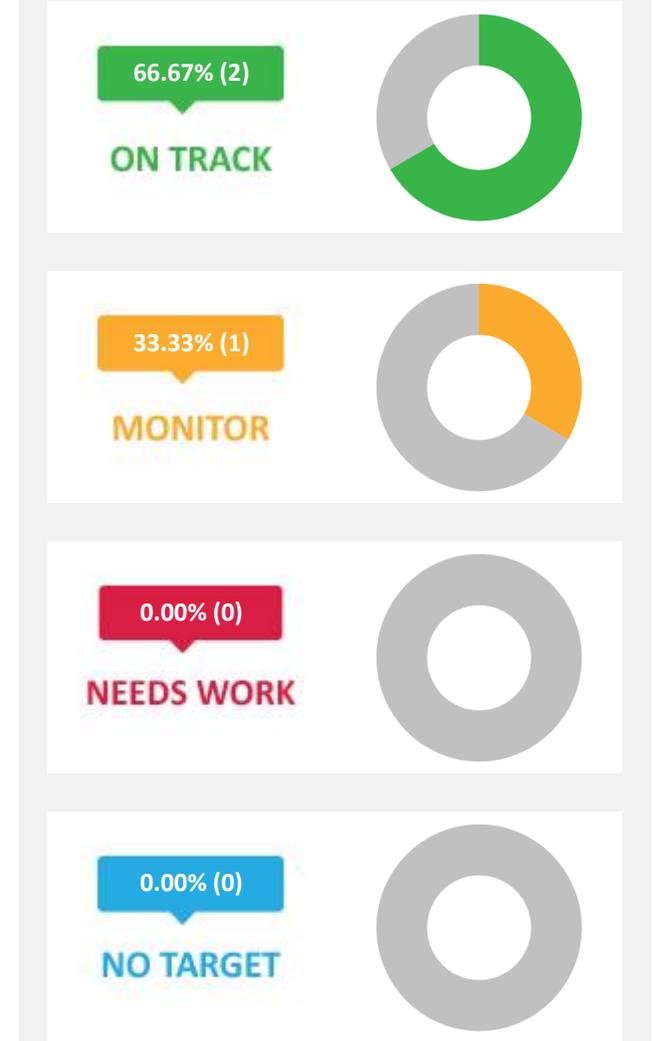
### ACTION STATUS



### ACTION PERFORMANCE



### KPI STATUS



### KPI SUMMARY

Performance Measures	Period	Unit	Target	Actual	Indicator	Trend	Trend Line	Comment
# of new qualified Opportunities	Month	#	120.00	142.00	 MONITOR			Given the recent implementation- of action plans, # of new qualified opportunities has increased compared to previous periods
\$ Value of weighted pipeline	Month	\$	456.00	555.00	 ON TRACK			
Asset renewal and asset upgrade as a percentage of depreciation (%)	Month	%	50.00	55.00	 ON TRACK			

## ACTION SUMMARY

**Business Unit: APAC**

**Service Profile: Western**

No actions specified for this period

**Service Profile: Eastern**

No actions specified for this period

**Service Profile: Southern**

No actions specified for this period

**Business Unit: EMEA****Service Profile: Europe**

No actions specified for this period

**Service Profile: Middle East**

No actions specified for this period

**Service Profile: UK**

No actions specified for this period

**Business Unit: USA****Service Profile: North**

No actions specified for this period

**Service Profile: South**

No actions specified for this period

**Service Profile: Central**

No actions specified for this period



The entire contents of this document are subject to copyright with all rights reserved. All copyrightable text and graphics, the selection, arrangement and presentation of all information and the overall design of the document are the sole and exclusive property of CAMMS. Copyright © 2017 CAMMS. All rights reserved