



# Benefits management

enabling service delivery

“Connection to the PSBA network paves the way for a range of longer term business benefits. By adopting a consistent approach to planning and measuring these benefits, organisations can collectively demonstrate and derive even greater value from being part of the PSBA community.”

PSBA delivers a network which is typically both cheaper and exceeds the benefits offered by existing networks. It offers greater value for money, provides a common infrastructure and language for collaboration and offers an effective procurement route to support 'Buying Once for Wales'.

The Welsh public sector has made a significant investment in PSBA and most organisations are already seeing the benefits of this investment through savings in network costs. But PSBA is about more than just buying a network. It involves supporting a longer term vision of information sharing and collaborative working: the public sector working together to effectively deliver citizen centered services.

In practice, PSBA really is helping organisations transform the way they do business.

## Exploiting the potential of PSBA

The PSBA Programme is committed to promoting thought and discussion around what benefits can be achieved. We can offer practical help on their achievement through the use of the '**benefits realisation management**' techniques we have adopted.

Benefits realisation management is about being clear on what you want to get out of your investment; how this contributes to the overall aims of your organisation; identifying clear and measureable indicators of success and taking steps to put in place the people, procedural and technological factors needed to make sure the benefit is delivered.

## PSBA resources are available to help

Too often, the principles of this activity are shrouded in an air of mystery; they needn't be. PSBA can make it easy for your organisation by providing a range of resources to help you:

- Understand the benefits of PSBA and identify how the network and its services can support and improve your service delivery. By drawing on stakeholder experiences, PSBA has collated a **database of benefits** to show what can be achieved through implementation.
- Create a local business case for PSBA investment. PSBA has produced **benefits catalogues** and a business case template to help define and quantify what you want to achieve through connection to PSBA.
- Appoint your own **Benefits Manager** to actively plan and deliver the benefits you want. PSBA has materials to guide the role, responsibilities and activities of your Benefits Manager.
- Put in place **simple mechanisms to demonstrate the value PSBA connectivity is making to your organisation** and the wider Welsh public sector. PSBA has tools and techniques to help you consistently track, measure and manage the achievement of your benefits.

