

# Conducting an Organizational Assessment for a Government Agency

## Challenge

A quasi-state agency wanted to enable future growth and increase its overall operational effectiveness, but faced significant roadblocks when it came to stakeholder alignment and organizational design. The agency also lacked the technology, consistent business processes, and benchmark metrics needed to support a large-scale transformation. Combined, these factors prevented the organization from reaching its top-line objectives.

## Solution

SEI conducted comprehensive interviews and evaluations to assess the client's current state as it related to people, processes, and technology. SEI consultants then benchmarked the size and structure of the company against industry standards and best practices in order to identify key opportunities for growth. With these insights in hand, we developed detailed recommendations for audit-approved process improvements as well as a significant organizational redesign. Our team also conducted comprehensive vendor evaluations to identify best-fit technology platforms that would enable greater operational efficiency while remaining cost-effective.

## Results

Through the development of a strategic growth roadmap, SEI aligned the executive board around actionable short- and long-term objectives. Our team then spearheaded an organizational restructuring to support these new growth objectives while increasing employee engagement and generating significant cost savings.



**Change  
Management**



**Operational  
Excellence**



**Organizational  
Design**



**Strategy  
Enablement**