

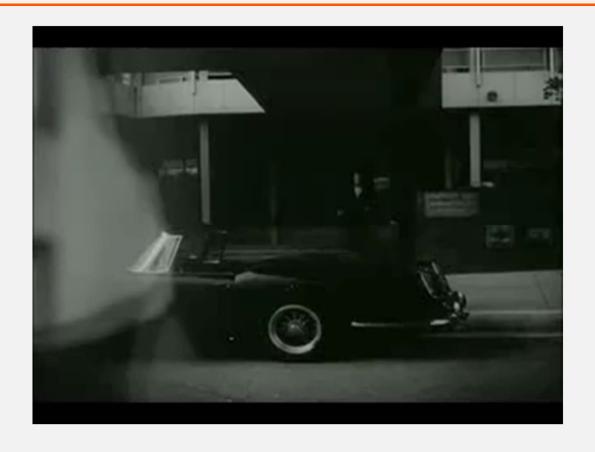
Get Smart – where to begin?





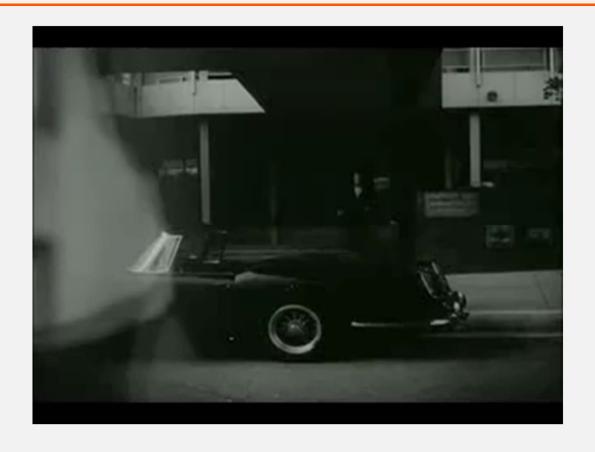
Get Smart – where to begin?





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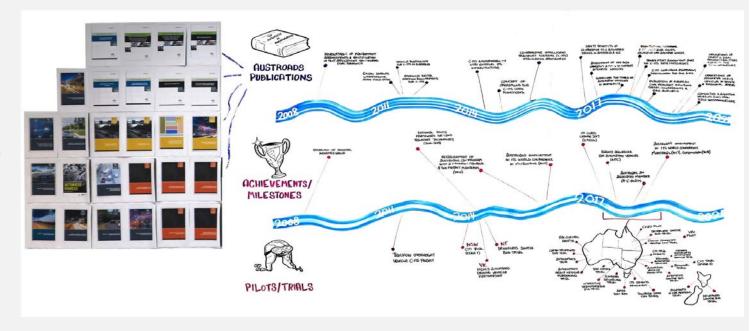




Reviewing the Austroads CAV Program



- The need
- The history
- The customer
- The value proposition
- Co-designing the future
- The new program
 - Vision
 - Mission
 - Values
 - Themes



The need for a review



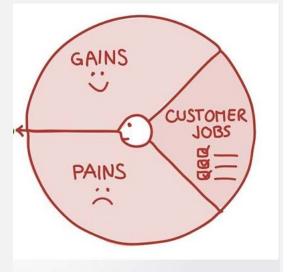
- Program has evolved
 - Originally pat of the Austroads Network Program
 - Co-operative ITS
 - Automated Vehicles
- Increasing scope
 - Low & Zero Emission Vehicles
 - Remotely piloted aircraft
- Recognition as a formal Austroads Program
- Maturing our understanding of technologies (C-ITS, AVs)
- Appointment of new program manager and "fresh eyes"



Owner focused program



- Focus on members' employees & their needs
 - Understand the different roles within member organisations
 - Understand the "pains" members have in working in the CAV space
 - Understand the "gains" members are trying to achieve with CAVs

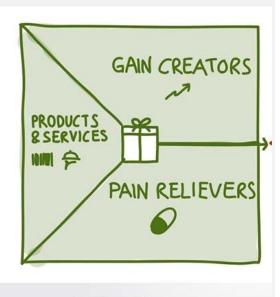


Customer Profile Map

Understanding our existing and future business models



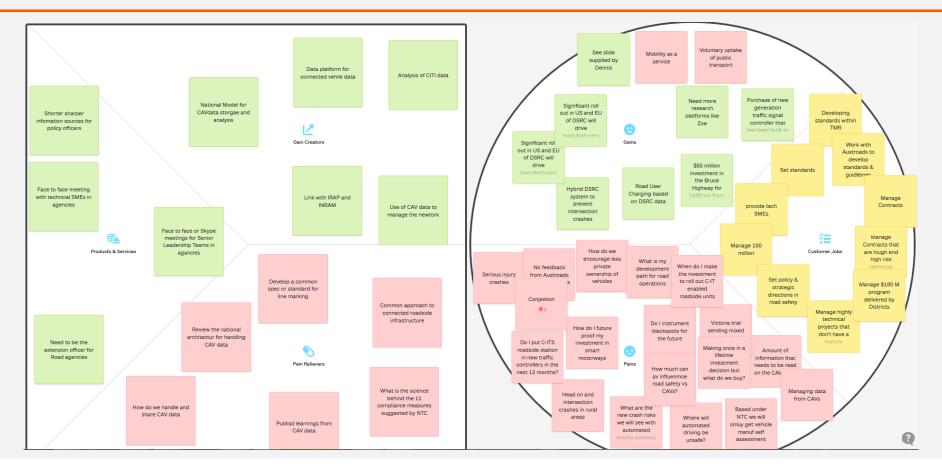
- Build a new "business" model for the program
 - Define the value proposition of the CAV Program
 - Pain relievers
 - Gain creators
 - Products & Services



Value Map

Understanding our customers





Co-designing our new program

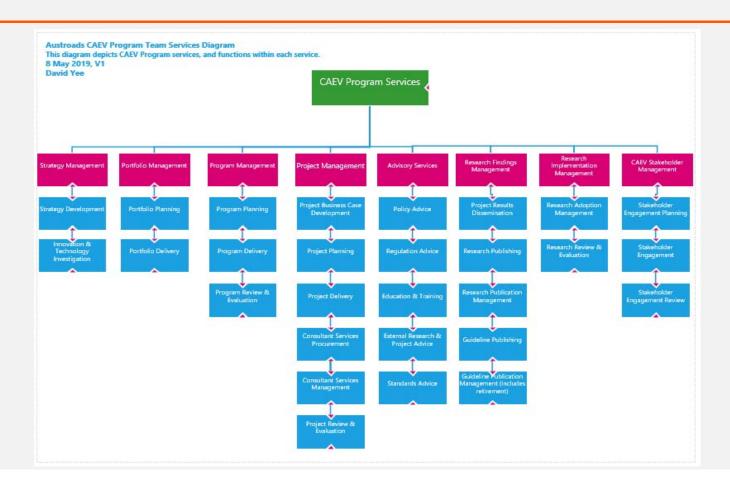


- Broad range of member employees in numerous roles
 - Vision
 - Mission
 - Values
 - Objectives
 - Guiding principles



Mapping our services to customers





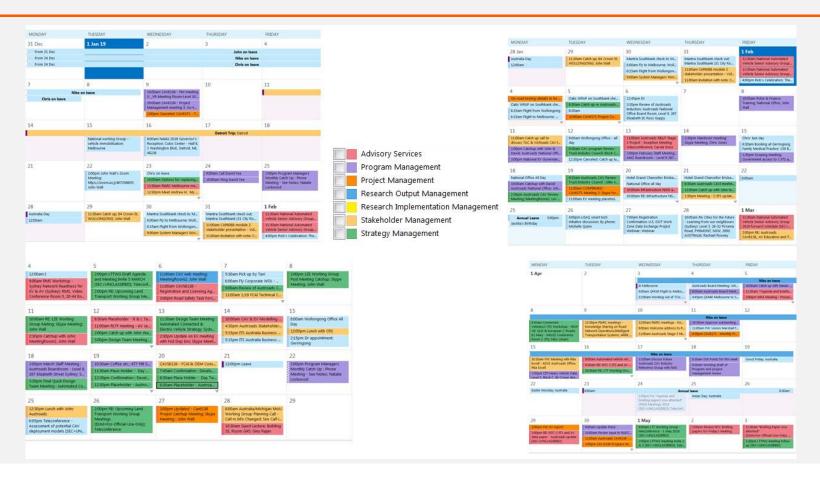
Mapping our services to our stakeholders



David Yee Stakeholders	CAEV Program Services							
	Strategy Management	Portfolio Management	Program Management	Project Management	Advisory Services	Research Output/Findings Management	Research Implementation Management	Stakeholder Management
Austroads Management	+	+	+	+	+	+	+	+
Austroads Member Agencies	+	+	+	+	+	+	+	+
National Transport Commission (NTC)	+			+	+	+		+
Federal Chamber of Automotive Industries (FCAI)	+			+	+	+		+
Other Austroads Programs	+	+	+	+	+	+	+	+
Truck Industry Council (TIC)	+			+	+	+		+
Department of Infrastructure, Regional Development and Cities (DIRDC)	+			+	+	+		+
Local Govt	+				+	+		+
Universities (researchers)					+	+		+

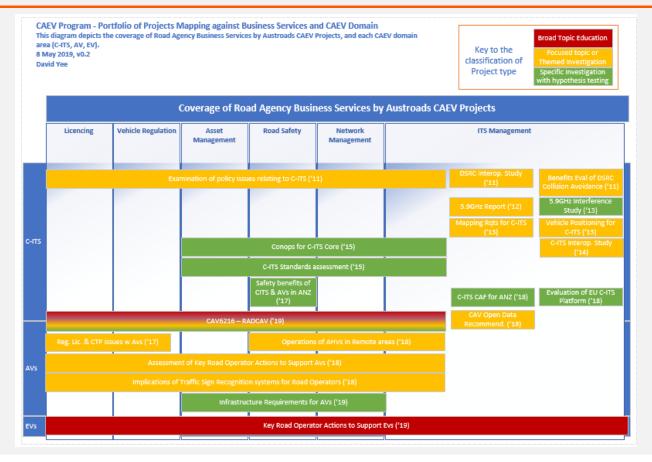
Mapping "real" work to services model





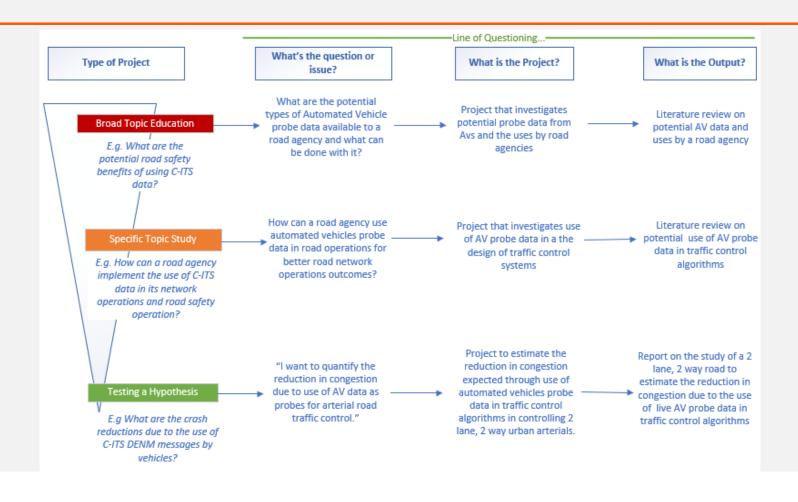
Mapping project type, project name to road agency services and program themes





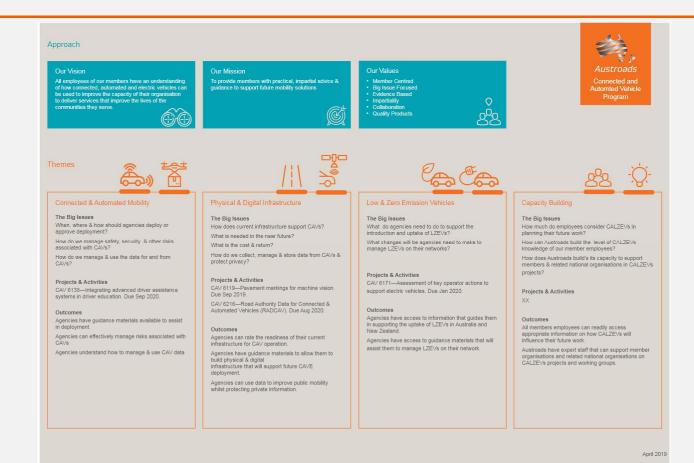
Understanding the types of project we deliver





Bringing it together on a page





Thank you

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