

Five key questions for transformation

1. What is the system (part of the system) we are investigating?
 - Understand key issues in delivery today
(what's wrong – what might be causing that)
2. What's the underlying purpose of the system?
3. What is the actual activity to be delivered to achieve the underlying purpose?
 - What are the options for delivery of that activity?
 - What organisation and support services would enable delivery of that activity?
 - How could that activity best be governed and managed?
4. How do we get there? (Probably very different from what we're doing now)
5. What have we learned? Triple loop learning can help us move from service to system level change

Question (1) to build the coalition and willingness to address (2)