



Leadership Framework tools and resources

Systems of work effectiveness scan

The purpose of this effectiveness scan is to enable *system owners, *custodians and *designers to quickly assess the quality of a system of work.

This tool supports the Process for designing/reviewing systems of work in this section.

* These roles, including accountabilities and authorities, are defined in the document Systems of work roles, accountabilities and authorities.

Name of system of work:	Date of scan:
Define focus of improvement efforts for the system of work: (Areas identified from the completed systems scan that most need attention)	

Instructions:

Rate each element of the system of work using the rating system below.

Rating system:

1. - There is no evidence of this element being present
2. - This element is present, but is insufficiently expressed, documented or communicated
3. - This element is mostly in place and documented, but there are some gaps
4. - This element is in place, clear, well documented and communicated

Identify areas for improvement and prioritise for the next review of the system of work.



System element		Rating			
		1	2	3	4
1	System owner				
	A. The system owner is clearly identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The system owner is the cross over manager for all users of the system of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. A system custodian is clearly identified (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	System context, purpose and outcomes				
	A. The context and purpose of the system of work is clearly expressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The outcomes of the system of work are clearly specified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Customer/end user/beneficiaries				
	A. The customer/end user/beneficiaries are identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The specific requirements of the customer/end user/beneficiaries are specified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	System components, linkages and constraints / limits / boundaries				
	A. The scope of the system is specified (where it starts and where it finishes?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The system components are specified (policies; procedures; communication and IT technologies; and applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. The accountabilities and authorities for the system are specified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Situations for escalation are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Appropriate links to other systems, policies and guidelines are fully described	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	System effectiveness				
	A. The system of work complies with legislation, regulation and other relevant organisational standards and policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The system of work treats all people the same way unless there is a specific business reason not to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. The work practices within the system of work are fit-for-purpose and good business practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. The system of work is easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. The systems consistently delivers the outcomes required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F. It is integrated into other systems of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. There are appropriate principles, theories, models and assumptions underpinning the system of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



System element		Rating			
		1	2	3	4
6	Organisational areas and roles to which the system applies				
	A. The areas and roles for which this system of work applies are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Accountabilities and authorities are appropriate (and it is clear how participating roles must work in the system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. The system-related accountabilities and authorities are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Role authorities in this system of work support and do not compromise managerial leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. There is fit-for-purpose documentation of the system, containing all of the above elements in the organisations standard format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	System feedback and improvement				
	A. There is a mechanism for users to provide feedback on the system of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Control and audit				
	A. The system of work's effectiveness is monitored and has appropriate performance measures/standards identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. There are clear system control and audit processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. There are records of control and audit being carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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