

The Organisation

- Welsh Water supplies drinking water & wastewater services to most of Wales and parts of Western England
- Engaged with IVI in 2015, as Contributor Members
- Business Information Systems, the IS Department for Welsh Water has an overall goal of 'Delivering Excellent Service for it's Customers'

The Deployment

- Welsh Water has mandated IT-CMF across it's entire Business Information Systems Department
- Completed an Executive Assessment to identify priority capabilities for improvement, 6 capabilities identified and capability improvement planning in place for all key areas
- 150 BIS employees exposed to IT-CMF via 'Familiarisation Workshops' and formal 'Training and Certification'

The Impact

- Capability approach to contributing business value fits well with Customer Led Success
- IT-CMF helps BIS focus on identifying and improving key capabilities within BIS so they can improve the business value contribution to Welsh Water as a whole