The journey to an integrated service

5 Cs - Key steps to convergence.

	Contact	Cooperation	Coordination	Collaboration	Convergence
Level of Integration	Experimental	Minimal	Selective		Full
Orbis Staff Commitment	Casual Networking	Trust Building	Shared goals with separate administrative framework	Shared vision with changes to working practices and new cross-partner interdependencies	Shared mission and service delivery Common standards and policies Performance Management Integrated structures
Typical Activities & Focus	Exploration of differences and commonalities	 Information Sharing Identify Opportunities 	 Planning Joint Projects Process simplification 	 Implementing joint Projects leading to shared services Process standardisation 	Optimised common processes Common infrastructure Partner on-boarding
Forum (Examples)	Ad-hoc Contact	Ad-hoc meetings at partner locations Ad-hoc correspondence	Regular Planning Meetings Regular structured correspondence	 Virtual project team working (Using partner shared resource pools) 	Orbis Virtual Team Delivering Services (using single Orbis resource pool)