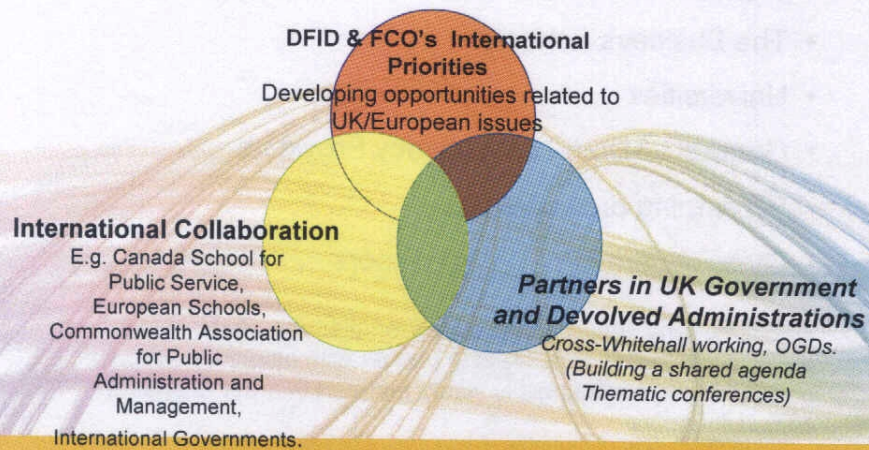




The emerging nature of the business



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Our International Customers and Clients

- **FCO / DFID – building internal capability**
 - **FCO/DFID – supporting delivery of their international business priorities**
 - **Cross/Other UK Government international business priorities**
-
- **Foreign Governments and International Institutions**
 - **European and Other Schools of Public Administration**
 - **Other Organisations involved in international business**

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Our business model

- Full cost recovery, no central funding, £32m, 265 staff.
- Work increasingly commissioned direct by UK Departments (as they do not have to run procurement exercises if we are the obvious partner (OGC Guidance, 2008))
- 08/09 international income in the region of 10% of National School business (£2.9m)



The nature of NSG's international work

- **A wide range of consultancy assignments** supporting public sector reform/ better delivery of public services
- **Institutional strengthening** of Schools of Public Administration
International Visits to the National School of Government
- **Long-term support and in-country projects**

We also offer:

- Attendance on our 'open' programmes
- Delivery of 'open' or tailored programmes overseas
- Learning from and working with partner-organisations and Schools of Public Administration



Business delivery

- **Small core-team** of international consultants – business development, project management, some consultancy and training delivery
- Draw on **expert resources** within and outside the School – including NSG Associates, Sunningdale Institute Fellows and partner organisations



Janet Waters,
Head, NSG International Team

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International Partnership Working

- **Networks** – Commonwealth Assoc. of Public Admin & Mgt, Network of Institutes of Public Admin (in Central Europe), European Heads of Schools, International Inst for Asian Studies.
- **UK and international partnerships** – e.g. Canada, New Zealand/Australia, Singapore, Pub. Admin. Leadership & Mgt Academy, Ethiopia Management Institute/ Civil Service College, Kenya Institute of Administration
- **Associate Partners and Organisations** – e.g. UK and International Business Schools, U.K. Public Sector Academies, PwC, Delta Partnerships

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Examples of our International Work

Civil Service Restructuring

- CS Legislation and Codes of Practice
- Strategic & Business planning
- Competency sets and Civil Service Training Strategy
- Post-conflict planning

Human Resources Management

- HR Strategy
- Senior Management development



Examples of our International Work

Corporate services

- Policy making and coordination
- Government Communications

Major Change Management Processes

- Diversity & gender
- Reform Planning
- Management & Organisational Development
- Managing change
- Coordinating EU Affairs



Supporting the Development of sister-Schools of Public Administration

- Active membership of CAPAM and the European Heads of Schools network
- Partnerships with specific Schools, e.g. Canada, South Africa
- Twinning with the Ethiopian Civil Service College and the Ethiopian Management Institute in the development and roll-out of their Transformation Plan
- Consultancy support, e.g. to the Zambian National School of Public Administration and Kenya Institute of Public Administration, Cayman Islands Civil Service College

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Emerging strategic priorities for 2009/2010

- **Scorecard approach: Building Public Service Capability Excellence, Reputation, & Finance** - refreshing the policy for international working in-line with the National School strategies.
- **Developing our proposition and alignment** as a strategic partner to DfID, FCO, other depts and partners (e.g. OECD, World Bank).
- **Strengthening client relations** (incl. cross-Whitehall groups).
- **Improving communications** on how we add value – internally and externally.



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