

Control Room Maturity Audit

When Risk, Security & Resilience Management Matters Most

A focused assessment delivering evidence-based insights and a clear roadmap for improvement

A comprehensive, evidence-based assessment of your control room's operational maturity across seven critical pillars. We evaluate 42 capabilities to identify strengths, gaps, and priority improvement areas – providing you with an actionable roadmap for transformation.

Perfect for organisations seeking:

- Independent validation of operational capability
- Clear priorities for improvement investment
- Foundation for transformation planning
- Assurance for leadership and stakeholders

WHY DG ADVISORY?

- **Proven Framework** Built on our proprietary *7 Pillars Control Room Framework™* and refined through extensive sector experience
- **Evidence-Based Rigour** Every capability score supported by documentary evidence, direct observation, staff feedback, and leadership interviews
- **Practical and Actionable** Clear priorities with realistic recommendations you can implement immediately – no theoretical exercises
- **Efficiency Without Compromise** Comprehensive assessment completed with minimal operational disruption
- **Independent Perspective** Honest, objective insights from specialists who understand mission-critical operations

Diagnose. Prioritise. Transform.

OUR APPROACH

Pre-Engagement Preparation

Strategic context gathering before we arrive on-site:

- **Leadership Questionnaire** – Strategic questions covering organisational priorities, governance, risk, partnerships, and future vision
- **Documentation Collection** – Strategic plans, performance data, SOPs, training records, risk registers, audit reports, and governance frameworks

On-Site Assessment

Efficient, non-disruptive engagement capturing comprehensive operational insight:

- **Executive & Management Interviews** – Strategic context, governance, and performance oversight
- **Operator Conversations** – Frontline experience across shifts (1 to 1 sessions)
- **Live Operational Observation** – Real-time assessment of incident handling and workflows across both shifts
- **Technology & Environment Review** – System effectiveness, integration, and workplace design

Staff Survey Analysis

Control Room-wide anonymous survey providing quantitative data and staff perspectives

- **Comprehensive Coverage** – Questions mapped to capabilities, covering systems, processes, training, leadership, and workplace environment
- **Data-Driven Insights** – Statistical analysis (response rates, satisfaction scoring, shift/experience trends) and thematic identification of improvement priorities from frontline perspectives

COMPREHENSIVE DIAGNOSTIC REPORT

- **Executive Summary** Purpose, scope, overall maturity assessment, and immediate priorities
- **Seven-Pillar Maturity Heat Map** Visual capability scoring (1-5 scale) across Strategy, People, Culture, Environment, Operations, Technology, and Data
- **Key Strengths and Emerging Risks** Notable capabilities to protect and critical gaps requiring attention
- **Strategic Recommendations** Detailed action recommendations for short to long terms transformation initiatives with business rationale and expected benefits

The Control Room Maturity Audit gives you the clarity and evidence to strengthen resilience, reduce risk, and drive lasting performance. It validates current capability, builds a strong investment case, and guides confident transformation.

Get the insights that matter – and a clear, actionable roadmap for your operation.