

REVENUE PROTECTION SPECIALIZED MASTERCLASS



OBJECTIVE

The objective of this masterclass is to provide participants with the bigger picture and specialized skills to master concepts like Revenue Protection, Revenue Enhancement and Revenue Assurance. Furthermore, the goal is to provoke a positive reaction within individuals who has the potential to excel in their specific fields of expertise and who could add great value to their organization if they are developed to their full potential. This masterclass will endeavor to assist the participants to become experts in their own right through a mentorship program and forming part of a specialized SARPA Task Team dedicated to identifying risks and challenges to the revenue protection environment and finding solutions.

SESSION 1 - INTRODUCTION AND COURSE OBJECTIVES

In this session we will have an overview of the objectives and other aspects of the masterclass, in order to explain all the different facets of the upcoming training process. Participants will be required to each share their field of specialization and their future vision for themselves and their Departments or organizations.

Session 2 – DISECTING THE DIFFERENT PROCESSES

The participants will be exposed to high level information by experts, who will break down all the different processes and challenges related to the revenue protection concept. This will include processes like data analysis, revenue management, artificial intelligence, machine learning, revenue recovery, revenue enhancement, new metering technology, investigations and combatting of essential infrastructure related crimes.

Session 3 – WORKSHOP

This session will be conducted in a workshop format. Participants will be tasked to identify all their challenges and the group will then discuss these issues in a workshop chaired by the Facilitator. The goal of the workshop is to find possible

solutions for each challenge. This part of the program will be recorded and made available to the participants for later reference purposes.

Session 4 – TEAM EXERCISE Part 1

This session participants will focus on analysing different scenarios with relation to different processes in team format. Participants will be divided into teams with relation to their expertise. The goal of this exercise will be for the Specialist's Teams to formulate proposals on how to manage the challenges and provide a short and long term solution to each one.

Session 5 – TEAM EXERCISE Part 2

Participants will be divided into integrated "Revenue Protection Teams. Each team will be tasked to collectively solve a problem over a period of a week. A session will be held to allow each team to present their solution.

Session 6 – MENTORSHIP PROGRAM

Mentorship sessions will be scheduled with each participant after the conclusion of the masterclass, in order to assist such individuals in reaching their goals or overcome their challenges.

Session 7 – REVIEW EXERCISE

A follow up virtual session will be held with all participants together after 6 months, in order to share best practices and challenges. The way forward will be discussed and the possibility to design new processes or policies for the revenue protection environment will be investigated.

WHO SHOULD ATTEND?

- 1) Revenue Protection Managers and Supervisors
- 2) Credit Control / Revenue Managers and Supervisors
- 3) Law Enforcement Commanders / Officers
- 4) Legal Advisors / Specialists
- 5) Service Department Managers (Electricity / Water)
- 6) Data Analysis Specialists
- 7) Revenue Recovery specialists
- 8) Project Managers

DURATION OF COURSE

Normal course - 5 days

Virtual Course – 5 days of 3 hours per day