



The Problem

Every authoritative source agrees that IT success rates are abysmal. Those same sources paint many different causes for those failures, but we believe they come from just two sources – an initial misunderstanding of the environment and a lack of flexibility in responding to inevitable change. Initiatives rarely play out as we first envision them, whether from being over optimistic about executive sponsorship, missing key requirements, or over-estimating our capabilities. Even if the initial context is right, business objectives, technology, and operations evolve during implementation.

The Solution

Improving implementation success requires addressing both sources of failure. The environmental scan searches through your organization, testing assumptions, exploring alternate realities, and uncovering hidden potential. This process will build awareness and support for an initiative as well as improve your initial understanding of risks and objectives. Using the results from this scan, the Initiative Planning and Implementation service addresses the second source of failure by creating an implementation process customized to address the risks and objectives with the flexibility necessary to keep up with your evolving environment.

Added Value

Problems found earlier are cheaper to fix than problems found later, and there's nothing more expensive than delivering a result everybody hates. Given our broad multi-disciplinary background and outside neutrality, we will be more effective at creating an accurate and complete picture of your environment than inside resources.

Deliverables

- Risks, Constraints, and Objectives Summary
- Stakeholders, Bystanders, and Critics Review
- Endangered Business Processes List
- Business and Technology Alignment Analysis

Process

We start by developing an accurate picture of all the people and processes involved in a particular implementation. This includes the usual suspects such as users, sponsors, and funding sources. But like a good detective, we follow the money, the processes and the relationships, the plans and objectives to uncover a broader picture of benefits and risks. Combined with the traditional function/feature requirements view of an IT initiative, this environmental scan will provide a more reliable guide to development and delivery.