



The Problem

Every system will have unique operational needs including support, training, and monitoring. Most of these needs will not be met by the same individuals that do the system development. This causes two kinds of problems of equal severity for a project. The first is that assumptions and constraints on the systems are not clearly communicated between developers and operational staff, resulting in reliability issues and unrealistic expectations. The second is that entire support and operational needs are not addressed, because they are not visible to the development staff and no accommodation for those needs were created in the systems or the hand-off procedures.

The Solution

At the same time that Alignment Planning kicks off from the Environmental Scan, Operational Integration begins laying the foundations for systems support and operation. Also drawing from the organizational picture painted by the environmental scan, Operational Integration will identify significant support and operational requirements, and develop a common understanding in your organization of the priority and scope of these activities. Your project managers and functional managers can then use that plan to guide and integrate systems and operational development, roll-out, operations and even retirement.

Added Value

Successful operation of IT systems requires good communications between developers, help desk staff, trainers, business planners, managers and line staff using the systems. While all of these specialists may be very good at their jobs, there is a short term need for a generalist that can establish that dialog in your organization and coach your specialists to maintain it.

Deliverables

- Systems Development to Operations Development Map
- Operations Development Milestones
- Operations Governance Map

Process

Starting from the information in the environmental scan, we will identify key operational requirements and stakeholders. With that information we will map operations development to systems development ensuring the necessary operational foundations are laid in systems development. In addition we will lay out a set of milestones for parallel operational and support development keyed to the system development activities. Finally we will place those results in the context of an on-going oversight structure for the system in operation and retirement.