



### **Context**

The tools we use to deliver our IT services have many other uses. As any craftsman can tell you, repeated use of a tool will increase your skill with that tool, so we're always happy to put these to use for you on an ad-hoc basis.

### **Strategy Development and Tactical Planning**

Strategic planning has become so hot lately that it seems one can't go to the bathroom without a strategic plan. In actual practice, only a few people in any organization are positioned to develop strategies. We can energize their planning efforts and ensure the results are accurately reflected in day-to-day operations.

### **Technical Facilitation and Mediation**

One of the biggest problems for IT is that the interested parties rarely share a common vocabulary or even methods of communication. Using our deep experience in facilitation we can identify necessary participants, bring them together for productive discussions of the issues and interests, and lead development of results that drive action.

### **Program Planning and Management**

Most organizations have formal and informal IT efforts scattered across their organizations with the IT department being the most visible, but by no means only, source of IT investment. The inevitable conflicting objectives and directions sap vitality from your IT portfolio. We uncover the whole IT picture and then orient it within your business objectives, giving you the tools you need to maintain that picture on an ongoing basis.

### **Information Architecture Development**

Almost everybody is flooded with more information than they can even scan, let alone completely assimilate. We develop a blueprint of the structures, categories, and flows of your information that you can use to filter and channel that flood into productive uses.

### **Custom Research and Information Brokering**

At the same time you're drowning in information, you may feel that you're starving for reliable, meaningful content. Using our formal training and deep experience in information management, we quickly understand your information needs and sort through the chaff to find the quality information that will satisfy those needs.

### **Information Management Outsourcing**

Even when you find the information and technology professional that has the technical skills you require, they may not have the business acumen to position day-to-day activities in the bigger picture. Even if you can't afford a full-time IT director, Knowledge Manager, or Librarian, we can provide the perspective and experience in information management you need to position your organization for the future.