



Combining speed & Governance on technology selections

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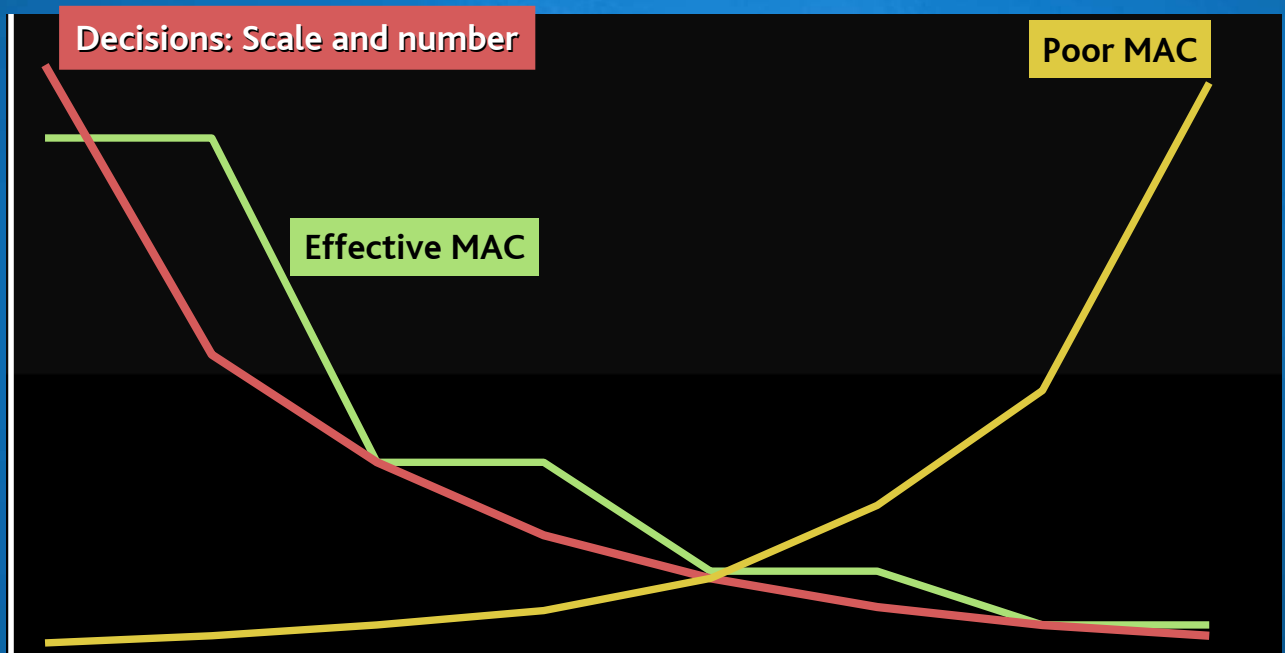
Meets governance profile

- Aligns IT to business / delivers value
- Measures performance
- Allocates resources properly
- Controls IT / mitigates risks
 - Formality keeps control
 - Avoids poor fit & package modifications
 - Must compare systems to requirements
 - Includes requirements for audit, control and security
- Shows clear accountability
 - Robust to subversion (even when misconstrued)
 - Rigour deters misrepresentation
 - Strong contract without special efforts
- Provides framework for decision-making

Principles

- Cost of change curve (=> redundancy)
- Management attention curve
- Exception management: Shortlisting / check
- Stakeholders
- Model-building to test requirements
- Rational decision-making - 'evidence'
- Project and management effectiveness

Management attention curve



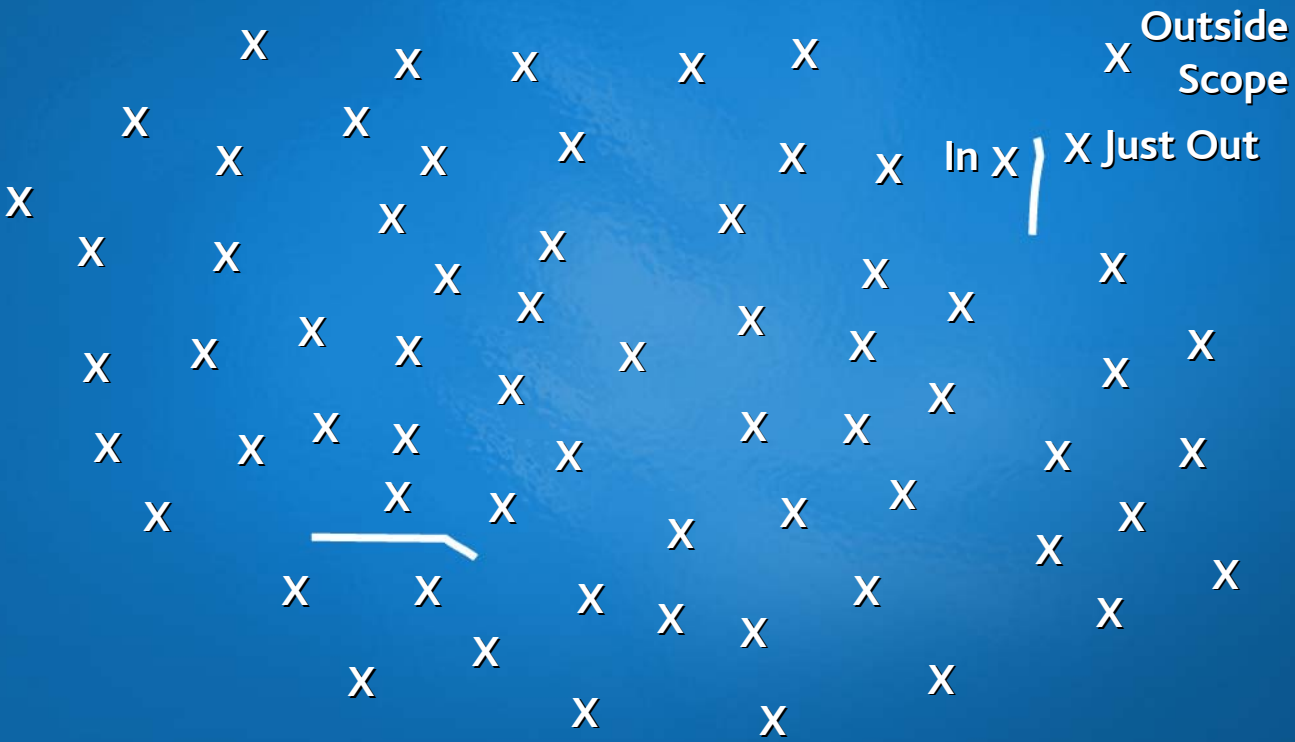
Scoping process



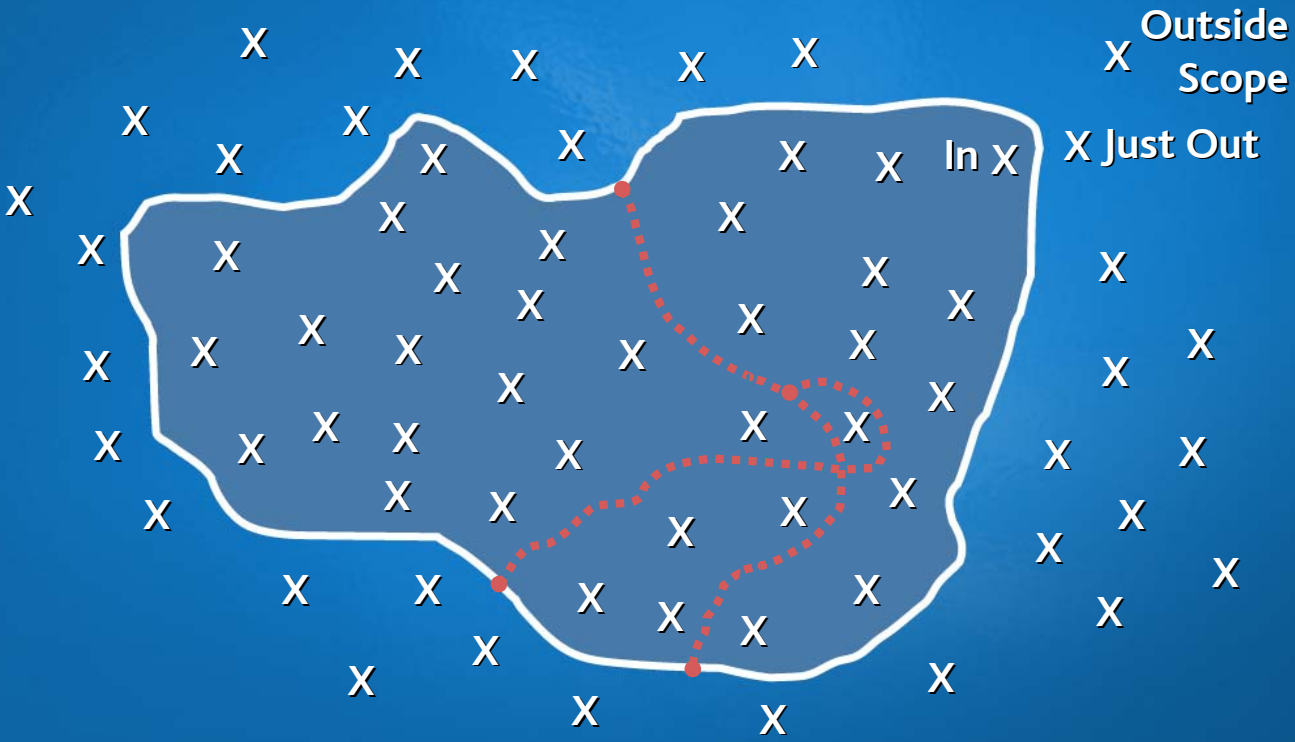
Scoping process



Scoping process



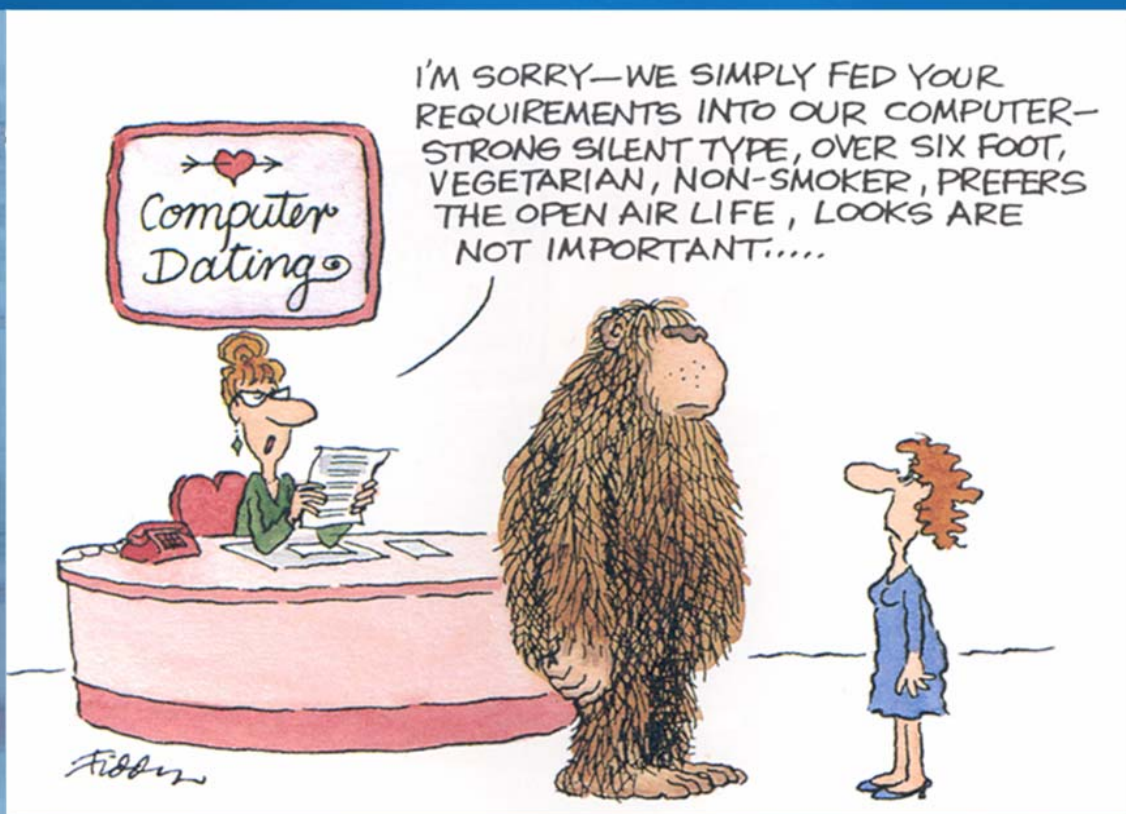
Scoping process



Procurement process

- Project start-up: Scoping, finance, phasing
- Interviews for requirements definition
- Agree requirements definition document (RDD / SoUR)
- Market-place trawl
- Shortlisting: Request for information (RFI)
- Evaluation including visits by evaluation team
- Scoring of candidates (possibly internal systems)
- Demonstrations and reference sites
- Selection, negotiations and contract
- Installation: post-implementation and benefits reviews

Specs!

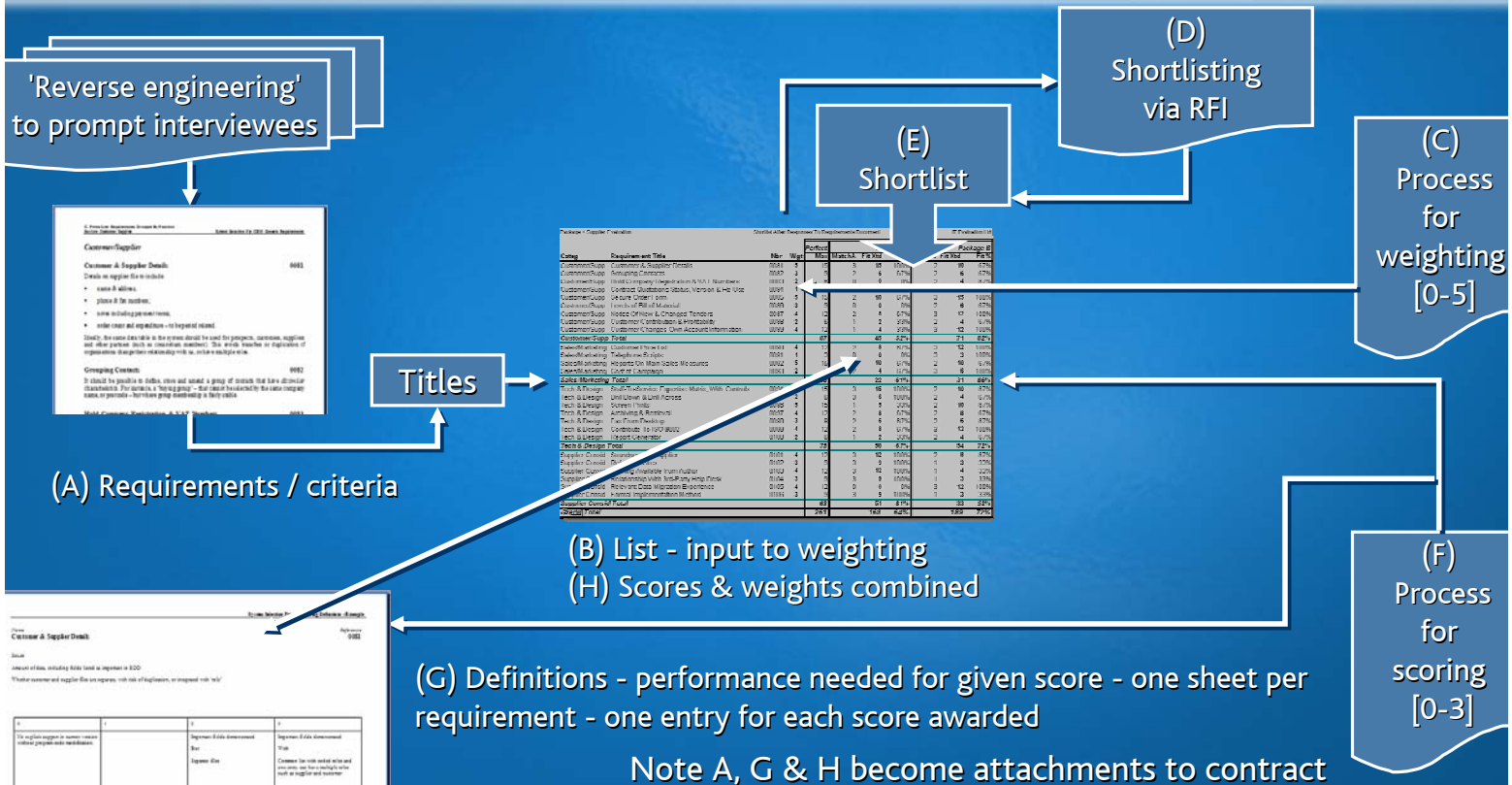


Scoring to pick a winner (Gna)

Package + Supplier Evaluation Shortlist After Responses To Requirements Document IT Evaluation Ltd

Req Title	Nbr	Wgt	Perfect	MatchA	Fit Xtd	Fit %	MatchB	Fit Xtd	Fit %
Customer & Supplier Details	0081	5	15	3	15	100%	2	10	67%
Grouping Contacts	0082	3	9	2	6	67%	2	6	67%
Hold Company Registration & VAT Numbers	0083	2	6	0	0	0%	2	4	67%
Contract Quotations Status, Version & Re-Use	0084	1	3	0	0	0%	2	2	67%
Secure Order Form	0085	5	15	2	10	67%	3	15	100%
Sales/Marketing Total									
Telephone Scripts	0091	1	3	0	0	0%	3	3	100%
Reports On Main S	0092	5	15	2	10	67%	2	10	67%
Cost of Ca							3	6	100%
Tech & Design Total									
Staff-To-S							2	10	67%
Drill Down							2	4	67%
Screen Pr							3	10	67%
Archiving							2	8	67%
Fax From L							2	6	67%
Contribute To ISO	0099	4	12	2	8	67%	3	12	100%
Report Generator	0100	2	6	1	2	33%	2	4	67%
Supplier Consid Total									
							33	54	72%
Grand Total									
							189	168	64%

Evaluation process



The human dimension

- Empowering - ops people consulted
 - Active listening - aspirations at all levels
 - Collects 'invisible' knowledge
- Intolerant of mis-matched systems
- Decision makers get peace-of-mind
 - Governance demonstrated
- IT gets buy-in

Any questions?



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FORUM

AURORA

18 - 21 MAY 2005

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