

ConnectSphere
 Deliver Success

Implementation – what works, what doesn't

Ian Salvage, Service Management Consultant, IBM Global Services
 Shirley Lacy, Director, ConnectSphere

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The secret to all successful implementations is the integration of people, process, technology and data

Well trained people, armed with the right information, executing well defined, technology-enabled processes will deliver high quality services to the businesses they support.

- Planned implementation
- Realistic agreed to objectives
- Structured approach
- Reliance on project management disciplines
- Executive commitment




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Delivering the vision

- Who can help us to deliver the vision and how can we measure success?




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In our experience, what works ...

1. Initial contained scope
2. Tight project management
3. Structured approach
4. Integrated service management tool
5. Clear roles and responsibilities
6. Process owner involved in project
7. Integrated discovery tool/s
8. Clear process for audit and reconciliation
9. Senior management sponsorship
10. Clear communication of benefits
11. Service management skills
12. Stakeholders engaged
13. Don't boil the ocean
14. Seamless integration with Change Management
15. Documented process flows and policies




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... and what doesn't work?

- A. Large initial scope
- B. Islands of fragmented effort
- C. Insufficient planning for organisational considerations
- D. Insufficient process design effort
- E. Inadequate planning – not considering the full breadth of work required
- F. Unrealistic return-on-investment expectations
- G. Lack of integration of people, process, technology and data
- H. Unclear project objectives
- I. Insufficient consideration of other projects with dependencies
- J. Inadequate tool selection
- K. Lack of executive commitment

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What needs to be added to these lists? Are there any issues with any of the items listed in your view? How could the lists be grouped to assist in implementation considerations?

<ol style="list-style-type: none"> 1. Initial contained scope 2. Tight project management 3. Structured approach 4. Integrated service management tool 5. Clear roles and responsibilities 6. Process owner involved in project 7. Integrated discovery tool/s 8. Clear process for audit and reconciliation 9. Senior management sponsorship 10. Clear communication of benefits 11. Service management skills 12. Stakeholders engaged 13. Don't boil the ocean 14. Seamless integration with Change Management 15. Documented process flows and policies 	<ol style="list-style-type: none"> A. Large initial scope B. Islands of fragmented effort C. Insufficient planning for organisational considerations D. Insufficient process design effort E. Inadequate planning – not considering the full breadth of work required F. Unrealistic return-on-investment expectations G. Lack of integration of people, process, technology and data H. Unclear project objectives I. Insufficient consideration of other projects with dependencies J. Inadequate tool selection K. Lack of executive commitment
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