

Systems Implementation

Recent research with more than 300 project teams has once again indicated high rates of IT project failure with more than 50% of projects failing to deliver anticipated outcomes in originally planned timeframes. Project teams also reported the top implementation obstacles were lack of understanding of the need for change and general resistance to the change.

Traditional methods of managing change are no longer sufficient to ensure IT projects deliver intended outcomes. And as a result many IT divisions are delivering less value than they could.

Concerns our clients have shared with us include:

- Limited executive ownership engagement
- Business case not clearly aligned with strategy
- Project team had limited authority to make organisation and process changes
- Effort required to sustain behavioural changes underestimated
- Assumption that everyone is at same level of readiness



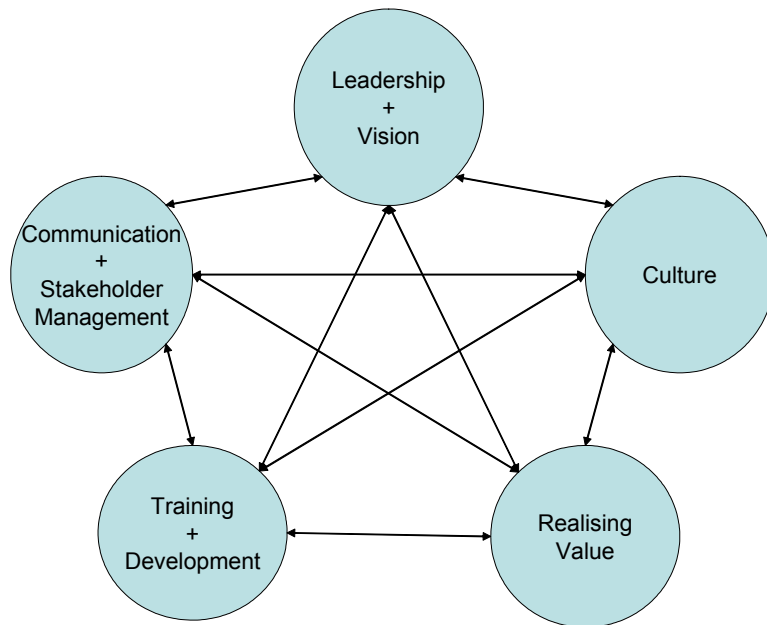
Our Approach:

We work with clients to accelerate the delivery of benefits from new processes, technologies, and business models through operational and change programmes.

We develop the integration of people focused interventions with systems and process activities (e.g. for ERP implementation).

We coach and mentor project managers of large change initiatives to better manage change for business transformation, IT culture change, and IT organisational development.

Integrated Change Framework



The integrated change framework looks at five components necessary for successful change:

- Leadership and Vision: Clearly articulate the vision and develop leadership skills and capabilities
- Communication and Stakeholder Management: Manage stakeholders and deliver effective communications
- Training and Development: Build individual's skills through training and development
- Culture: Align the current culture to support the business vision and strategy
- Value Realisation: Develop performance management structures to support new strategies and goals and drive benefits realisation

EXAMPLES

We have considerable experience of working closely with IT functions to increase and improve their contribution to the business.

- In a major investment bank we have assisted the IT leadership team to become more focused on becoming value-creating partners to the business rather than just providers of a technical functional service
- In a large financial institution we have facilitated and coached IT leaders, managers and staff to change behaviours and transform their internal customers and other stakeholders