



Make **Excellence** . . .

. . . a **Habit.**

### 7 Habits of IT Excellence

- **Build** Trust
- **Create** a Proactive Culture
- **Understand** the Company's Business
- **Align** with the Company's Goals and Objectives
- **Lead** People – Manage Things
- **Adapt** to Change
- **Embrace** a Passion for Learning & Improvement

"85% of the problems that affect quality reside in the organization's structure, not in individual performance.

Edwards Deming

"An organization should function organically, which means that its purposes should determine its structure, rather than the other way around . . . and it should function as a community rather than a hierarchy."

Warren Bennis

### Services

- Assessments and Gap Analysis
- Strategy Development
- Process Improvement - Design and Implementation
- Template – Design and Implementation
- Measurement Design and Implementation
- Training Program Development
- Mentoring

### Areas of Focus

- Organization Structure
  - Administrative and Financial Organization Structure
  - Solutions and Software Development Organization Structure
  - Infrastructure and Service Delivery Organization Structure
- Organization Culture
  - Culture Assessment
  - "Learning" Culture Development
- Organization Marketing and IT Branding
  - IT Marketing Process - Like a Business
  - IT Branding Process
- Financial Process (operational and capital)
  - Budget Process (operational and capital)
    - ◆ Budget Review
    - ◆ Budget Model
    - ◆ Budget Template
  - Actual Expenditure and Variance Reporting Process (operational and capital)
    - ◆ Expenditure Assessment Process
    - ◆ Chart of Accounts Developments/Improvements
    - ◆ Variance Assessment Process
    - ◆ Variance Reporting and Template
  - AFE (authorization for expenditure) Process
    - ◆ Business Case/Justification Process (including TCO)
    - ◆ Business Case/Justification Templates (including TCO)
  - Financial/Cost Accounting Training for IT professional



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### Areas of Focus (con't)

- Vendor Management Process
  - Vendor Assessment Process (including outsourcing)
  - Vendor Scorecard Process and Template
  - Contract Assessment Process (outsourcing, product, services, software, maintenance, etc)
  - Contract Development (including Definitions and Sections)
  - Contract Templates (sections and definitions)
  - Contract Management Process
  - Open/3<sup>rd</sup> Party Software Contract Process
    - ◆ Open/3<sup>rd</sup> Party Software Usage Policies and Procedures
    - ◆ Open/3<sup>rd</sup> Party Software Tracking and Reporting
    - ◆ Contract Violation Analysis Process

### Improvement Value

- Faster Throughput (projects, releases, services and processes)
- Less Cost, More Predictive (operational, capital and unit costs)
- Better Quality (product, software, systems, processes and service)
- More Agile
- Better Risk Management
- More Capacity (w/o more people resources)
- Better Place to Work