

## Typical Problems You Might Face?

Whether your business is mature or growing rapidly, it is likely that ICT (information Communications Technology) plays an important role in competitive differentiation and competitive advantage in the markets you operate in. Problems could be related to cost, risk, compliance or governance that impact on people, process, organization or technology matters within your business.

### Examples of typical problems you may encounter:

- Ensuring your business strategy and drivers are robust.
- Ensuring your business strategy encourages innovation.
- Ensuring your business strategy aligns with the ICT strategy at the information systems, management and technology levels.
- Demonstrating the business value of ICT.
- Ensuring your business strategy is underpinned by business policies.
- Ensuring that the business strategy is defined in your business architecture.
- Ensuring that the business vision is implemented through defined business process management definitions, implementation and controls.
- Performing due diligence on a potential merger and acquisition scenarios.
- Building ICT outsource contracts. You need to develop the right outsourcing strategy, evaluate, select and negotiate wisely to ensure a value-for-money deal is achieved and which can then be supported and maintained.
- Developing controls and measures to synchronize business and ICT via governance.
- Developing robust business cases that are grounded in reality both at the cost and benefit level.
- Building of business policies for buy-build-reuse of application systems.
- Controlling ICT investment processes and links to the business budget process.
- Establishing cost management control to include cost estimation, avoidance, containment, optimization or removal.
- Developing a formal metrics and approaches to managing your business.
- Assessing potential investments.
- Creating the culture around key processes such as project management, risk management and change management.
- Ensuring formal change management in business transformation projects.
- Optimizing your cost base, to ensure value-for-money is achieved from third party contracts and obtaining the best lifetime costs.
- Ensuring adequate training, development and coaching of staff is completed that mitigates rollout and implementation based risks.
- Developing your staff competency to improve person development and productivity.
- Developing appropriate ICT policies, standards and guidelines for how products, services and systems are used as you want to ensure what we do is performed in the right way.
- Conducting formal evaluation and selection events to select a new software, service or technology. You need to ensure you make the right decision as the business will have to live with such decisions for many years to come.
- Managing technology refresh in a controlled way to minimise business downtime, cost and impact.
- Managing business continuity and disaster recovery.
- Managing information which is the lifeblood of your organisation.
- Utilising appropriate methods, tools and processes for managing business requirements definition through to system implementation, and subsequent support and maintenance.
- Rationalizing infrastructure to optimise cost efficiency and effectiveness e.g. development of shared services.
- Developing an approach to benefits realisation after projects are completed - what are the real benefits your business will achieve and how will you realize them.
- Assessing future trends and directions e.g. of cloud computing, shared services and Web 2. How should we be adopting these concepts?

**To discuss your problem, please call us at +44 (0)1257 421 166**