

# When Should You Implement a New IT Service?

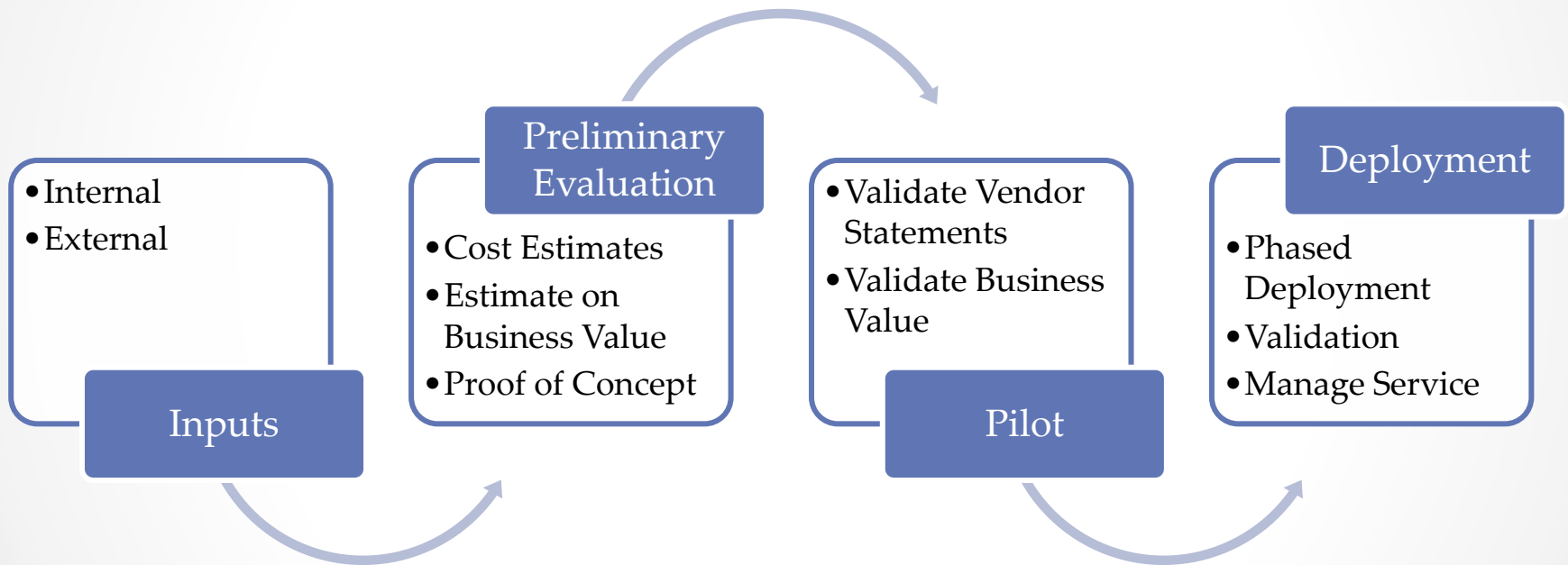


***When it makes Business Sense!***

[www.gbronson.com](http://www.gbronson.com)

Send any updates to [gary@gbronson.com](mailto:gary@gbronson.com)

# The High-Level Process



- Internal
- External

Inputs

# Start With Input!

- The “INPUTS”
  - IT obtains ideas for New Technology and New IT Services from a variety of sources:
    - Internal: Business Leadership, Users, IT Staff, Conferences, Training
    - External: Consultants, Vendors (New Technology roadmaps or Acquisitions), Relatives, and yes, Airplane magazines!
  - The Business needs to have a process that will sift thru these ideas and determine which should be pursued
- IT needs to demonstrate professionalism and business acumen as “INPUTS” are received
  - When the Marketing department, for example, feels IT discounted their recommendation for iPads to help with a certain promotion (because Apple is NOT on the standards list) they will find other ways to accomplish what they feel is important to the company!

## Preliminary Evaluation

- Cost Estimates
- Estimate on Business Value
- Proof of Concept

# Preliminary Evaluation

The objective is to make an early determination if the idea is worth investing any time and resources

## Identification of New Technology

Options?

Already in use?

Check references

## Rough Order of Magnitude on Costs

Initial

Deployment

On-going

Training

## Preliminary Validation of Business Value – Proceed ?

Revenue +?

Lower Costs?

Efficiency Gain?

Mandatory?

## Proof of Concept – Proceed ?

Does it work?

Validate Costs

Support

- Validate Vendor Statements
- Validate Business Value

# Pilot

The objective is to set it up and validate all the assumptions that have been made along the way and answer AGAIN, Should we continue?

Pilot

## Validate Vendor Statements

Support

See it in use

Costs

## Communication Plan

Business

IT Groups

Steering Committee

## Validation of Business Value – Proceed ?

Revenue +?

Lower Costs?

Efficiency Gain?

Mandatory?

## Build Deployment Plan

Schedule/Costs

Automation

Training Plan

Design Phased  
Roll-Out

## Deployment

- Phased Deployment
- Validation
- Manage Service

# Deployment

The objective is to deploy without any negative impacts to the Business! Communication along the way is important.

## Pre-Deployment

Verify Support Model

Sign-off on Schedule

Publicize Schedule

Training

## Deployment

Packaging

Phased Deployment

Validate Phase

Deploy next phase

## Validation

User Satisfaction

Systems Functionality

Monitor Support Calls

Communicate Results

## Manage Service

Service In Production

Schedule Maintenance

Monitor user feedback 90 days

Objectives Met?

# Summary

- Implementation of a New IT Service should be driven by business value
- Collaboration with stakeholders and business users is a necessity
- It's important to get the benefits early-don't wait for perfection—get it in and make improvements as appropriate
- Ensure that any disruption to the business is minimized, coordinated and properly planned.
- Validate the business value and objectives met after the deployment!

