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START

ORGANIZATIONAL READINESS ASSESSMENT

Assess your organization's readiness to successfully adopt changed service delivery processes and use IA capability. An assessment will identify the steps needed to ensure a smooth transition. Key organizational readiness capabilities that are essential to short and long-term success are:

- organizational culture (practices for encouraging management involvement, stakeholder participation, organizational learning, and customer orientation), and
- management controls (standards, procedures, regulations, management approaches, and processes through which the organization's mission is carried out).

PROCESS ANALYSIS AND SELECTION

Identify and select the highest return on investment candidates for improvement and automation. This step includes business process modeling, benefit/cost analyses, and pilot demonstrations to illustrate value. **Note:** this step normally needs to be completed only one time to select multiple streamlining projects.

STREAMLINE PROCESSES

Streamline selected tasks before automating them. Organizations that fail to repair processes first receive limited value from their investment. Start small with a high-value process that will produce a quick win.



AUTHORITY TO OPERATE

Work with your security team to avoid delays in obtaining approval to use IA tools in your production environment.

SELECT, INSTALL, AND CONFIGURE

Select the right tools for your enterprise's long-term needs and your technical environment once highest ROI candidates are selected. Some leading tool suppliers offer their tools for evaluation to help determine the best fit. Leverage available expertise to set up tools in your environment.

ITERATIVELY REPEAT

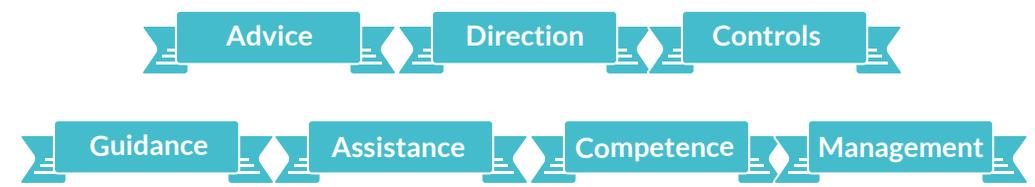
Iteratively repeat the previous step for the next highest-value processes. This approach will reduce risk and accelerate achievement of value. Grow in-house expertise through iterative process streamlining initiatives.

SCALABLE SUPPORT ENTITY

Create a progressively expanding support capability ("Program Management Office or Center of Excellence") early in your journey to facilitate the smooth transition of IA tools into the organization's culture and technical platforms. The level of services provided should incrementally expand with the volume of IA implementations. A progressively expanding support entity enables organizations to start small and be agile to deliver high-value outcomes quickly and expand as the organization evolves.

Program Management Office or Center of Excellence provides:

FINISH



RESULTS

- Rapid organizational adoption of changed service delivery processes and new tool sets.
- Quick return on investment by starting small with the highest value processes and incrementally expanding.
- Ability to scale quickly as positive outcomes multiply.