

The Key Stakeholders

- Portfolio/Program/Project Management Office – PMO
- Line of Business Project Sponsors
- CIO, CFO, COO or CEO
- IT Operations

The Key Question

- How can I ensure that my IT Projects will provide the necessary and sufficient information flow capabilities to enable the right Business Outcome?

Opportunity Statement

The most often cited complaint by the line of business (LOB) executives about IT Projects is that they frequently miss the target in all three categories – Timeline, Cost and Quality. IT Organizations, on the other hand, have often taken the position that **The Business** can't decide what they want. In this tech-speak and business-speak chasm,

the portfolio, program and project management office (PMO) is trapped in the middle without much recourse.

QRS Architects and Project Managers have developed an approach to help PMO bridge the Business and IT chasm and help LOB get the most out of their investment in IT.

QRS Approach

By exploiting hundreds plus years of expertise from both Engineering and Project Management disciplines and incorporating thought leadership from organizations such as – The Open Group (TOGAF), PMI (Project Management), ITSM (ITIL) and Portfolio Planning, QRS architects and Project managers have developed a framework, methodology and plan to deploy IT projects that consistently deliver right information capabilities and competencies to exploit those capabilities.

The approach includes the following principles and rigor:

- The Architect accepts RESPONSIBILITY for the Quality of the total solution which addresses all three aspects of Boundaryless information Flow – manage the impact of change on People, new Process capabilities and Information needs.
- Simplify Business Requirements Phase by separating and handling Requirements that describe the real Opportunity and Requirements

that describe the possible complete solution options.

- The architect will iteratively help define – *why* this opportunity is important, *what* will it take to achieve the target goal, *how* it must be accomplished and *what tools* and technologies will be required. This is accomplished with the aid of opportunity owner, subject matter experts and by leveraging on the architect's deep domain expertise.
- The Architect and Project Managers provide expertise based leadership and ensure right solutions are developed and deployed
- For post go live, help define a continuous improvement plan and Value Realization Model through an integrated Key Performance Management framework.
- Decision rights and governance are key aspects of this life cycle.

QRS Experience

Using our framework and methodology, QRS Architects and Project Managers have completed numerous engagements. Here is a brief list that demonstrates this methodology is suitable for all size of engagements:

- Financial and HR Systems Modernization, Budget \$40M, Industry – Government Regulated Insurance

- Public Sector Assets Board Compliance – Budget \$2.5M, Industry – Municipal Government
- Manufacturing Execution System – Budget \$4M, Industry – Consumer Products
- Clinical Communication, Budget \$1.5M, Industry – Health Care

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