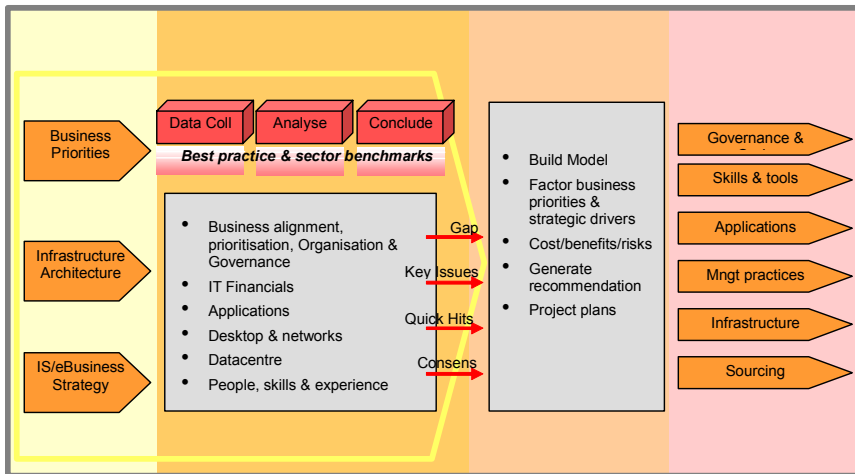


Assessment Programme Flow



IMPLEMENTATION

The Implementation Phase is where the agreed action plans are put into effect, progress towards objectives monitored and the improvements achieved. A set of IT performance indicators is often created at this point, to provide a management 'dashboard' with which to monitor and control the programme.

We are often invited to remain with the programme during implementation as programme management support. We can also provide assistance in specialist areas, for example, supplier selection and management or introducing service management disciplines.

OUR APPROACH

A project is normally split into three phases:

Focus

We start with a short initial Focus Phase where we work with you to understand your priorities, what improvement you want to achieve and tailor our diagnostic tools appropriately.

Diagnostic

Assessments are designed to clarify and record IT and business managements' expectations of IT, perceived performance, and actual performance. In the first part of the Diagnostics Phase we populate these alternative perspectives through focused executive interviews and by gathering existing performance data in structured way. At this stage we can also undertake best practice comparisons against our own database of maturity profiles and industry benchmarks.

Once we have documented the different viewpoints we compare the results and jointly examine the highlighted differences to understand them in more depth and draw out conclusions. Finally, we reach a joint opinion of improvement initiatives and the gain that can be achieved.

Improvement Planning

The Planning Phase is where pragmatic, action-oriented plans are generated. Priorities, cost estimates and project schedules are identified and incorporated into an improvement programme. The perspectives produced earlier can be readily modified to provide performance indicators for monitoring improvement and ensure coherence.

OUR BACKGROUND

NixonBrooke is a specialist IT advisory team. Our role is to help the business obtain the best possible return from its investment in Information Technology. Our teams comprise experienced consultants who have specialised in this field for many years. We were formed as an agreed spin-out from KPMG, with whom we have a licensing arrangement for our methods, and with whom we continue to work collaboratively for some clients.

Our services cover:

- IT strategy
- IT performance management
- Governance & organisation
- Outsourcing
- Strategic programme management.

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