



development group, inc



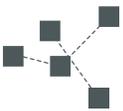
Many IT Departments are not viewed as strategic partners of their organizations—they're seen as black hole cost centers and they're often left out of the loop when determining organizational strategies and direction. It's time to stop defining success based on the number of closed trouble tickets and green blinky lights. DGI's Proven Process can help guide you into focusing on, and contributing to, overall organizational outcomes. Our experience tells us that IT should be sitting at the decision making table—the department should be seen as the strategic partner that it is. How can you make it happen?

ESTABLISH IT RELEVANCY THROUGH OUR PROVEN PROCESS:



DISCOVER

The first step in the process is to research important organizational objectives and determine how IT can contribute. In this phase, IT works to determine its involvement and contributions as defined by key stakeholders. The trick to this phase is defining and engaging those key stakeholders to determine business objectives. Your team **MUST** understand what problems you're solving and who determines when the project is done and "done right."



DEVELOP

The second step defines how all parties involved will participate. **The developed solution MUST be directly aligned to the expressed objectives defined in the Discovery stage.** Every facet of the solution must be traced back to the expressed objectives. Everyone involved in this phase (IT, vendors, manufacturers, etc.), must understand the objectives in order to effectively contribute to an appropriate solution design.



PRESENT

In the third phase, take the developed solution and present it to the defined key stakeholders. All of the stakeholders should be reminded of the objectives prior to the presentation and must clearly understand that the developed solution is a manifestation of their expressed objectives. It must never feel like a complicated IT project with a big expense.



EXECUTE

After the solution is presented and agreed upon, it's time to execute on the project. All participants must have a solid understanding of the design and the associated objectives. In fact, the phase should begin with a review of them. Project managers, programmers, senior technicians, and field technicians should all understand that you're facilitating business outcomes and not just another



REVIEW

The Review phase occurs after you have wrapped up the project and circle back to review the process to strengthen partnerships, facilitate professional growth, and fine-tune procedures. This phase should take a close look at all facets of the partnership and provide effective feedback bi-directionally.



ENGAGE

The Engagement phase is where your "secret sauce" lives. It's where IT and the organization must determine if the executed solution is actually facilitating the intended business outcome(s). This may take months or years and is where a majority of the partnership lies. Is the solution you implemented actually contributing to the business objectives that were defined? How is this measured? This is the phase where the rubber meets the road and you have the ability to drive home the IT Relevancy that you've worked so hard to establish.



development group, inc

www.dgi.rocks

(530) 229-0071