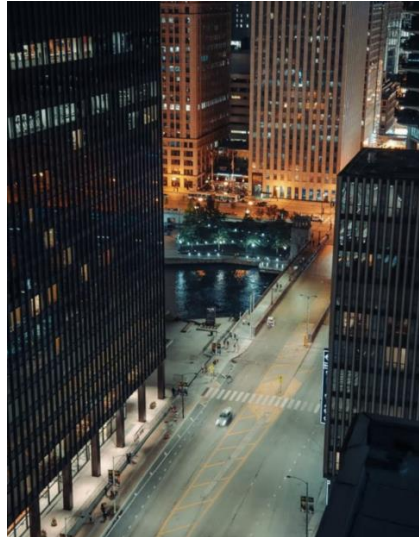


# OPTICS: understanding the extent of change in your key business domains



**Plan for success with your IT Transformation programs and projects**

## IT TRANSFORMATION

#ittransformation #successfactors #succeedingtogether #projectframeworks

Just read an article stating that “most IT Transformations are doomed to fail unless you deliberately plan for success.”

Most IT projects fail because 90% of the delivery focus is on the technology implementation. The remaining 10% is used up in finger pointing as to whose fault it was that the project failed. I have been advising and working with clients using the OPTICS approach in determining which business areas will be impacted most and require the most focus to mitigate and address. The key learning has been that upfront impact analysis is worth its weight in bitcoins and that is now part of the DNA every project.

The **OPTICS** framework allows organisations to identify areas of high impact and to focus the correct effort and the right skills on those areas. In summary:

**O – Organisation** – How will roles change and have you discussed this with your staff? What training and upskilling will be required? Do you have a training and enablement plan? How will you manage your stakeholders?

**P – Processes** – Are these remaining the same, or will these be remodelled, automated and re-deployed? How will these be embedded and their effectiveness measured?

**T – Technology** – Will this be minor tweaks, major changes or complete swap-out? Will it be the “big bang” approach or phased introduction of capability?

**I – Information** – What data feeds do you need going in and coming out to satisfy the information needs at the operational, management and executive levels? Will your systems contain this information, and, crucially, will your BI tools be able to access and report on this? How and what will you communicate with your stakeholders?

**C – Content** – What data is needed by the new systems to function as they should do and as your processes and workflows demand? How do you maintain data quality?

**Cx – Customer Experience** – How will users of the new/updated systems be impacted? Will it provide a better interfaces and workflows, and what level of training is needed, is any? How do you involve users in the project and gauge their satisfaction?

**S – Security** – What mechanisms will be required to safeguard your systems, your data, your IP and your reputation?

The completed impact analysis feeds into and informs your programme approach and project plans, helping to identify risks and issues and reducing your assumptions.

The key takeaway from this: Don’t implement just another shiny new piece of technology; deploy a framework that supports success across each of these critical domains.

As always happy to discuss: re-post, DM, let’s keep the conversation going