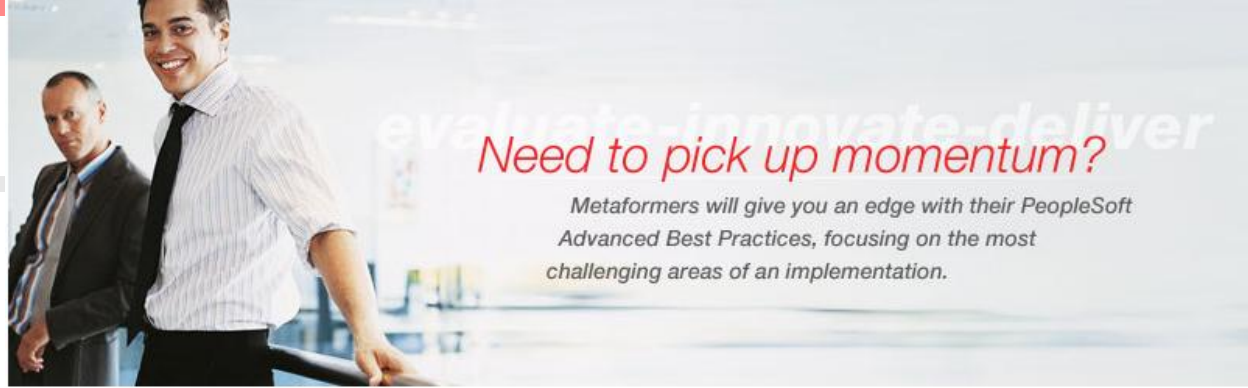




Strategy for Realizing a Return on your IT investment in a Challenging Economy



Speaker



Andrew Beck Vice President of Global Operations

- Experience: 20 years of IT | 15 years of ERP | 12 years of PeopleSoft
- Strategy Practice Leader
- Program Manager, Project Manager, Tea Maker.

Metaformers

With a track record of successful delivery in the public sector, Metaformers is a recognized knowledge leader in Enterprise Strategy, PeopleSoft applications and infrastructure. Oracle's critical accounts team has made Metaformers a go-to PeopleSoft Solution Architect best practice provider for Public Sector and Education customers.



Agenda

Strategic Principles

Return on Investment

Case Studies

What is IT Strategic Planning?

Wikipedia: Strategic planning is an organization's process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy

Resources = Human, Financial and Political Capital

Strategic Planning



Where?



When?



With?

S
M
A
R
T

Which IT investments return real value?

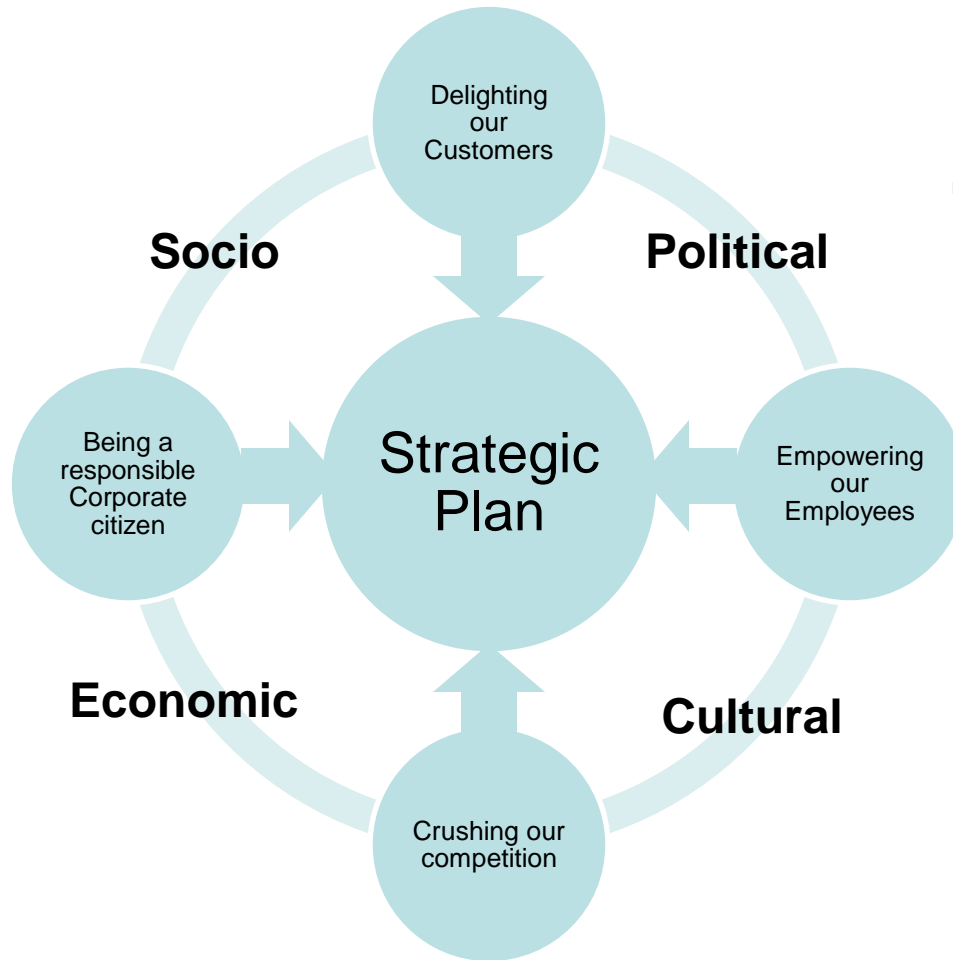


Strategic

SMART

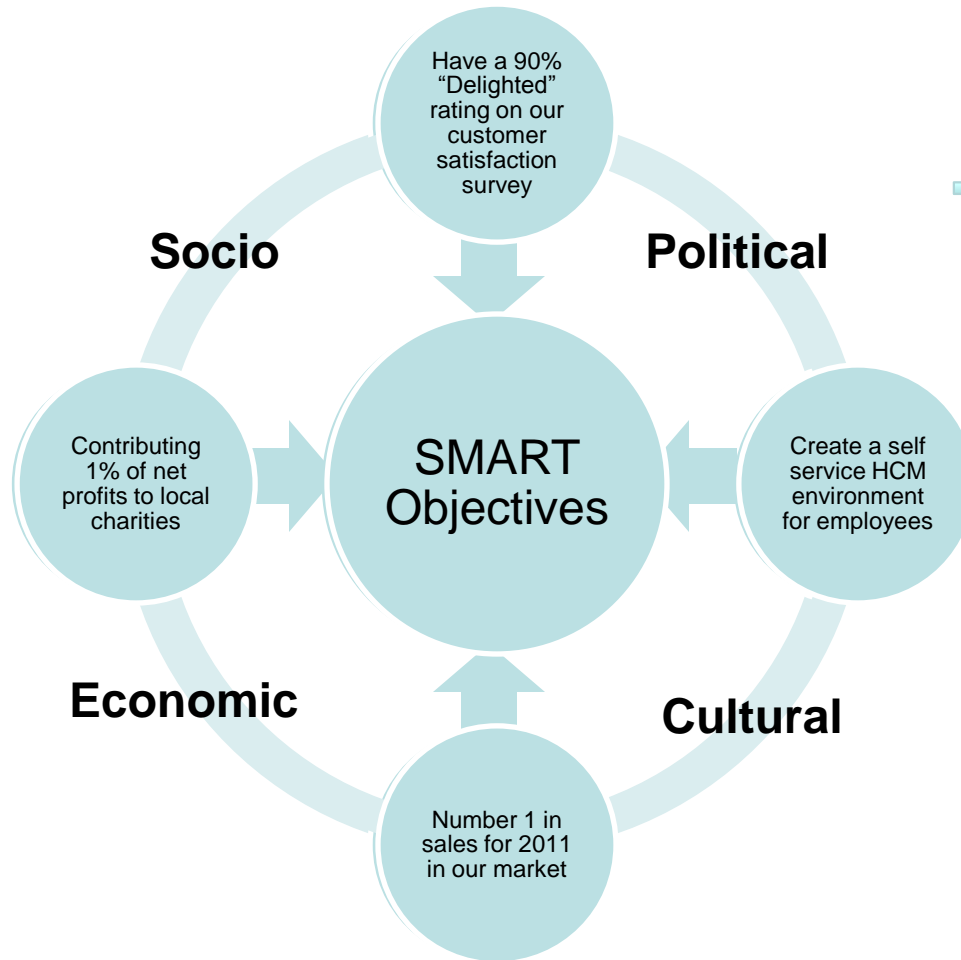
ROI Focused

How is an IT Strategic Plan developed?



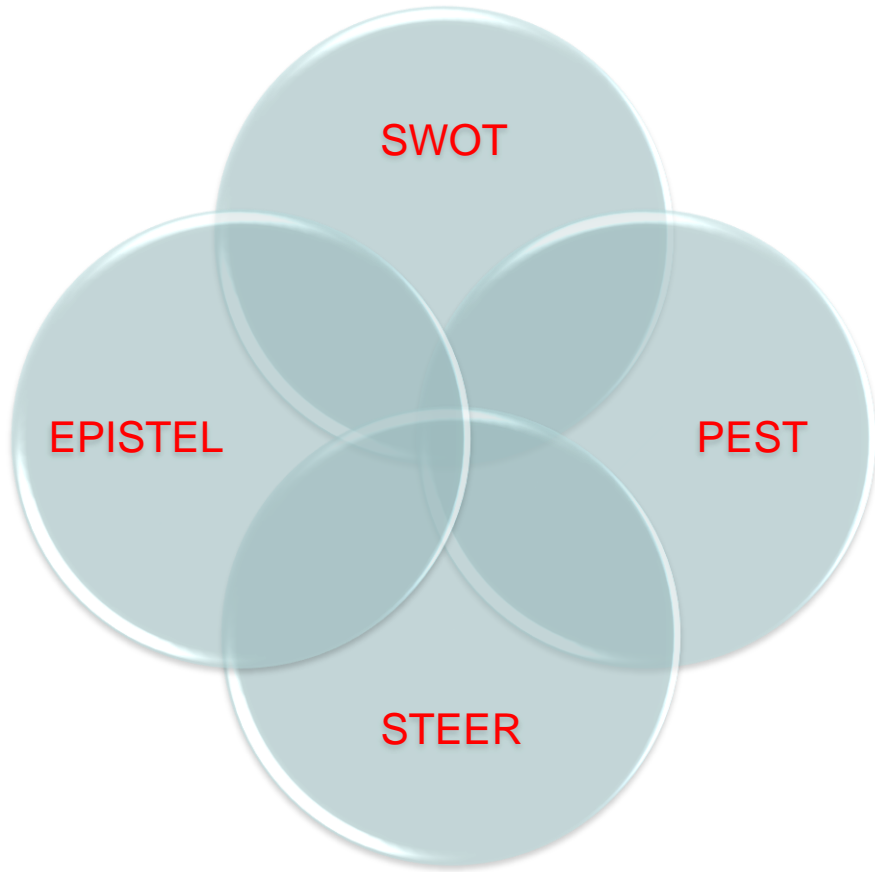
Technological

How is an IT Strategic Plan developed?



Technological

Tools for developing your strategic plan

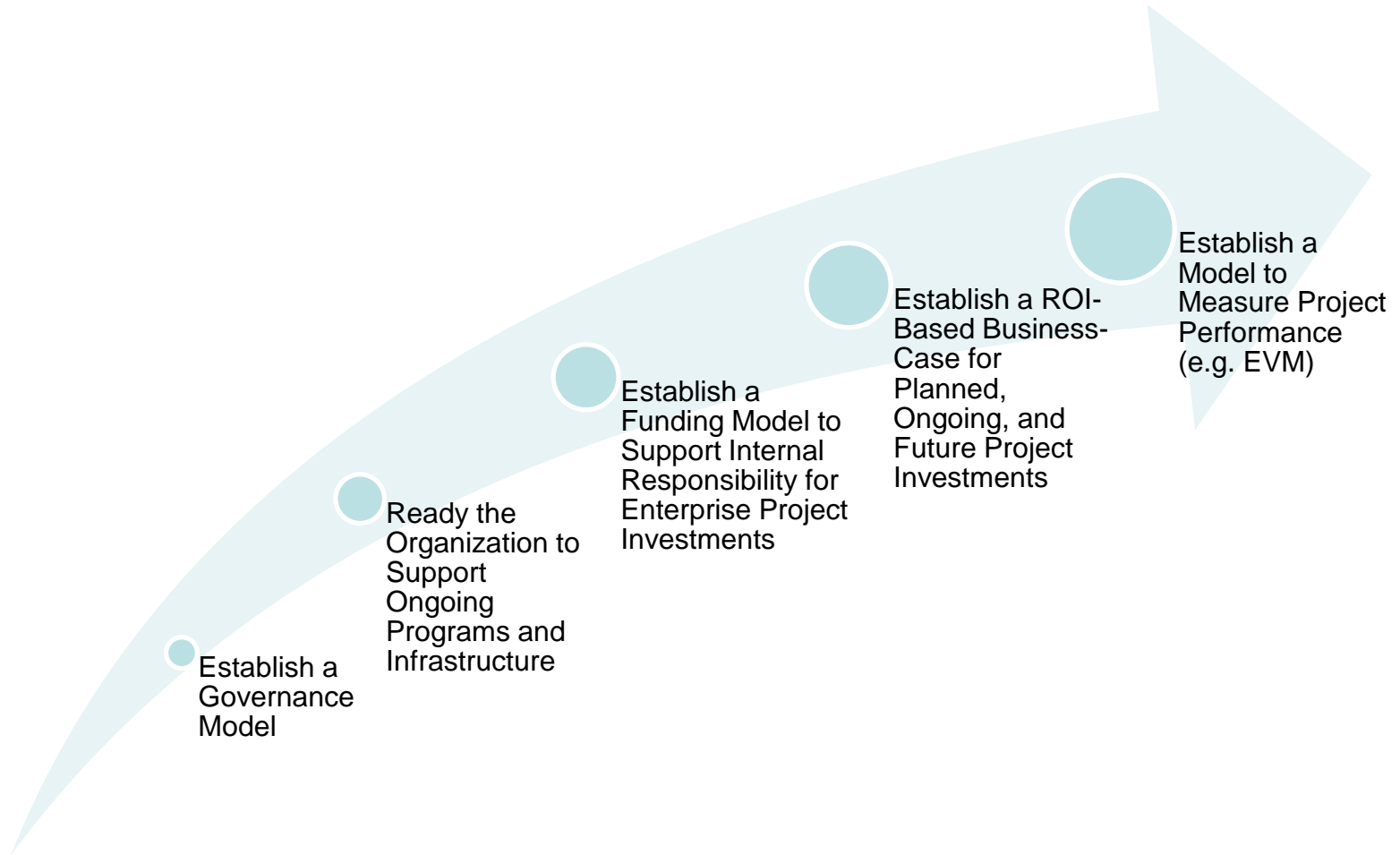


Potential Roadblocks

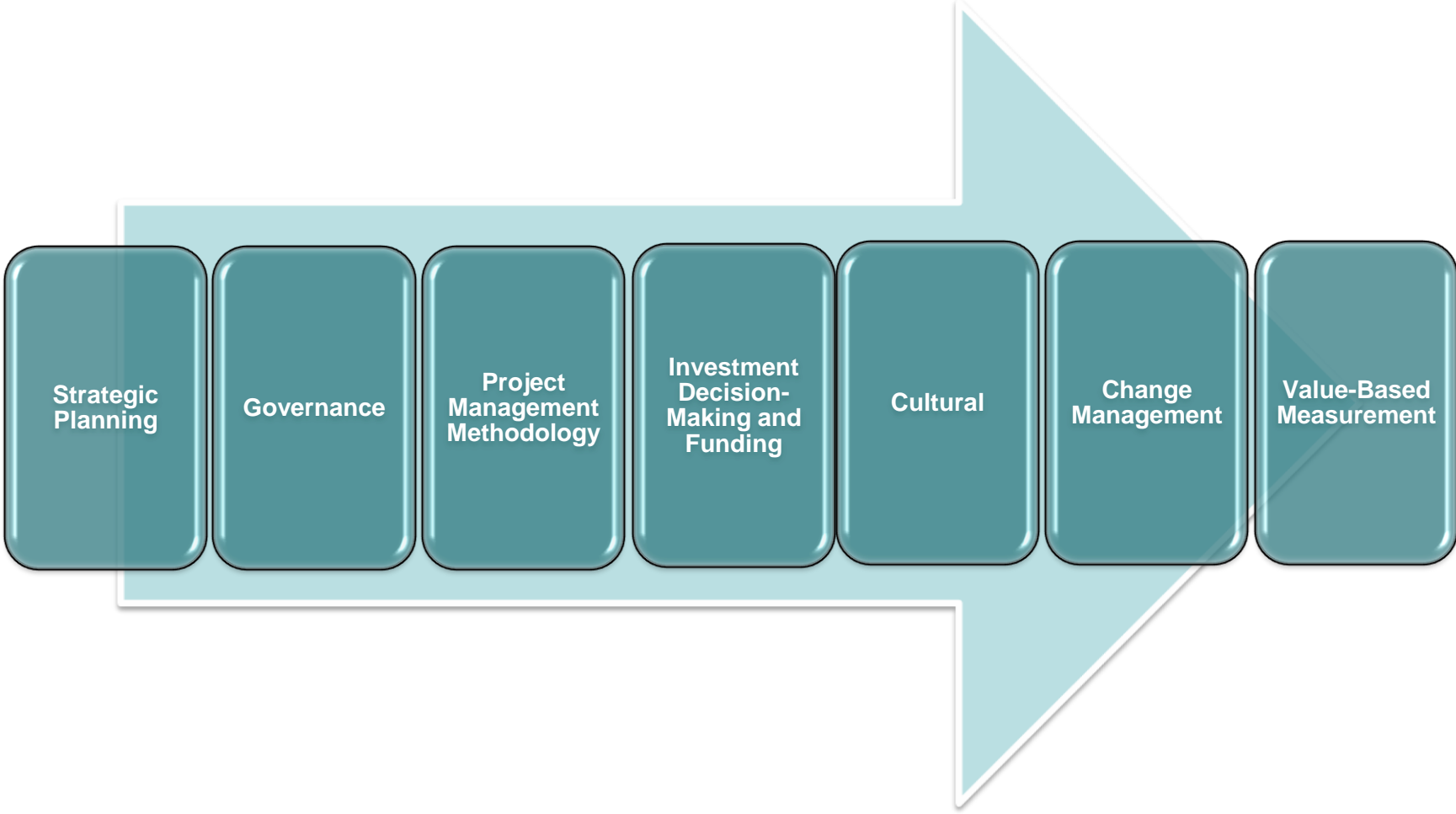


- Have not addressed fundamental challenges – governance model, organization, business process, policy/regs, culture
- Have significant resource skill weaknesses.
- Have major cultural issues (entitlement vs accountability)
- Have political need to show short-term gains
- Loss of employees (Workforce Reduction Plans, etc.)
- Decreasing revenues
- Rising Costs (Pensions, Environmental, Energy, Healthcare, etc.)
- Outdated technology and need for IT investments
- Inertia Against Change - Bound by collective bargaining agreements and the current business practice of employee entitlements

How is an IT Strategic Plan implemented?



Implementing the Strategic Plan



Targeting the Principles for Success



What does Return on Investment mean?

Short Term ROI Gains

Consolidate resources - Centralize business services and reduce total maintenance cost

Spend Strategically - Establish Project Business Case, with Valuation Aligned with strategic objectives and Avoid costly outlays for projects that can/should be shelved or eliminated

Spend Wisely - Establish funding model that associates IT spending to the business need and provides the incentive to spend wisely

Spend Timely - Prioritize and Plan so that needed spending is efficient and in line with vision to fundamentally change the organization

Demand ROI – Measure performance with EVM and increase accountability to achieve strategic objective

Long Term ROI Gains

Establish a long-term strategic plan focused on the mission and the achievement of the executive team's identified strategic objectives

Governance – Update the Governance Model to Enable Executive Leaders to Deliver the Needed Change

Organize to maximize long-term benefit from all resources and to support effective leadership

Change your Culture to support strategic core values – including 'Accountability', commonly lacking in government today.

Align the Business Process with Best Practice

Establish a consolidated approach to change management

Examples of ROI Achievements

Cultural Change towards Accountability

Total turnaround of the business process towards best practices

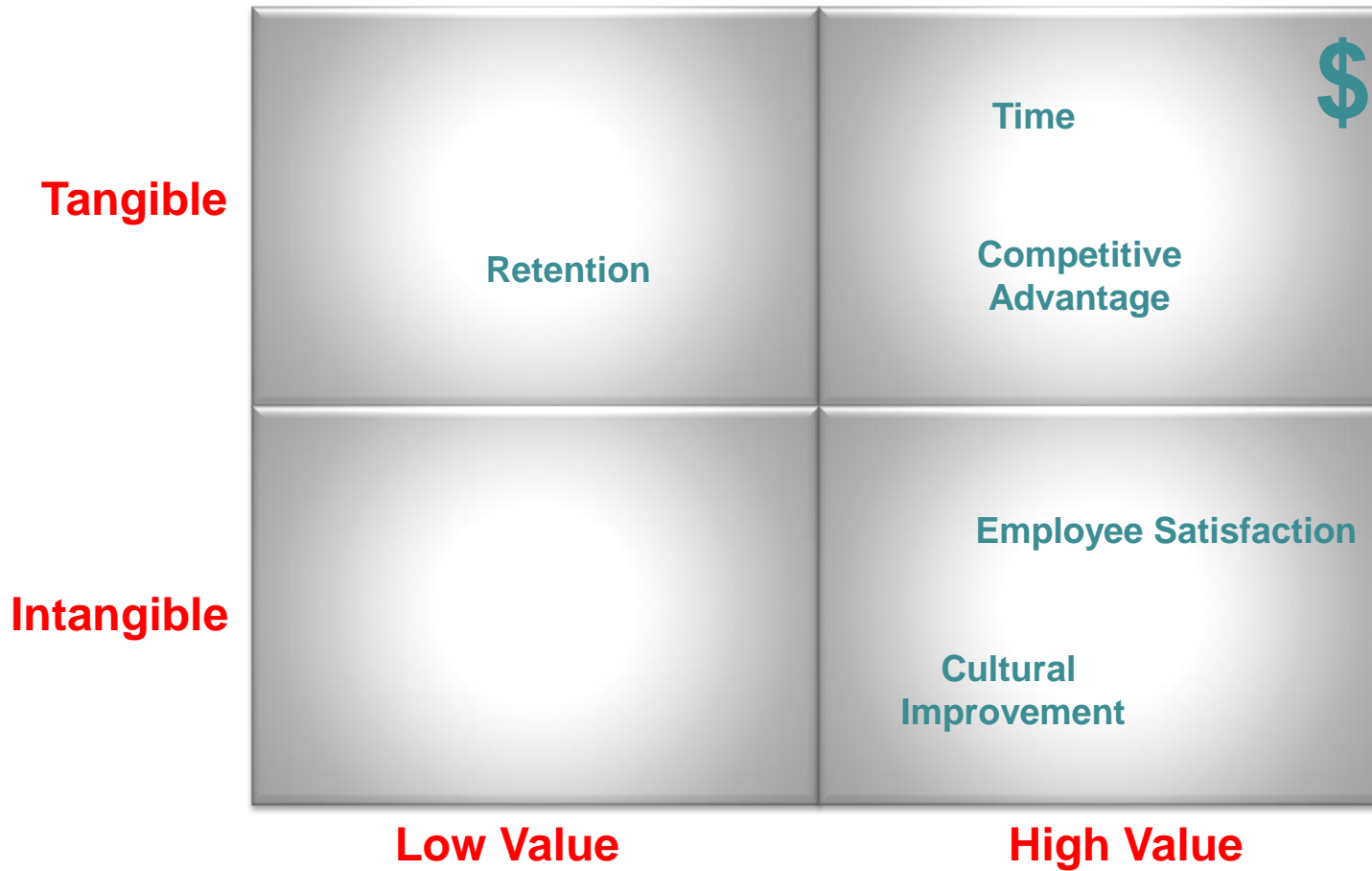
Alignment of organization to do more with less

Increase validity of information to increase funds within the general fund

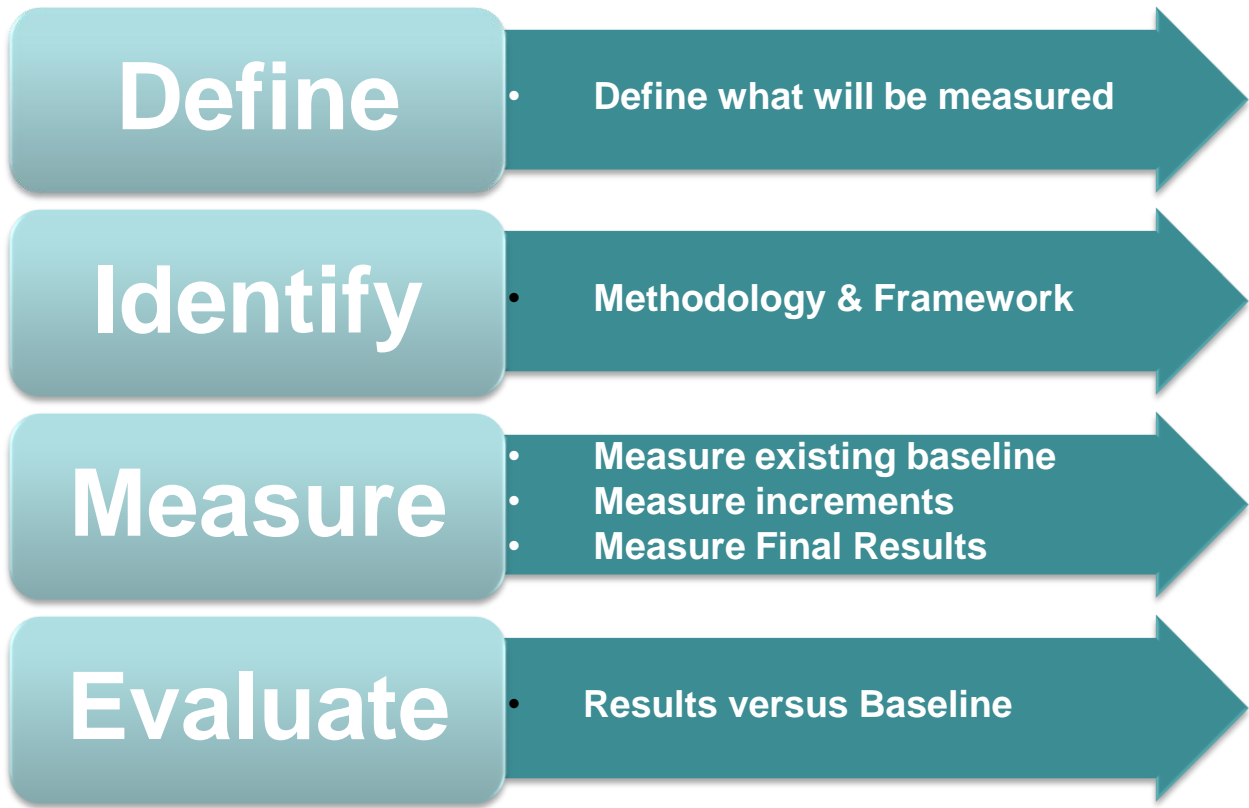
Cut maintenance costs – internal and external, to support the monthly/annual process

Eliminate risks by codifying data maintained within single points of failure

How is Return on Investment measured?



Measuring ROI



Introducing our case study clients

Client 1: Federal Agency



Client 2: Local Government



Client 3: City Government



Federal Client - Strategic Objectives



- **Total Cost of Ownership**
- **Customizations**



- **ROI**
- **Business Process Improvement**



- **Retain Support from Vendors**
- **Continuity of Operations**
- **100% Data Integrity**
- **Security**

Federal Client – Strategy Development

- Turned over the rocks
- Use of Organization Strategy as foundation
- Executive Leadership group committed to achieving objectives
- Methodology and Framework adopted
- Culture a large influencer
- Cost an even larger influencer

- 🚀 15 year PeopleSoft ownership and optimization Strategy
- 🚀 Roadmap to Fusion
- 🚀 Infrastructure Strategy



Federal Client – Strategy Implementation

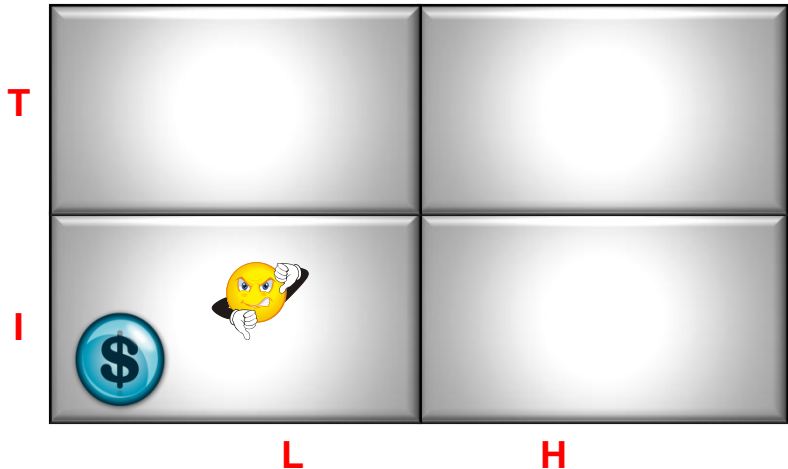
- 🔧 Upgrade of HCM Products
- 🔧 Adoption of Fusion Middleware
- 🔧 Reduction of Customizations
- 🔧 Adoption of Delivered Best Practice Business Processes
- 🔧 \$2m reduction in costs



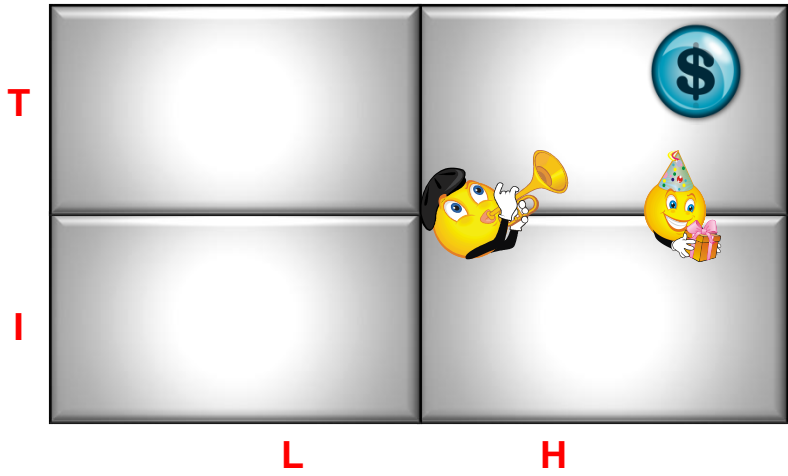
Local Government – From Dire to Dollars (ROI S's that is)

- 🐎 **Failed Implementation** – Metaformers called in by Oracle
- 🐎 Diagnosed Issues with Implementation, Organization and Approach
- 🐎 Introduced Strategic Change:
 - 🐎 Executive Steering Committee and Change Control Board
 - 🐎 Strategy to address fundamental operating issues of solution
 - 🐎 Methodology and Framework focused on Best practices and ROI.

Local Government – Realizing ROI in self Service



Local Government – Realizing ROI in self Service



City Government – Achieving ROI in a tough economy

- ▶ Created Executive forum
- ▶ Created Strategy
- ▶ Out of the software business
- ▶ Reduced custom code by 90%
- ▶ Aligned their solution with best practice use of PeopleSoft



Questions

