



SMART Methods

CONNECTING BUSINESS & TECHNOLOGY

SMART methods™
Specific Measurable Achievable Relevant Timely

GROUP
DEVOTEAM

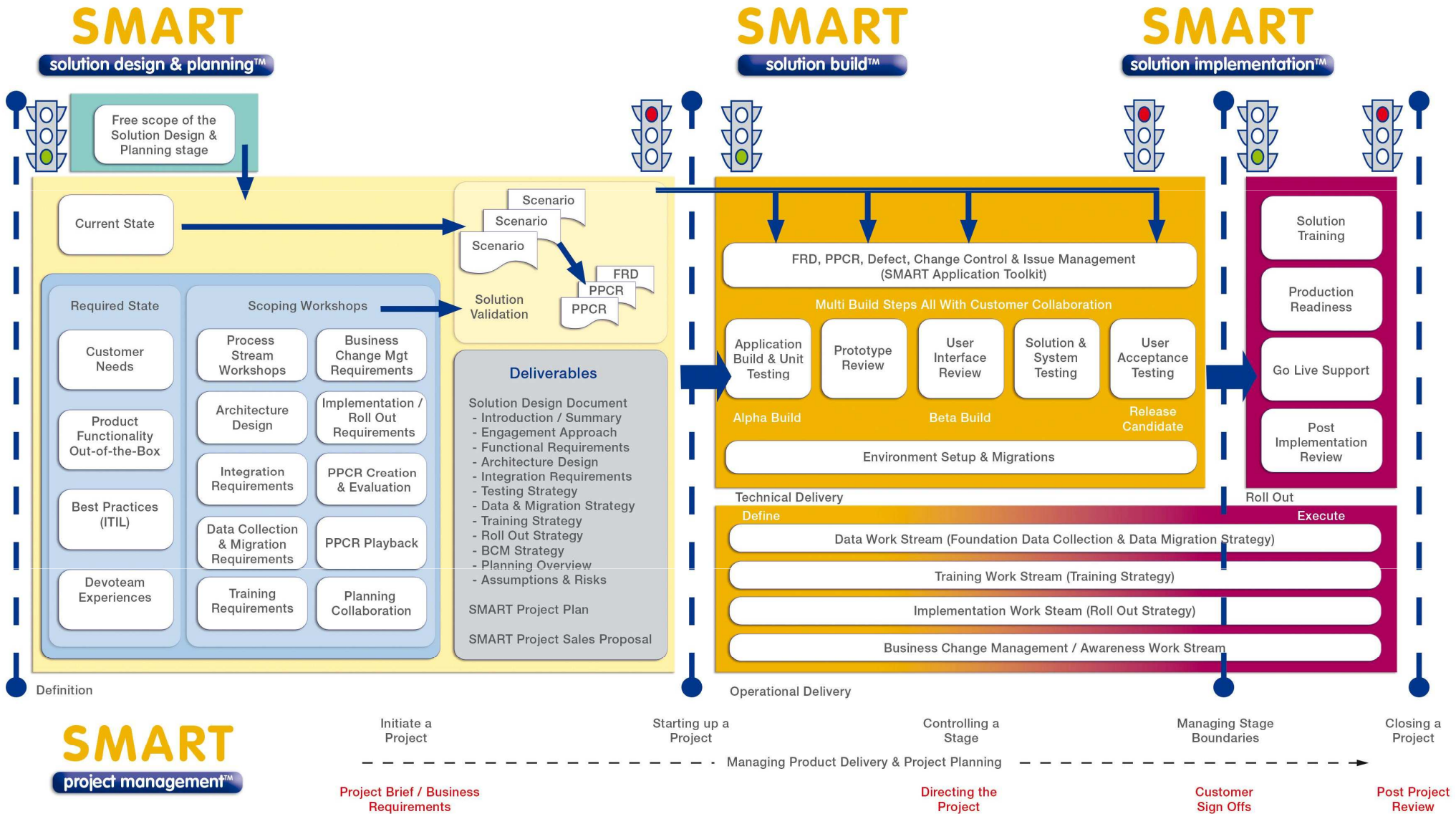
Why SMART Methods?

- SMART Methods is the culmination of over 17 years experience in implementing enterprise scale software implementations. SMART Methods is a collaborative model, and focuses on maximizing knowledge transfer in four key areas: the client's current state, the client's required state, best-practice standards, and Devoteam's own experiences.
- SMART Methods has been designed to streamline the Requirements Definition and Solution Build phases of an IT Service Management project. This leads to:
 - ✓ A structured implementation
 - ✓ Projects being delivered on time
 - ✓ Projects delivering the exact business requirements
 - ✓ Project being implemented at the lowest possible cost
 - ✓ The adoption of the Solution from the users

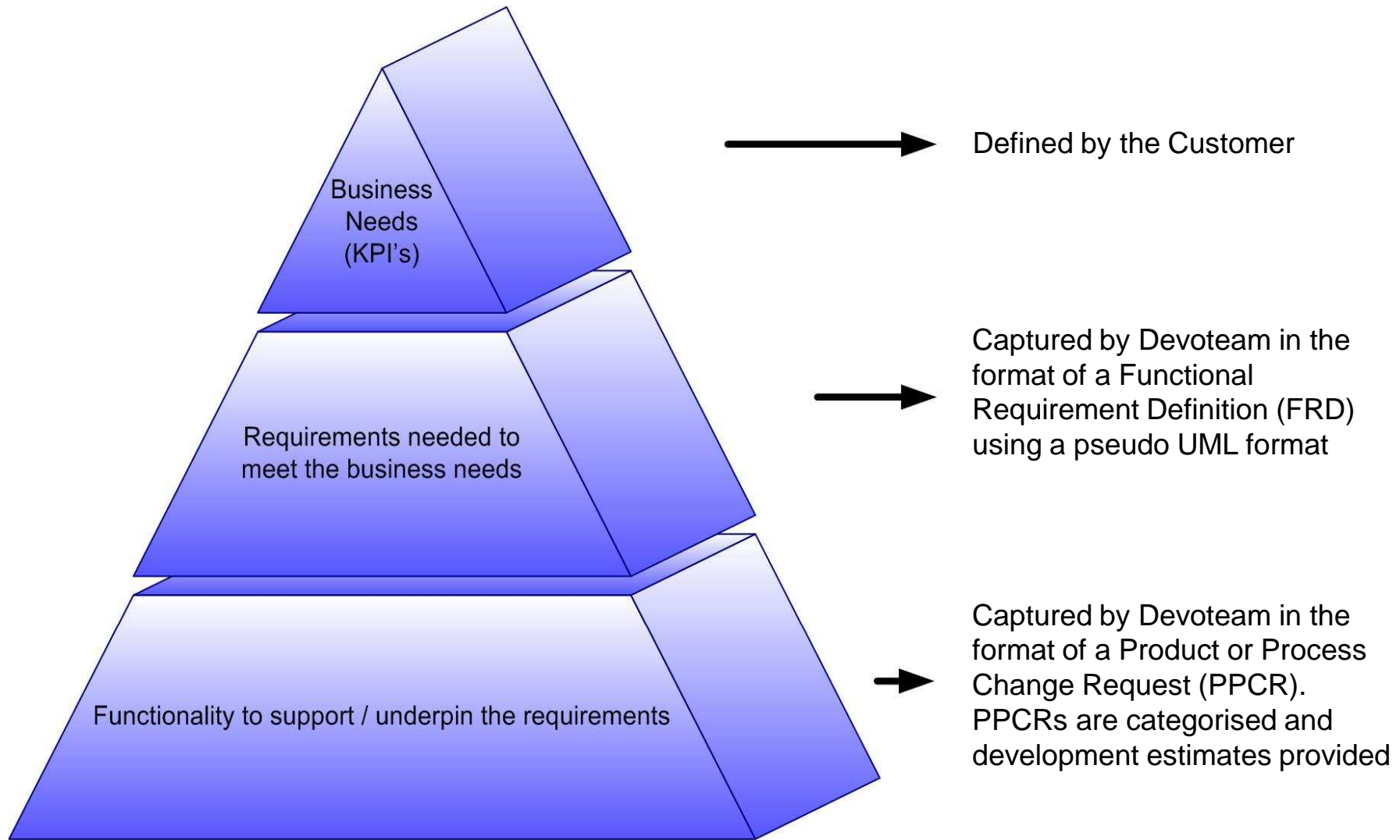
SMART Methods Overview

- SMART Methods is a collaborative approach and flexible to suit all specific project needs and all ITSM Solutions that Devoteam deliver
- SMART consists of 4 Stages
 - SMART Scope the Scope
 - SMART Solution Design & Planning
 - SMART Solution Build
 - SMART Solution Implementation
- SMART Methods is not a replacement for traditional Project Management methodologies e.g. PRINCE2

SMART Methods

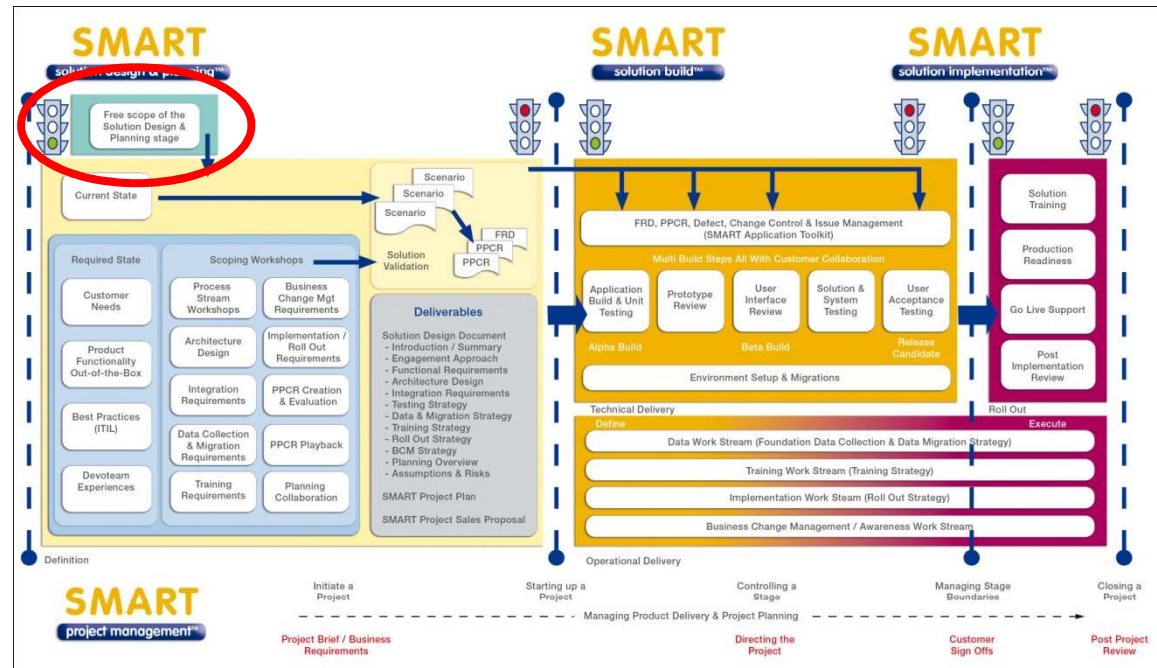


Key Terms - FRDs and PPCRs

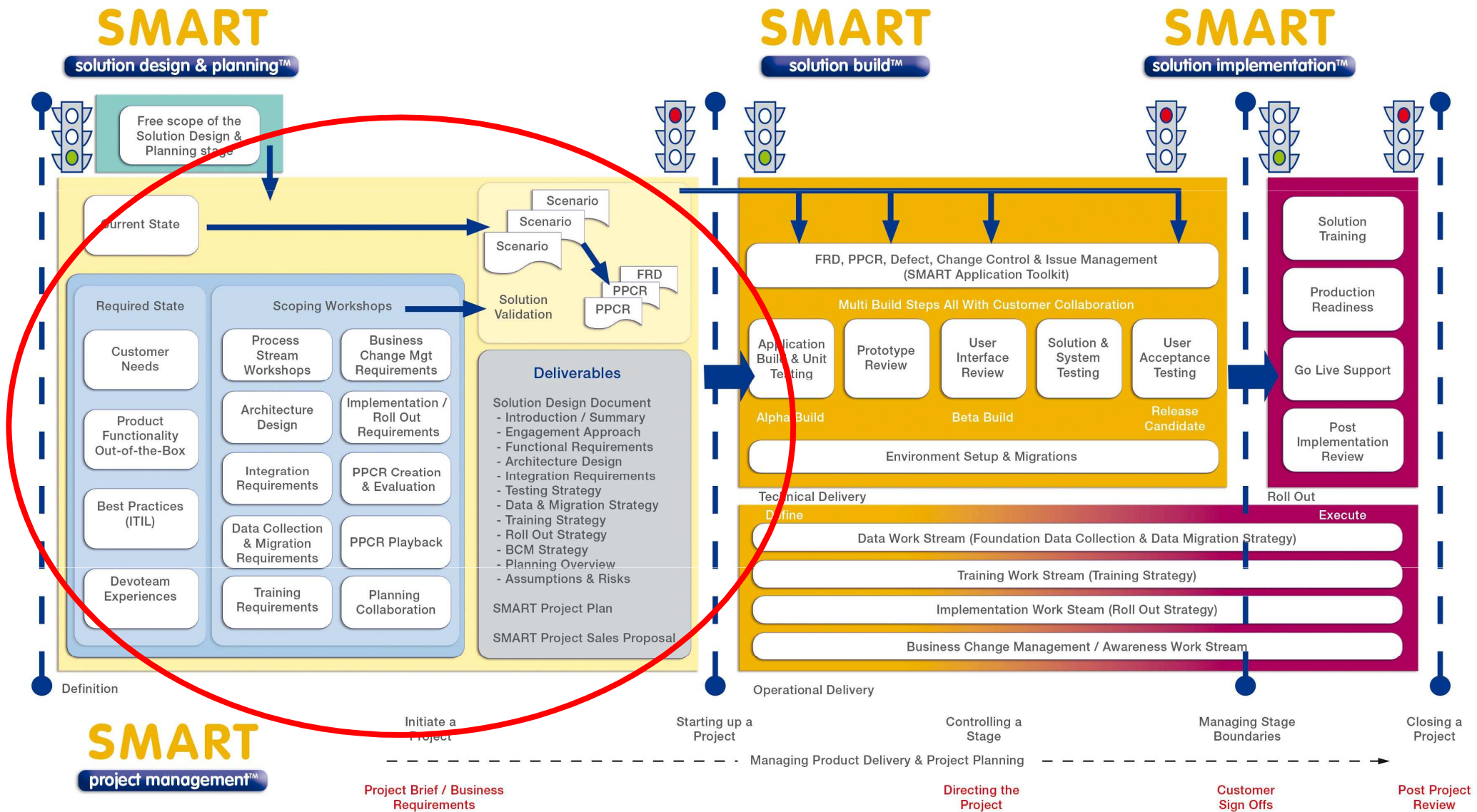


SMART Scope the Scope

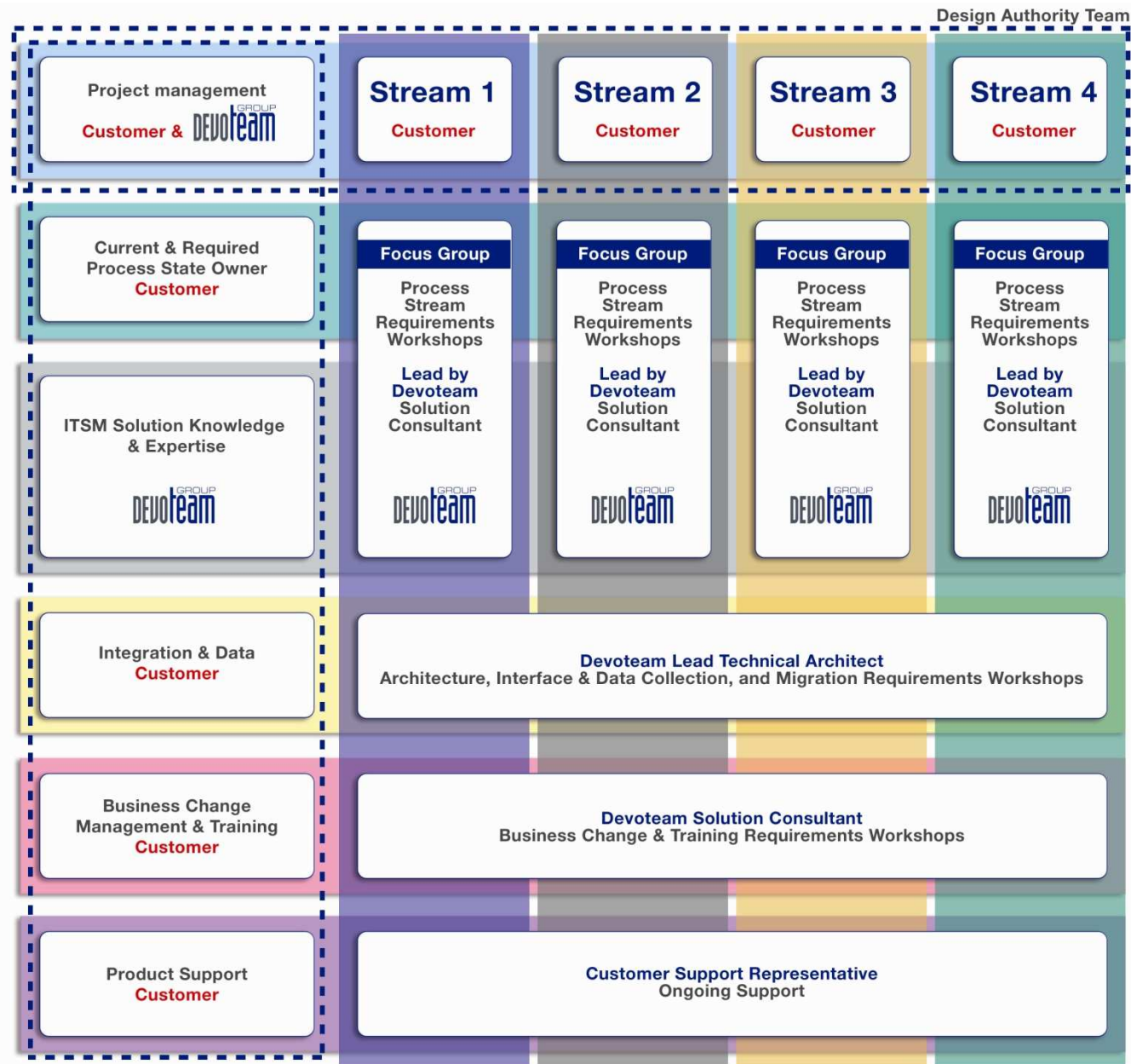
- The primary purpose of the 'Scope the Scope' day is to identify the number of days of effort that the SMART Solution Design & Planning stage or the entire project will take
- Secondary objectives are to understand the other important project drivers/factors and constraints that the Customer has



SMART Solution Design & Planning



SMART Implementation Chart



SMART Workshop Framework

SMART

solution design & planning™

Obtain agreement & understanding of the following areas for each of the process streams

Agree High Level Processes and Activities

Functionality Requirements

Data Requirements

Integration Requirements

Reporting Requirements

Scenarios

Application Show & Tell

Perform additional scoping workshops

Architecture Design

Integrations Analysis

Implementation Planning Workshops

- Data Work Stream
- Training Work Stream
- Implementation Work Stream
- Business Change Management Work Stream

Perform solution gap analysis

FRDs

PPCRs

Obtain approvals and project scope

Design Authority Review and Sign Off

Create & present Solution Design Document

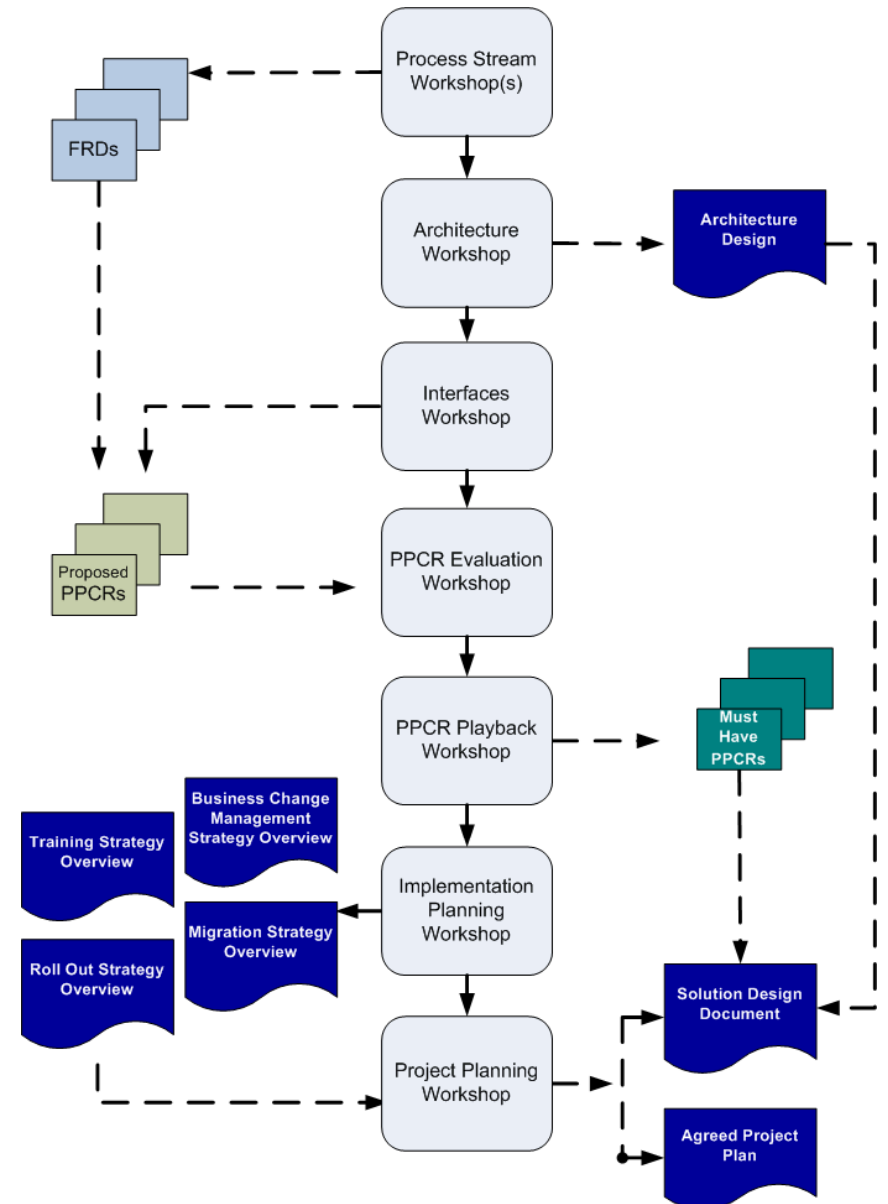
Collaborative Project Planning

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SMART Workshop Framework

- **Process Stream Workshops**
 - Number will be dependant on the number of process streams which will correspond to the ITSM Solution being implemented
 - Main workshops where the requirements are discussed and then related to the capability of the 'Out of the Box' ITSM Solution
- **Architecture Workshop**
- **Interfaces Workshops**
- **Implementation Planning Workshop**
 - Data Collection & Migration Strategy
 - Training Strategy
 - BCM & Awareness Strategy
 - Roll Out Strategy
- **PPCR Evaluation Workshop**
- **PPCR Playback Workshop**
- **Project Planning Workshop**
- **Solution Design Presentation**



SMART Solution Design & Planning

- The aim and purpose of the Solution Design & Planning stage is to **conduct a series of workshops** to clearly identify and discuss the Customer's business requirements, known as the '**Required State**', and document them in a format called **Functional Requirement Definitions (FRD)**
- Once all of the FRDs have been validated and prioritised by the Customer, the objective will be to perform a gap analysis between the FRDs and the 'Out of the Box' ITSM Solution. As a result of the gap analysis, Devoteam will be in a position to determine the **Product or Process Change Requests (PPCR)** that are needed to be made to the 'Out of the Box' ITSM Solution, in order to meet the Customer's 'Required State'. These PPCRs may describe a specific **configuration setting** of the ITSM Solution, or require specific **development** or **customisation**
- Once all of the PPCRs have been identified, evaluated, and prioritised, Devoteam is then able to determine the total effort required to build and implement the Customer's 'Required State' Solution

SMART Solution Design Document

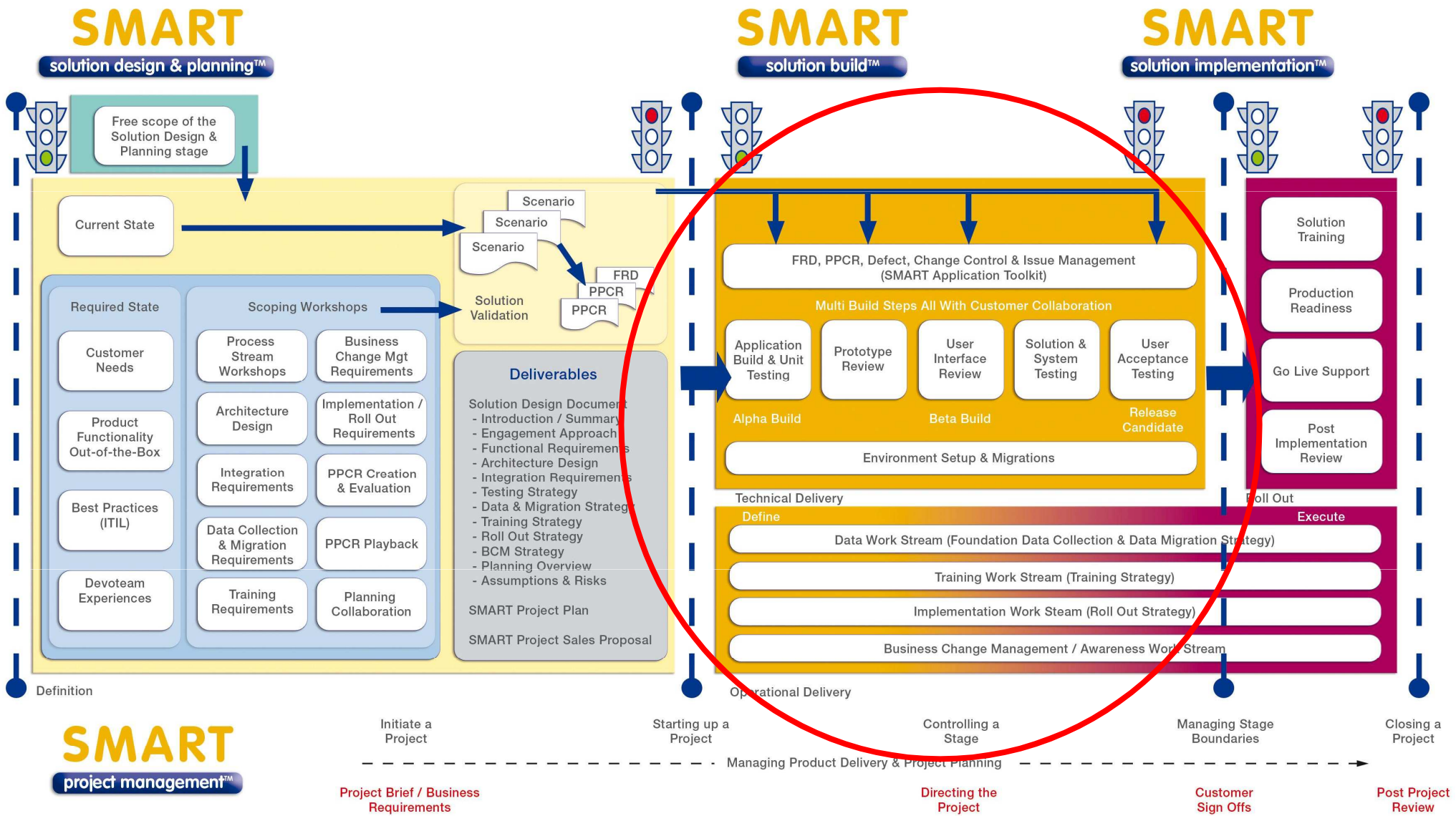
■ The Solution Design Document (SDD) should be considered as a 'Blue Print' for the implementation of the Customer's 'Required State' Solution, which provides details of all of the consultative, development, and project management effort required.

■ The SDD should also provide details of who has responsibility for certain activities, and who is accountable for producing specific project artefacts.

■ Every SDD should have the following sections

- ✓ Introduction
- ✓ Executive Summary
- ✓ Engagement Approach
- ✓ Functional Requirements (FRDs and PPCRs)
- ✓ Architecture Requirements
- ✓ Integration Requirements
- ✓ Testing Strategy Overview
- ✓ Data Strategy Overview
- ✓ Training Strategy Overview
- ✓ Implementation Strategy Overview
- ✓ Business Change Management Strategy Overview
- ✓ Implementation Planning Overview
- ✓ Known Project Assumptions & Risk
- ✓ Appendix – Out of scope FRDs & PPCRs

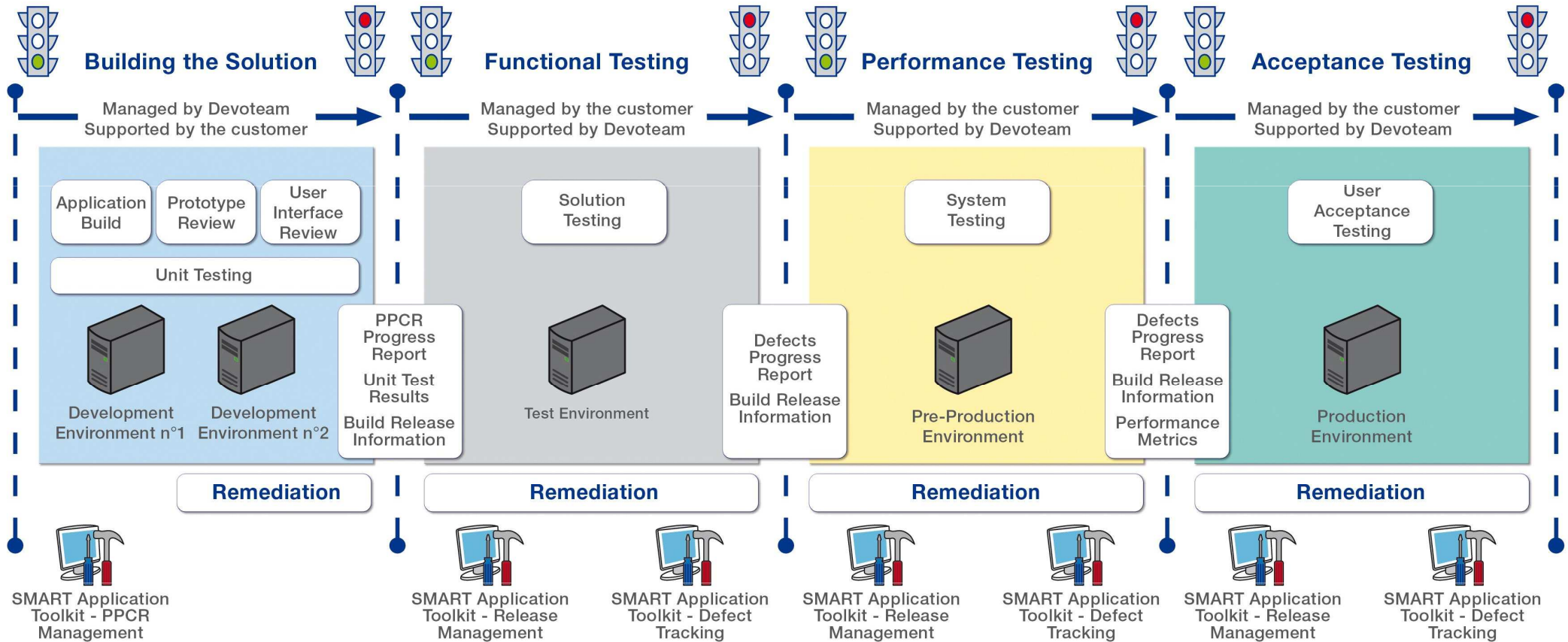
SMART Solution Build



SMART Solution Build

- The SMART Solution Build can be broken down into two main areas.
- The first area is the **Technical Delivery** of the required ITSM Solution as defined within the Solution Design Document
 - **SMART Application Build:** The aim of the Application Build phase is to build, document, and unit test all the PPCRs specified as 'In-Scope' within the Solution Design Document
 - **SMART Prototype Review:** The aim of the Prototype Review workshops is to replay all of the developed PPCRs, in their raw state, back to the attendees of the Process Stream Workshops who defined them
 - **SMART User Interface Review:** The purpose of the User Interface Review is to refine the 'style' or 'look and feel' of the application
 - **SMART Testing:** The aim and purpose of all of the SMART Testing phase is to ensure that the Solution is fit for purpose before it is implemented into the Customer's live production environment
- The second area is the **Operational Delivery** of the Solution which run in parallel to the Technical Delivery activities
 - Data Work Stream
 - Training Work Stream
 - Implementation Strategy Work Stream
 - Business Change Management / Awareness Work Stream

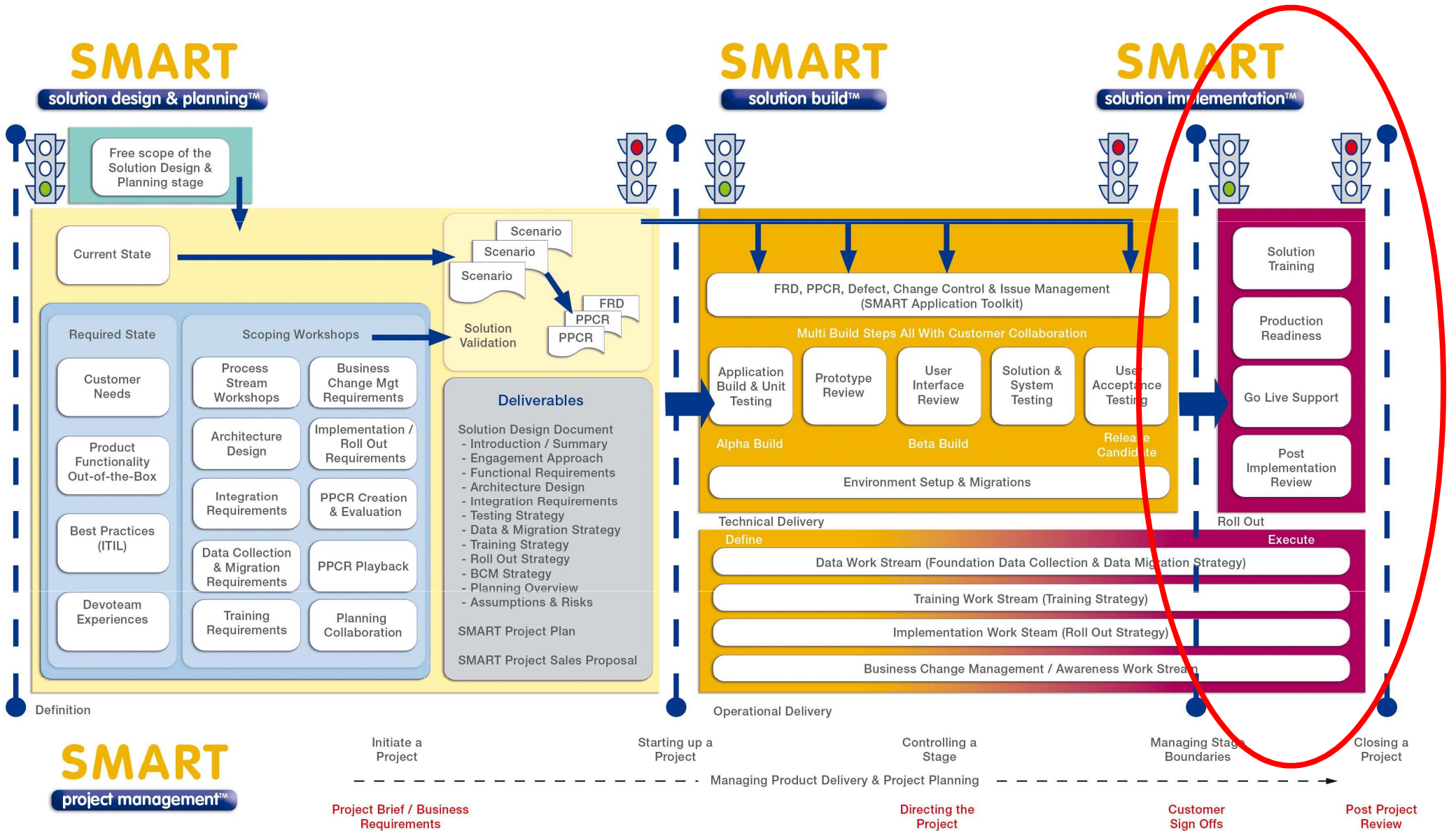
SMART Solution Build



--- Managing Product Delivery, Change Control, Issue Management & Project Planning --->



SMART Solution Implementation



SMART Solution Implementation

- SMART Solution Implementation is broken down into four stages
 - SMART Training
 - SMART Production Readiness
 - SMART Go Live Support
 - SMART Post Implementation Review
- SMART Solution Build has produced agreed strategies for the following:
 - Data Collection & Migration Strategy
 - Training Strategy
 - BCM Communication & Awareness Strategy
 - Roll-Out Strategy
- The SMART Solution Implementation objectives are to ensure that these strategies are completed in accordance to budgets and plans

SMART Methods Summary

- SMART Methods is a proven methodology that ensures
 - Governance
 - Risk Mitigation
 - Collaboration
 - Knowledge Transfer
 - Flexible Framework
 - Cost Control
 - End User Adoption
 - Exploitation of Best Practices

Contact

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