Typical Digital Modernization Journey

The infographic below captures the typical phasing and top-level activities that the client and its selected Consultant(s) can expect to undertake between now and during software deployment. This holistic approach addresses three critical areas during modernization projects: namely **People, Process, and Technology**.

TECHNOLOGY Vendor Selection and Implementation

Strategy & Requirements

- Align Expectations
- Gather Future State (FS)
 Requirements, driven by internal
 & external needs
- Conduct Gap & Impact Analysis (current state)

Vendor Selection & Contract Negotiations

- · Benchmark; Solution Scan
- Develop Business Case (PIJ for AZ Agencies)
- Develop/Distribute RFP
- Select Vendor and Negotiate Contract

Initialize

- Establish Project Governance
- Create Project Plan/Schedule
- Finalize Requirements

Analyze

- Gather detailed configuration information
- Design System to fill Gaps identified during Fit/Gap Analysis

Configure

- Configure applicationDevelop Required
- Develop Required
 Enhancements
- Create Test Plans

Test

- Execute Functional and Integration Testing
- Execute User Acceptance Testing

Deploy/ Optimize

- Migrate Data
- Cutover
- Hypercare
- Transition to Production Support

Business PROCESS Management and Continuous Improvement

- Document Current State (CS) Business Processes
- Strategize/Capture
 Desired Future State

 Processes
- Assess "Fit" of selected system to requirements; Identify "Gaps" (system driven) Fit/Gap Analysis
- Reengineer FS process (OR) Customize standard functionality to fit FS process
- Update Future State Process Maps

- Setup framework and procedures for Continuous Business Process Improvement, including
 - · Process monitoring and measuring
 - Prioritization of process improvements
 - · Implementation of process improvements

PEOPLE Readiness

Training Planning Organizational Change Management (OCM)

Training Oversight

Training Development & Delivery (typically SI or 3rd party)

Data Migration

Leadership, Governance, and Accountability (including Project Management)