Diagnostics

Defining the roadmap of your digital transformation

Net•iT

Overview

PURPOSE

What's the purpose of a diagnostics phase?
Why is this interesting?

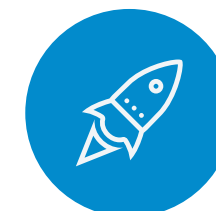### RESULT

What can you expect from a diagnostics phase? What's the added value?

EXECUTION

What do we do during this pre-study?
Who does what?

NEXT STEPS

What's next after the pre-study?
How to continue?

Microsoft Catalyst IDEA framework

At Net IT, we adhere to Microsoft's **Catalyst IDEA framework**
to help you define the roadmap for the digital transformation of your organization.

The acronym **IDEA** stands for the 4 consecutive phases: **I**nspire, **D**esign, **E**mpower & **A**chieve.

Inspire
Imagine a future state for your business

→ **Envisioning workshop**

Design
Discover what's possible by aligning technology investments to business goals

→ **Business Value Assessment & Solution Assessment**

Empower
Empower others in your organization to see the value

→ **Solution demonstration**

Achieve
Achieve business outcomes and improved customer experiences

→ **Deal crafted proposal**

The goal of a diagnostics phase

A diagnostics phase highly increases project success.

Core purposes of a diagnostics phase:

- **Business process review**
  - Defining new and improved way of working across your entire business
- **High-level requirements analysis**
  - Needs and wants prioritized by business value
- **Fit/gap analysis, solution blueprint & roadmap**
  - Defining the most optimal business solution for your organization and a roadmap for the next step in your digital transformation

People

Technology
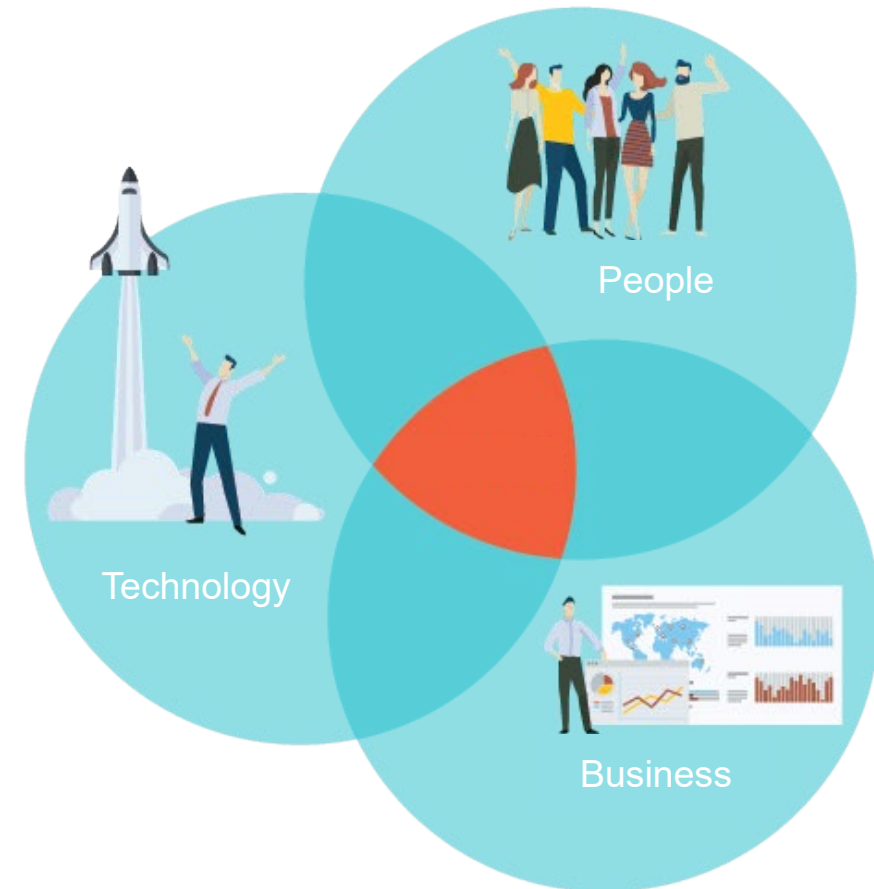
Business

What do we do?
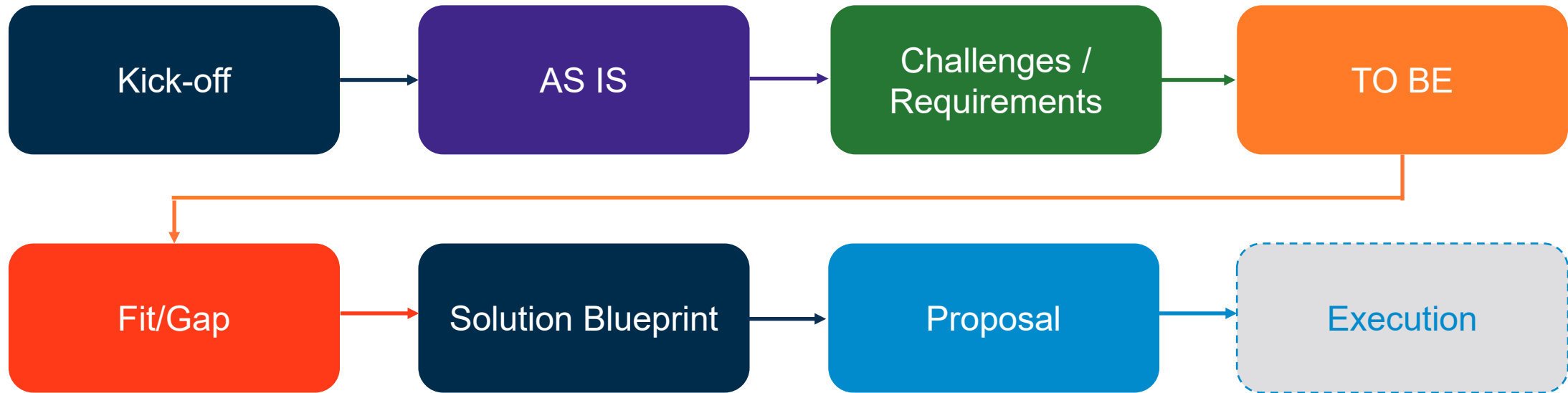
Kick-off

- Setting the stage
  defining project scope (**what**),
  business strategy and goals (**why**) &
  stakeholders (**who**)
- Bringing the team together
  identifying subject matter experts, business process owners
  defining roles and responsibilities
- Planning

| Kick-off | AS IS | Challenges / Requirements | TO BE | Fit/Gap | Solution Blueprint | Proposal | Execution |

AS IS

- Interviews & workshops
  - Mapping out of **business processes**
  - **Inputs & outputs** attached to the different steps in the process
  - Added value of every step? ➔ **lean**
- Analysis of existing IT solutions & systems

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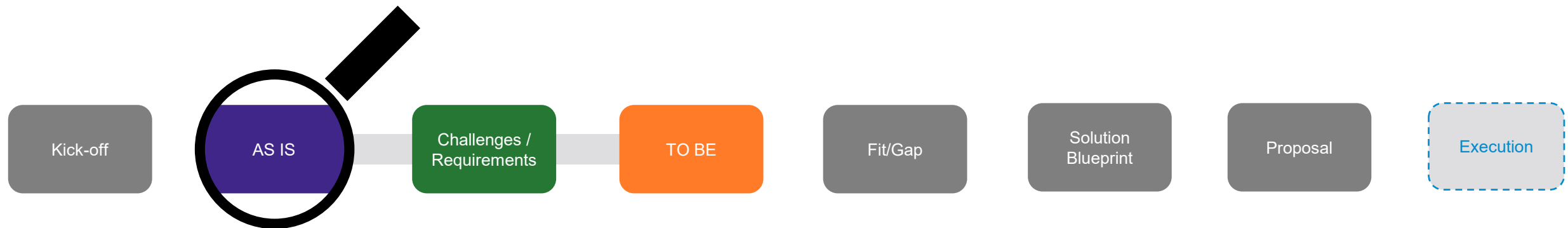
TO BE

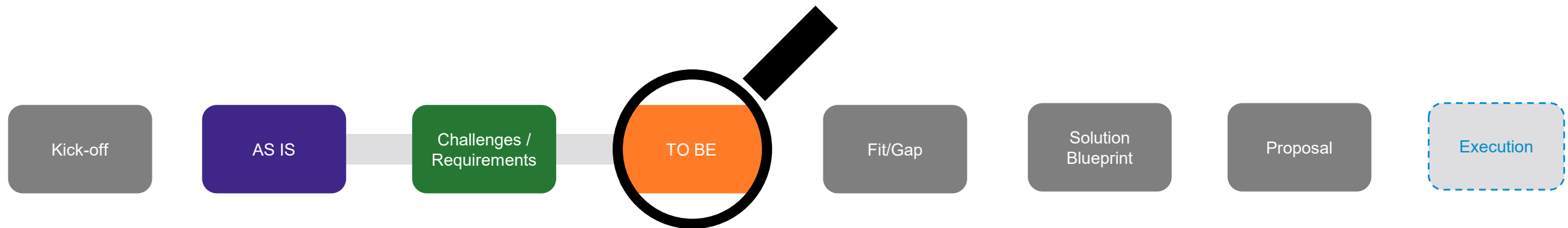- Interviews & workshops
  - **Envisioning** workshops: needs & wants
  - **Business value assessment & solution assessment**
  - Defining a new and **aligned** way of working
    that supports your business goals

➔ **Net IT thinks together with you**

| Kick-off | AS IS | Challenges / Requirements | TO BE | Fit/Gap | Solution Blueprint | Proposal | Execution |

Fit/Gap

- Comparison of requirements with capabilities of business applications
  - What's available out-of-the-box? (i.e. "quick wins")
  - What needs customizations of extensions?

➔ **To what extent can we fullfill needs by combining technology from Microsoft's business application eco-system?**

| Kick-off | AS IS | Challenges / Requirements | TO BE | Fit/Gap | Solution Blueprint | Proposal | Execution |

Solution Blueprint

- Outlining the new workspace:
  - Solution Architecture
  - Master data management
    - Data integrations

➔ **Blueprint for the business management solution that fits your needs**

Proposal

- Presentation of the diagnostic report
  - Executive summary
  - Vision
- Roadmap to achieve more
  - Project approach
  - Roles and responsibilities
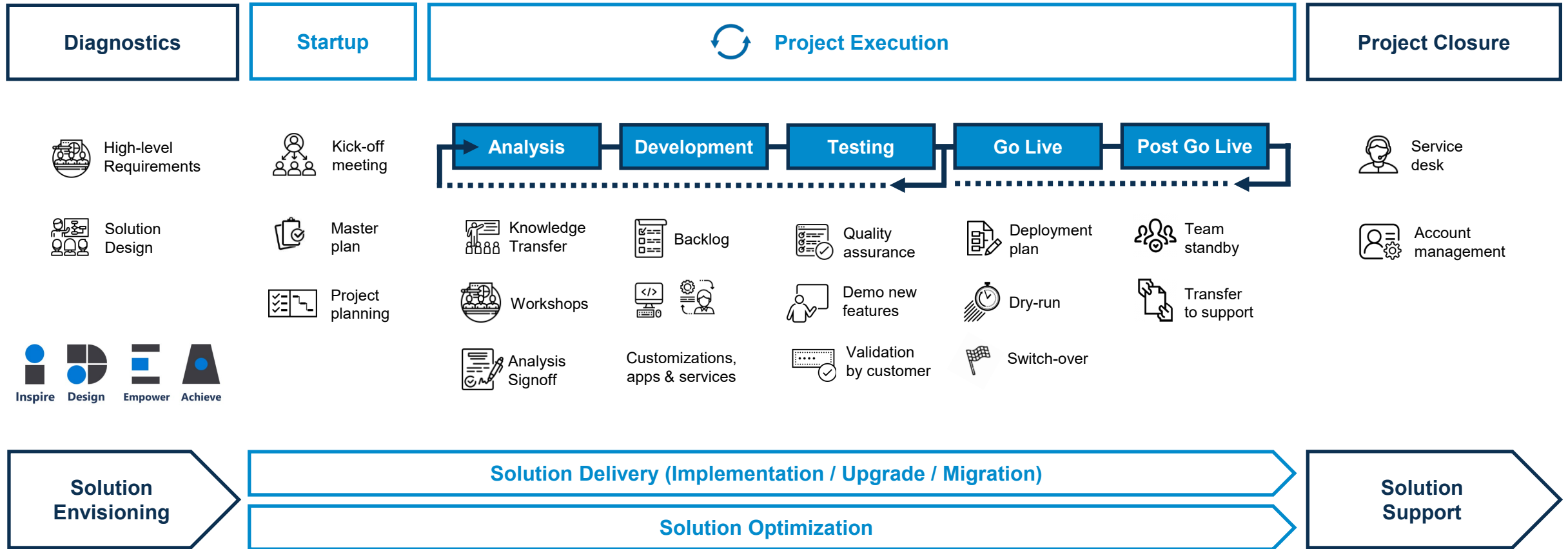 - Budget and timeline
  - Success criteria

➔ **Ready to start with confidence about the roadmap**

| Kick-off | AS IS | Challenges / Requirements | TO BE | Fit/Gap | Solution Blueprint | Proposal | Execution |

Agile approach

Diagnostics	Startup	Project Execution					Project Closure

Diagnostics
- High-level Requirements
- Solution Design

Startup
- Kick-off meeting
- Master plan
- Project planning

Project Execution

Analysis	Development	Testing	Go Live	Post Go Live

- **Analysis**
  - Knowledge Transfer
  - Workshops
  - Analysis Signoff
- **Development**
  - Backlog
  - Customizations, apps & services
- **Testing**
  - Quality assurance
  - Demo new features
  - Validation by customer
- **Go Live**
  - Deployment plan
  - Dry-run
  - Switch-over
- **Post Go Live**
  - Team standby
  - Transfer to support

Project Closure
- Service desk
- Account management

Inspire Design Empower Achieve

Solution Envisioning

Solution Delivery (Implementation / Upgrade / Migration)

Solution Optimization

Solution Support

PROJECT MANAGEMENT ● PROGRAM MANAGEMENT ● CHANGE MANAGEMENT ● RISK MANAGEMENT

Co-creation

TRANSLATING YOUR BUSINESS GOALS INTO BUSINESS APPLICATIONS

PATRICK GILLES (Infrabel)

"Serious, result-driven consulting. Excellent collaboration with Net IT in our projects together.

Thank you!

crm@net-it.be

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Gold
Microsoft
Partner

Microsoft