



Enterprise Architecture Innovations Team

Client Service Engagement Model



Ground Rules

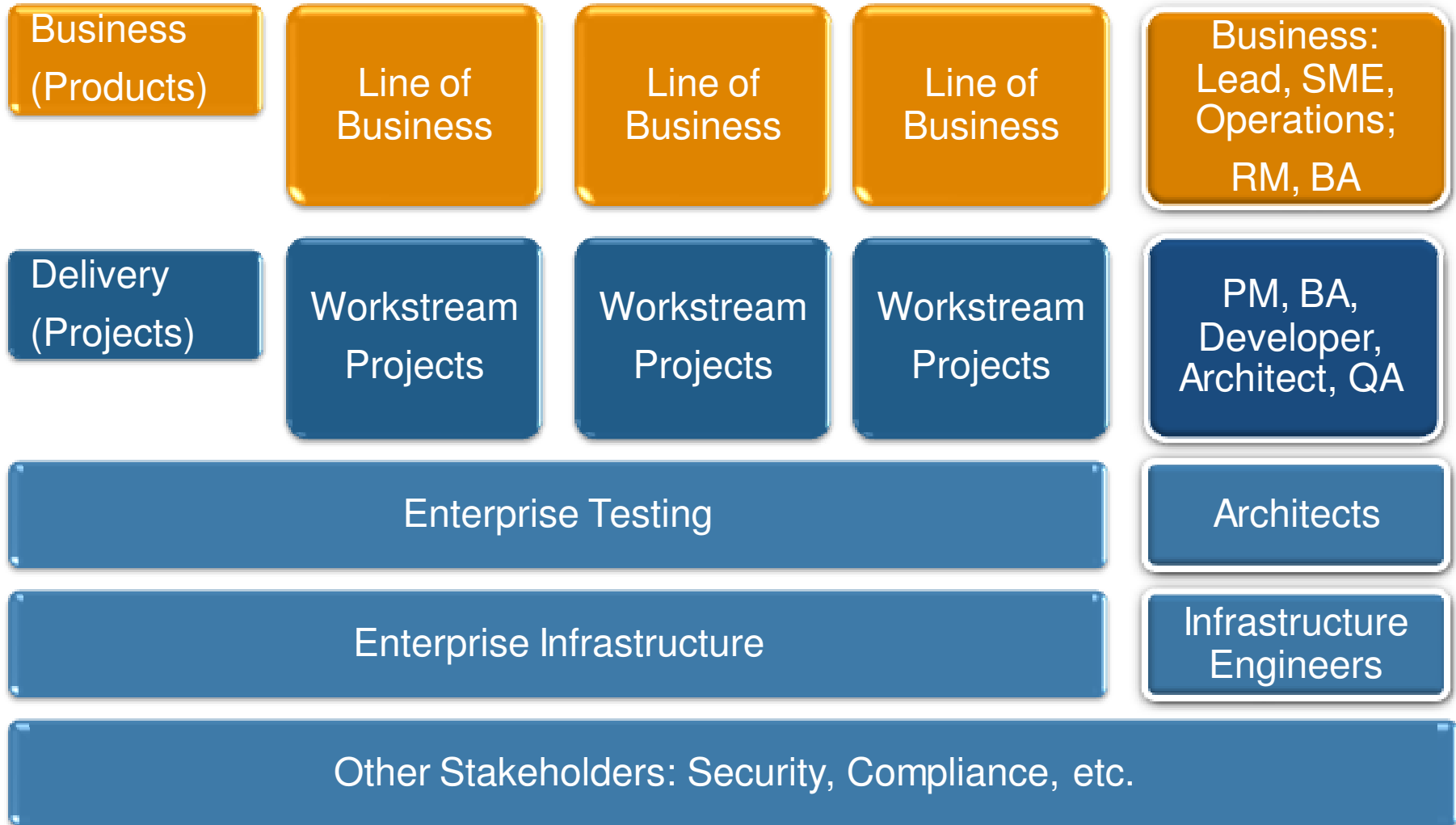


- This session is for you, so please participate.
 - Interrupt me for clarification
 - Save group discussion items till the end

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Organizational Structure



Process Challenges



- Solutions are Line of Business/Workstream centric, and implemented only through projects
- Limited enterprise reuse of existing solutions and emerging technologies
- Business groups not served by a workstream lack clarity on where to get support

Solution

- Innovations Team
The Innovations Team provides simple, reusable tools to improve the execution of business tasks.

Source of Requests



- Innovation Team Ideas
- Enterprise Architecture
- Other IT Groups
- Assessments:
Audits, Voice of Teammate, Reporting, etc.
- Senior Leadership
- Business Groups

Types of Engagements

Evaluation

- Needs Assessment
- Standards Audit
- Validation of Other Findings

Consultation

- Technology and Standards
- Process Improvement
- Mentoring and Guidance

Functional

- Prototyping/Proof of Concept
- Reusable Components/Platforms
- New Application Sponsorship

Engagement Criteria

Duration

- Quick Win: 30-60 day goal
- POC/Prototype: 60-90 day goal
- New Application: 180 day goal

Priority

- Corporate Strategic Goals
- Enterprise Delivery Strategic Goals
- Enterprise Architecture Roadmaps
- High ROI, Low TCO Value

Team Fit

- Skills Match
- Resource Availability
- Leverages Ongoing Work

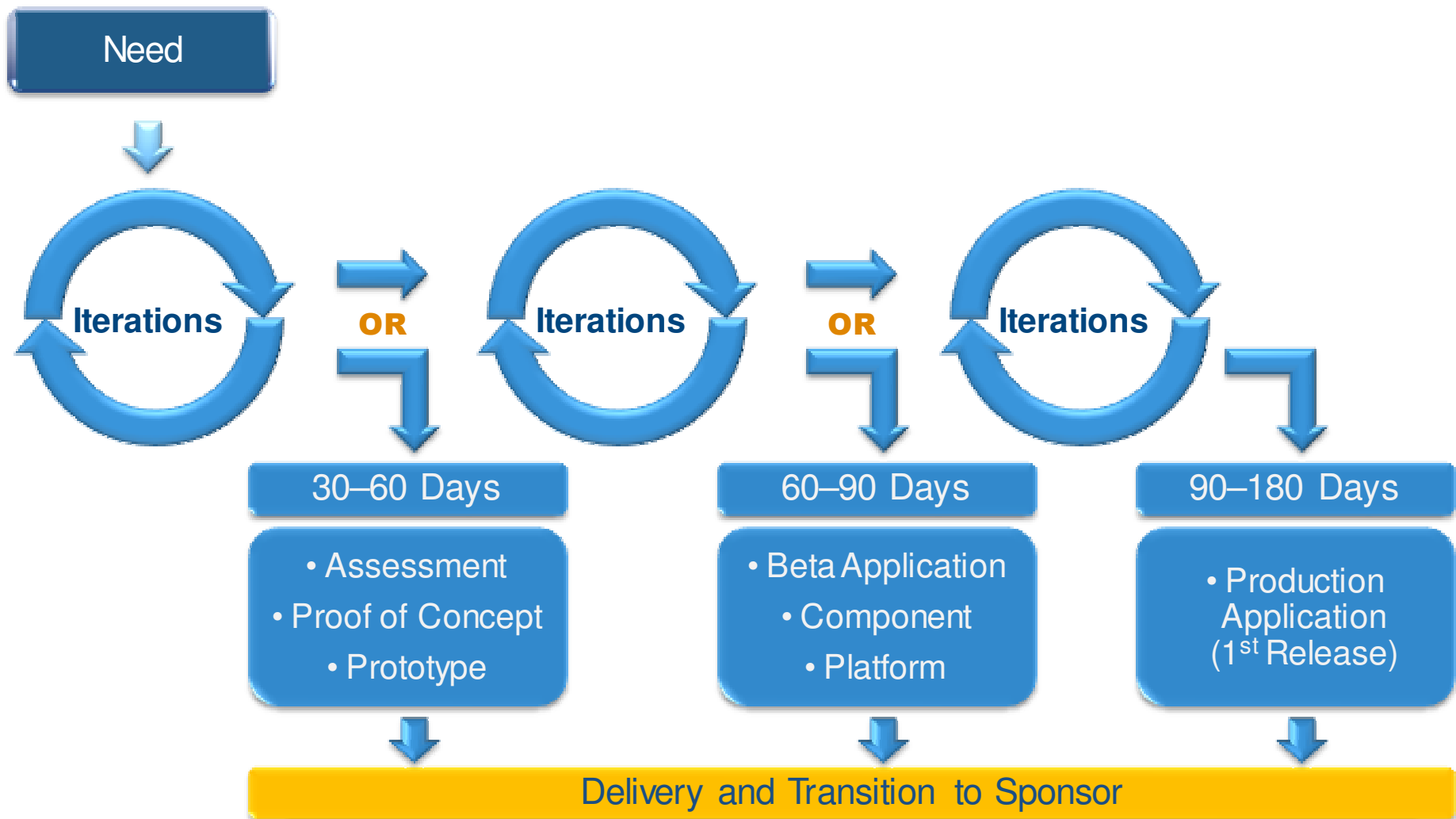
What the Team is Not



The Innovations Team is not staffed to accept all requests, such as:

- Staff or project team augmentation
- Projects that are not funded
- Production support
- Approvers of new software or technologies
- Crisis resolution team

Engagement Lifecycle Outputs



Operational Management



- Requests, status, collaboration and evaluation managed through SharePoint
 - Client-facing site with request form, engagement information, status and case studies
 - Sub-sites for each engagement with customized template and tools
- Innovations Team Lead manages each Engagement
- Innovations Team Project Manager provides cross-engagement support and reporting

Engagement Success Stories



Consultation

- Leadership Team Recognition Site
- Support Request Improvement Assessment
- Definition of Non-Functional Requirements

Evaluation

- iPhone App: Branch Locator
- Nintex workflow for SharePoint
- Microsoft Records Center

Functional

- Shared Web Services
- SharePoint Project Site Template
- Salesforce.com Integration

Conclusions



- A dedicated team is a viable option for promoting innovation and maximizing value from existing investments.
- By controlling the terms of the engagement, the odds of success and ROI are greatly increased.
- Engagements must fit the team capabilities.

- ***Questions?***

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