



1E Professional Services Project Delivery Methodology

The 1E project delivery methodology is designed to overcome common failures by following a structured and tested delivery process.

50% of business have had an IT project fail

<http://www.cio.com/article/2380469/careers-staffing/why-are-so-many-it-projects-failing-.html>

37% of all IT projects fail

<http://www.zdnet.com/article/cio-analysis-why-37-percent-of-projects-fail/>

Annual cost of failed US government IT projects is \$20 billion

PM Network, May 2015 Volume 25, Number 5





The 1E project delivery methodology is considered best in class through tool and process implementation at key project stages. By implementing a standard delivery process, both the project team and the customer stakeholders understand where the project is and where it is going.

THE 1E PROJECT TEAM

CONSULTING The 1E Consultant team is a global team of certified experts in 1E products & systems management with an average of 10+ years industry experience. For every project, 1E Consultants perform an intensive transfer of knowledge and best practices to the customer, focused on the unique characteristics of the implementation and environment. Our consultants have a proven track record of IT cost optimization while increasing efficiency.

PROJECT MANAGEMENT All 1E Project Managers are PMI (PMP) and/or PRINCE certified with over a decade of combined 1E experience, and several decades of enterprise software experience. 1E Professional Services as a whole works on over 100 projects each year, which allows for constant refinement of the delivery process based on lessons learned.

TRAINING 1E instructors have several years of real-world experience, while learners are actively encouraged to question and contribute from their own personal experience.

METHODOLOGY

Every 1E project is delivered via the following stages:





KNOWLEDGE BASELINING With **training** from 1E, the customer technical team will glean a thorough understanding of the implementation and discover how the value of 1E solutions can be maximized year after year. Training the technical team at the start of the project on new technology leads to better knowledge transfer, discovery sessions, and design. If the customer project team has expertise in the 1E products even before the project begins, it ensures a successful project hand over.



CLEAR PROJECT GOALS In support of the SOW document, it's critical to specifically define project requirements during the **discovery and project kickoff** phase. Properly defining requirements is the catch all to ensure expectations are specified, communicated, and agreed. This also ensures the customer technical team working on the project and directly affected have a chance provide input, add requirements, and identify concerns.



PREEMPT ISSUES For every project, a thorough **environment health check** is performed. Without a health check, existing customer issues could lay dormant only to appear later in the project, causing delays and surprises. The 1E Health Check covers a wide range of technology, from CM and networking checks, to security and package practices. By performing a Health Check early on, issues are mitigated and the customer avoids laying a new technology on top of existing problems.



DESIGN A good design takes into account supporting technologies and has an eye towards the future. 1E project team **designs** the product implementation building on customer unique goals and requirements taken from the detailed Discovery and Health Check phases. The design is also updated and right sized as the project progresses through testing and piloting, so the final leave behind design accurately reflects what the project delivered.



LAB TESTING For each 1E product there is an **extensive test plan** and test case suite to ensure configurations are correct for the customer environment. It is important that a representative lab or test environment is used for this testing in order to mimic a production implementation. This is another way to discover unknown customer environmental risks.



PRODUCTION IMPLEMENTATION All activities to this point (health check, design, lab) enable the project team to **promote the solution** to the customer production environment. The project team also supports any change request procedures required by the customer during or ahead of the production implementation.



PRE-PILOT 1E developed the concept of a pre-pilot, which is a pilot in the production environment but on a much smaller and selective scale. **Pre-pilot targets a handful of users**, preferably friendly IT users, who will provide helpful use cases and feedback, but will understand if issues arise. These users are problem solvers themselves, and will work with the project team to fix issues rather than complaining to project sponsors that they were inconvenienced. There will always be issues during a pilot. It's better to uncover issues during the pre-pilot/pilot rather than after full deployment.



FORMAL PILOT Because the 1E process puts a heavy emphasis on discovering environmental issues early and often, by the time the **formal pilot is executed**, the number of unknowns is reduced. Formal piloting won't uncover any core solution issues, rather will highlight edge cases. As a result, the large majority of end users will see a fully functional, mature and issue free solution which is easy to endorse.



INCREMENTAL SIGN OFF AND CLOSE Incremental sign off on deliverables as the project progresses helps prevent surprises during a formal project close and allows the entire project team to claim formal and tangible **progress throughout the project**. At the end of the project, **all deliverables are confirmed** and regular check ins are scheduled with the 1E Customer Success teams to ensure continued product use, discuss any issues, and continue to measure savings against the baseline.

ABOUT 1E

1E provides Software Lifecycle Automation for the Digital Business. Our clients include the biggest organizations in the world – Bank of America, Walmart, AT&T, Dell, SAP, Nestle, State Farm and the State Department. With more than 26 million licenses deployed worldwide, 1,700 organizations in 42 countries trust 1E to help them to work efficiently, productively and sustainably.

WWW.1E.COM

Copyright © 1E 2015 All Rights Reserved

