

Modell project

For the projects we interact in and are in charge we do prefer to follow a similar process because we do believe that every project should follow the same structure. To give you an idea about what we do include in each phase we give you a more detailed description of the phases and what we do believe is required per phase.

Per Phase we will have and chair an Kick Off and an Exit Meeting to assure that we are within the scope and the given timelines. These phases would be good to be part of the project from our perspective: PLAN, ANALYZE, DESIGN, BUILD, TEST, DEPLOY, CUTOVER

1. **PLAN:** In this phase it is very important to understand the requirements and interfaces of the work scenarios to develop and define the demands with our client. Aspects that are still unclear need to be named and described as detailed as possible. They should be considered when planning especially the interdependencies to other parts of the project. With this knowledge the timeframe will be defined and the team members assigned. You being our client will agree and assure the planning and the result of this phase will lead into a written report that will be signed by all parties before starting further actions.

This phase is the most important part of the project. From our experience, any mistake being made in planning will usually cause severe extra costs

2. **ANALYZE:** The results from the PLAN Phase will be looked at in a detailed way that leads into an FIT/GAP Analysis. The results will be verified, structured and as fast as possible presented to the customer. Reason for this approach is to check if the expectation from the PLAN Phase and the following timeframe of the project is alright and credible. After closing these tasks and having the approval for further progress from the client, it is important to integrate the project team members and participating providers in the planning to get more clarification on the detailed workflows and necessary workitems.

3. **DESIGN:** After finishing planning and analyzing the new model will be defined with support from the participating users, provider and supporting services. From each party a detailed view on the project is required to get an broad overview on the needed items. From all these aspects the conceptual design will be prepared. An committee assigned during PLAN- Phase will check on the conceptual design from an workflow perspective an approve or disapprove the design. The progress and changes will be described in the conceptual design.

4. **BUILD:** If the final approval for the DESIGN is in place and all parties have in an EXIT Meeting agreed to be satisfied with the solution the realization will be started. In this phase everything that is related to the new organization and structure needs to be prepared. This includes preparing the visios of the workflows, the writing of handbooks and of cause if required the development of new software parts and tools. Every detail will be added the conceptual design.

5. **TEST:** While being in TEST Phase ideally the most important work scenarios will be checked and for this they need to be composed for testing. Depending on the challenge realistic scenarios must be presented to have checks under live conditions on structures, workflows and the used software tools. Before composing the scenarios will be agreed by the committee and the results of the tests will be

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presented to this audience to assure, that the required identified GAPs are getting a good solution. Knowing that usually during this phase changes will occur, these changes need to be estimated, documented and finally agreed by the committee. All documents will be updated and the development for changes started until the results fit the demanded essentials. The customer finally approves the latest version that will be used during for live system and this kicks off the final stages of the project.

6. DEPLOY: Finishing the TEST Phase the implementation in the live environment will be started. The produced documentations will be published and the communication to a broader audience will be arranged including several meetings for training the staff and checking on the results in workshops with participating people. The support will be defined and the structures for different support level added.

7. CUTOVER: After finishing the Deployment Phase the final phase will be entered and the GO LIVE will be defined. Usually the changes will start in a smaller part of the entity and will be rolled out completely after succeeding the first days of live work. In case this roll out will not start we will have a fall back option to proceed with the business as usual.

Starting with a new structure and solution the staff working in the new environment would appreciate a support for the first weeks. As in this phase new requirements will be detected for sure, these documented possible changes will directly lead into a conceptual design for the future design. This will help you to identify expectations and costs for the progress of your business.