

IT⁷ critical success factors OUTSOURCING

FROM SINGLEDOM TO HAPPILY WED &
GROWING THE FAMILY

KNOW & CONVEY YOUR BUDGET*

- Ascertain high level requirements
- Gain vendor high level estimates
- Build in a 20% buffer
- Communicate it to the board/
vendors

1

KNOW YOU'RE READY
Be Ready

- a. Work out your prime drivers
- b. Can you afford it?*
- c. Define a strategy
- d. Get Stakeholder agreement

2

**SPRUCE
YOURSELF UP**
Build a team

- a. Identify key stakeholders
- b. Chat to every key dept leader
(Not done by IT alone)
- c. Get buy in and time commitment

3

KNOW WHAT YOU WANT
Articulate Clear Business
Requirements

- a. Do you need external help?
- b. Understand business
roadmap and goals
- c. Know what is critical,
when and for whom

4

**GET YOURSELF
OUT THERE &
PICK WELL**
Find the right Partner

- a. Gain several quotes
- b. Meet the team
- c. Ask to pick from a list of references
- d. One throat to choke

5

**REALLY GET TO
KNOW ONE ANOTHER**
Be brutally honest

- a. 1001 questions
- b. Make stakeholders available
- c. Don't hide the dirty laundry!
- d. Allow time to set it up
properly

6

**PLAN THE
WEDDING &
PICKET FENCE**
Plan & Communicate

- a. Set a business applicable timetable
- b. COMMUNICATE to all end users
- c. Set the right expectations
- d. Let them know what will happen, when
and the likely impact

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**LEARN, IMPROVE &
GROW TOGETHER**
Commit
Perfection takes time

- a. Give the vendor a seat
at the table
- b. Set up feedback loops
- c. Determine how you measure
performance