



Public Sector Digital Transformation Projects: Guidance for Success

State and Local • Education • Federal • Healthcare • Utilities • Transportation

Introduction

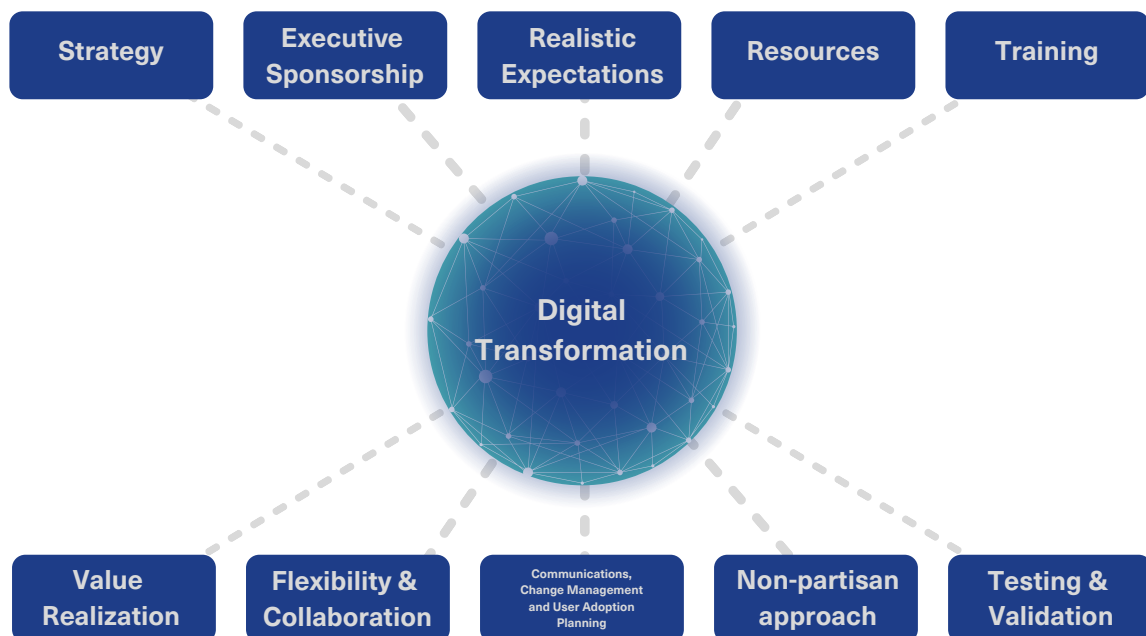
Nader Tirandazi, Deputy CEO of InvenioLSI discusses what it takes for large-scale, public-sector IT transformation projects to be successful.

Public Sector Organizations are uniquely challenged to justify, execute and support Enterprise Technology-based Transformational Projects. Dynamics around Public Sector Structure (political elections), Budgeting Policies and available staff are areas that cause the greatest variables.

Successful Public Sector Enterprise Technology-based Transformational Projects are possible, given focus and leveraging several key areas.

Given the criticality of success for Enterprise Technology-based Transformational Projects in the Public Sector, based on General Funding justifications and approvals, it is even more critical that as Public Sector organizations embark on Enterprise Technology-based Transformational Projects, they are well-positioned to ensure and confirm success.

When you think about public sector IT projects, budgets often come to mind. While important, it's not the only factor of success. Every vertical industry will have nuances, but following the below best practices, will provide the best long-term results.



10 Best Practises

1. Strategy:

Arguably the most important factor, there must be a clear and concise strategy for any transformational program and IT implementation.

- Goal: Ensuring there is a defined and measurable criteria for what defines success.

2. Executive Sponsorship:

Both the Client and the SI must have good, proactive, and responsive Executive Sponsorship and Support.

- Goal: Ensuring that there is established and reliable support and sponsorship from the Executive Leadership on both sides to ensure the project remains on track, on budget, on schedule and aligned to the Success Criteria

3. Realistic Expectations (Schedule):

The Enterprise Technology-based Transformational Project contains a realistic and achievable Project Execution Schedule

- Goal: Ensuring that the Client has adequate, dedicated, and available resources to support the Project Execution Schedule

4. Resources:

You must be committed to providing the appropriate and available resources for solving the business challenges you are facing.

- Goal: allocating necessary and available Subject Matter/Business Process resources to articulate and convey As-Is State as well as guiding the To-Be State for the Enterprise Technology Transformational

5. Training:

Once you have committed the resources to a project, you must also ensure proper training of that personnel.

- Goal: Training and Awareness up-front at Project Kick-Off, Continuous Knowledge Transfer throughout the project, and Support/Sustaining (if not SI Managed Services) post-Go-Live



6. Value Realization:

Given challenges with justifying and securing funding for Enterprise Technology Transformational Projects within the Public Sector, clear, measurable metrics must be established to confirm Value Realization for the investment

- Goal: Establish Measurement Metrics around: Time-to-Value Realization; Return on Investment Timeframe; Efficiency and/or Optimization Improvements

7. Flexibility & Collaboration:

These are large, out-of-date, detail-oriented projects, and you need to commit to changes over time, the evolution of technology and flexible delivery dates.

- Goal: Recognizing that any Enterprise Transformational Project will have its challenges, it is incumbent and prudent that both the Client and the SI have a partnership-based, mutually respectful, open and collaborative relationship (within the contract framework) to proactively resolve challenges.

8. Communications, Change Management and User Adoption Planning:

Recognize that adoption is key to achieving the project benefits/ROI. Start organizational change management at the very beginning of planning and the start of the project. Ensure that appropriate metrics are in place for new practices that personnel are expected to execute.

- Goal: Establish proactive goals, objectives, schedule and corresponding assignments around a complete Communications Change Management and User Adoption plan at the beginning of the project.

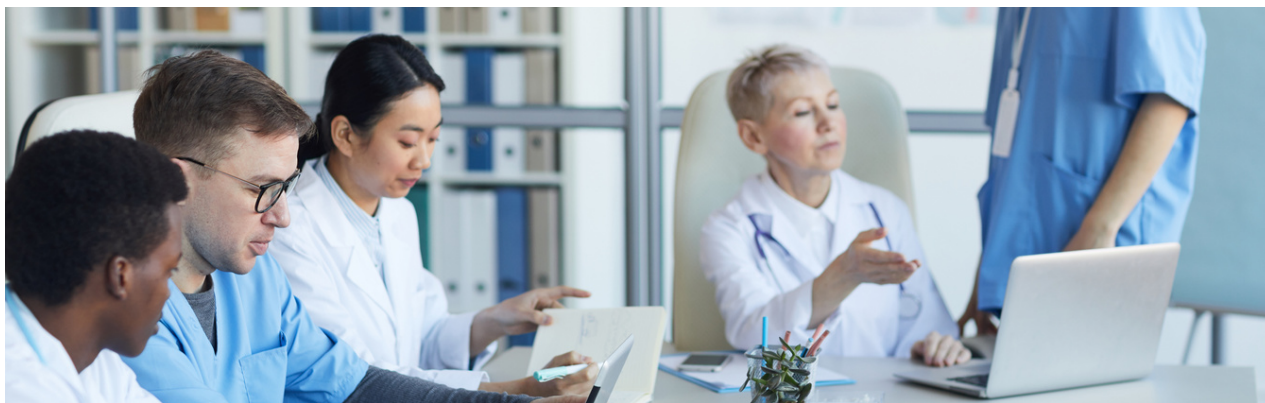
9. Non-partisan approach:

- Goal: Too often, politics play a role in Public Sector Enterprise Technology Transformation & Modernization projects. All parties must agree and continue to reinforce that these initiatives are facilitating positive change for employees and constituents, not a political party.

10. Testing & Validation:

- Goal: Given the complexity and scope of Public Sector Enterprise Technology Transformation & Modernization Projects – attention to detail around Testing and Validation must be accommodated in the Execution Plan to ensure overall Success, Value Realization and User Adoption is achieved.

There are many noted examples of failed public sector IT projects. However, with the right focus, plans in place and commitment, any public sector project can go off without a hitch.



About invenioLSI



invenioLSI is recognized as the world's largest independent SAP consultancy and implementation partner for Public Sector and Services organizations

Our domain specialisms include Government, Local Authorities, Policing, Healthcare, Education, Public Transport, and Tax, with a niche and established position within the Media & Entertainment sector.

We use our own IP, Cloud, Digital, and Analytics skills and capabilities to accelerate SAP-based projects to help businesses transform the quality of services and save long-term costs. invenioLSI brings unmatched industry experience coupled with unique expertise in advanced technologies to help you realise the full value of your digital investment.

Fully international, our EMEA HQ is near London, while our North America HQ is in Waltham, Mass. Our flexible delivery model – with nearly 1,500 experts - ensures our global customer base benefits from efficient, high-quality onshore, offshore and hybrid engagements.