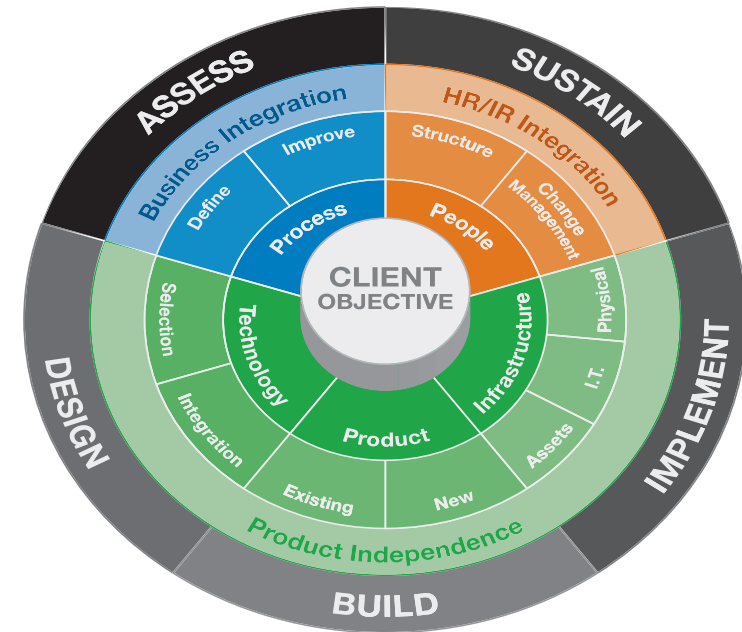




# Project Solutions

Understanding work elements of Project Solutions

## PROJECT SOLUTIONS ELEMENTS' AND OUTPUTS



## FAQs

**Q What is Project Solutions?**  
**A:** A complex project is defined as a client asking us to assist with a new initiative, is defined as a complex project. This could require starting a new department, implementing a new system or integrating one company into another after a merger or acquisition.

**Q Why are they referred to as Project Solutions?**  
**A:** The complexity is that these projects usually have multiple workstreams and involve multiple disciplines. Typical workstreams would be people, processes, technology, products and infrastructure. Disciplines required for a Project Solution are project management, business analysis, change management and organisational design.

**Q What does it mean to run a new initiative like a project?**  
**A:** A project has a specific start and end date, and a defined scope. Project management principles are used to define the milestones and drive delivery of the project. Budget is defined for the project and there is a set process for engaging stakeholders.

**Q Can't we do this internally?**  
**A:** Yes, a business typically has the skills internally, but the capacity to give this initiative the focus it deserves and to manage daily operational duties can be challenging. In addition, there is the matter of what to do with the internal resources once the project is completed.

**Q Why outsource to Bizmod?**  
**A:** It is best to restrict the initiative as a project and provide dedicated, experienced resources. Bizmod's resources understand the project environment and how to deliver in the environment. Their combination of skill-sets can fulfil multiple roles simultaneously.

**Q How do you involve the business?**  
**A:** Where specialist skill-sets are required and are available internally, we either include these resources as part of the project team or utilise them for specific deliverables. It is important to understand that once the initiative is setup the onus is on the business to sustain it. The more the business is involved in the project, the higher the success rate of the initiative.

**Q What type of projects that form part of Project Solutions?**  
**A:**

1. Mergers and Acquisitions
2. Restructuring
3. PoPI
4. Identity and Access Management

### 1 PROCESS

The sequential steps conducted to complete work. This means that the process architecture and different process levels are in line with the value chain. In complex projects this is usually either the definition of new processes or the improvement of existing processes.

### 2 PEOPLE

The human resources affected by a complex project. Defining the structure and ensuring the best fit of people to the position. There is also a change management element designed to identify the change impact per position and enable the resources to handle the change.

### 3 TECHNOLOGY

This refers to IT and the systems that are required for the business to function optimally. This could be the defining and sourcing of technology. Or, integration projects it is deciding on which technology to keep and which to retire

### 4 INFRASTRUCTURE

This refers to physical infrastructure, IT infrastructure and assets. In integration projects this is the move of physical infrastructure and consolidation of assets. In new initiatives it is the defining and sourcing of assets.

### 5 PRODUCT

Physical product supplied by the organisation. In the case of a merger or acquisition integration this will entail the physical integration of product sets from the different organisations. Providing guidance when deciding on which products should be discontinued and which should be kept. In new initiatives this means defining the offerings.



## PROCESS

**1. PROCESS**

- Business owner identification
- Determine business stakeholders
- Determine strategic alignment
- Conduct requirement workshops
- Run selection process
- Set up implementation plans

**2. PEOPLE**

- Define and engage key stakeholders
- ID and engage operational areas
- Determine people integration model
- Set up approach for people stream
- Carry out project activities for
  - Culture integration
  - Communication
  - Change Impact
  - Competency analysis
  - Training
- Operational handover to HR, Training, Legal, Communication

**3. TECHNOLOGY**

- Business owner identification
- Process owner engagement
- Conduct process workshops
- Implement improvements
- Monitor process flows
- Track key indicators
- Adjust process
- Ongoing stakeholder involvement

**4. INFRASTRUCTURE**

- Conduct physical asset audit
- Determine relocation requirements
- Develop relocation plans
- Integrate with facilities, IT, legal and HR
- Supplier engagement
- Conduct communication sessions
- Carry out physical relocation activities
- Operational handover to facilities, IT, HR, etc.

**5. PRODUCT**

- Determine business owner
- Conduct product audit to determine combined product universe
- Conduct key client analysis
- Conduct product analysis - volumes, cost and profit
- Conduct strategic alignment
- Develop product plan to eliminate, or keep
- Carry out actions on product plan
- Integrate with marketing, sales, production and procurement
- Conduct customer and staff communication sessions

## DELIVERABLE

**SELECTION**

- Requirement specification
- RFI, RFQ, RFP
- Evaluation criteria
- System selection

**INTEGRATION**

- Strategic alignment
- Technology audit
- Process alignment
- Integration plan

- Culture integration plan
- Communication strategy
- Stakeholder analysis and plan
- Change impact analysis
- Training plans
- Competency analysis and requirement plans
- People integration model and plan
- Key resource identification and retention plan
- Change agent model and approach

- Value Chain
- Process architecture
- Process measures
- As is processes
- To be processes
- Gap analysis
- Quick win plan
- Process improvement plan
- Measurement and tracking
- Policy
- Procedures

**ASSETS**

- Physical asset audit
- Lease termination plan
- Asset alignment plan

**PHYSICAL**

- Relocation plan
- Physical relocation

- Product audit
- Strategic alignment
- Cost, volume & demand analysis
- Product termination plan
- Product development plan
- Marketing alignment
- Production and procurement plan