

A Better Start

How a large IT programme changed phase.

Client Situation

The business owner of a large IT programme required assurance that the transition between the initiation and discovery phases was effective and addressed the uncertainties and issues that had arisen as a consequence of the rapid initiation of the programme.

The phase change was the opportunity to review the current situation across multiple stakeholders and agree on the key actions required to assure the ongoing success of the programme.

What we did



Assessed the situation and recommended an approach.



Prepared insight documentation.



Agreed a detailed plan.



Facilitated the review workshop.



Met with a range of stakeholders.



Provided follow up advice on required action.

Outcome

The Programme team and stakeholders aligned and committed to:

- Resolving immediate conflicts and gaps in capability
- Accelerating co-location
- Re-prioritisation of activities
- More effective governance and communication

The approach required minimal input by the Programme business owner and provided the assurance that the programme moved into the discovery phase doing the right things at the right time.

“We knew we had some unavoidable issues as a result of the way we started the programme – the Better Start approach surfaced these and helped us create an actionable plan for going forward.”

– Programme business owner