

# Process Design & Management

Effective Processes

Value-Added Technology

Profitable Organizations

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*“We Bring Process and Technology Together”<sup>sm</sup>*

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*An IT Consortium Solution Provider*

# Technology Project Risks

- **Less than 15% of [technology] projects (including integration projects) are implemented on time and within budget (MetaGroup 2000).**
- **53% of [technology] projects overrun their schedules and budgets, 31% are cancelled, and only 16% are completed on time and on budget (Standish Group, 2000).**

# **Business Driver**

- **To Deliver Cost-effective Products and Services in a Continuously Changing, Globally Competitive Environment**

# Summary

## *Q. How do we identify and define a defective process?*

*Identify by monitoring and evaluating against expected outcomes. A defective process does not achieve its intended purpose, as measured by Customer expectations and needs.*

## *Q. How do we put rigor around technology projects?*

*Solutions involve complex technical components and specialized expertise, often requiring their own project lifecycle.*

## *Q. What factors most influence our competitive environment?*

*Global competition, technology developments, informed consumers, compressed product lifecycles, rapid time-to-market*

# Summary

*Q. How can we use Process to ensure effective, timely action?*

*Good Process supports the ability to (1) develop clear, measurable deliverables; (2) communicate effectively; and (3) use appropriate resources and technology at the right time.*

*Q. How does Technology facilitate effective Process Infrastructure?*

- Quickly understand, communicate, plan for and correct our actions and refine deliverables.*
- Acquire multiple types of information on a real-time basis.*
- Broad, Web-based access to research data and other information resources.*

# Summary

*Q. How can organizations provide a framework for project-level success?*

*Commit appropriate resources to develop explicit processes that are clear, measurable and repeatable. Evaluate current organizational processes to ensure that they support business requirements and facilitate competitive improvements.*

*Q. How do you, as the consumer, select the best partner to support your process needs?*

*Identify business requirements and evaluate process partners in terms of skill, breadth of expertise, related experience, flexibility, creativity, partnering and collaboration capabilities.*