

# Professional Services

## Discovery Workshop: Outline

2 February 2002

| Day 1   | Day 2   |
|---|---|
| <p>Introduction<br/>Describing the current business<br/>Identifying the business need<br/>Defining the goals of the e-Business solution</p> <p>Break</p> <p>Identifying the players<br/>Mapping the e-Business process<br/>Refining the process<br/>Reviewing the system</p> <p>Break</p> <p>Revisiting the goals<br/>Locking in the e-Business model<br/>Forecasting the demand<br/>Planning for the future</p>  | <p>Exploring the internal boundaries<br/>Exploring the external environment<br/>Developing the infrastructure model<br/>Refining the system context<br/>Reviewing the model</p> <p>Break</p> <p>Reviewing the e-Business systems and processes<br/>Identifying the critical areas and concerns<br/>Identifying system reporting and auditing</p> <p>Break</p> <p>Identifying the maintenance cycles<br/>Defining the peopleware<br/>Mapping people, responsibilities and processes<br/>Reviewing the models and the players</p>                               |
| Day 3   | Day 4   |
| <p>Identifying risks<br/>Identifying critical process failures<br/>Developing disaster scenario<br/>Allocating the priorities</p> <p>Break</p> <p>Defining the system platform guidelines<br/>Identifying the corporate guidelines for web sites<br/>Determining the source for artwork<br/>Identifying the corporate documentation guidelines<br/>Identifying additional constraints</p> <p>Break</p> <p>Defining delivery time-frames<br/>Identifying critical business checkpoints<br/>Determining external project impacts<br/>Identifying success criteria<br/>Refining delivery roadmap</p> | <p>Identifying system gaps<br/>Identifying new network infrastructure demands<br/>Determining e-Business staffing requirements<br/>Defining the training requirements<br/>Assigning the responsibilities</p> <p>Break</p> <p>Identifying the development environment<br/>Assessing the application skill sets<br/>Defining the application development team<br/>Defining the training requirements</p> <p>Break</p> <p>Identifying the test environment<br/>Defining the test and acceptance procedures<br/>Identifying the major system test checkpoints</p> |

## Day 5

Defining the acceptance criteria for major checkpoints  
Defining the sign-off responsibilities for the checkpoints  
Create the structure chart for project team and reporting

Break

Defining the production commissioning process  
Defining the system hand-over process  
Defining the documentation to be delivered

Break

Reviewing the final system context  
Reviewing the final e-Business process  
Reviewing the staffing for e-Business  
Reviewing the project and staffing plans