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What is a Discovery Workshop?

A discovery workshop is an effective means of fast-tracking the formation of the user requirements for the delivery of an e-Commerce solution. It helps identify the salient features of the service required and it uncovers critical issues that must be addressed in order to deliver a successful outcome. The discovery workshop consists of interactive sessions promoting open discussion of the goals of the project and defining the necessary deliverables to achieve those goals.

Why do I need a Discovery Workshop?

When a company embarks on an e-Commerce implementation, there are a large number of factors that will influence the outcome. The way in which e-Commerce can cut across departmental boundaries and introduce new processes can cause major disruption for an unprepared organisation. And the technology inherent in delivering an e-Commerce solution will have an impact on the IT department and the IT infrastructure.

It is for this reason, that StreamLink offers discovery workshops. These workshops are based on systems engineering methods and are used help uncover issues in deploying an e-Commerce system. Furthermore, they provide the first step to ensuring that you have a successful outcome. The deliverable you will receive at the end of the workshop is a document covering the user requirements for the implementation. This will provide a corporate view of the requirements, taking into account all stakeholders in the project. It will also highlight the criteria used to measure the success of the project.

The requirements document is not StreamLink implementation specific and can be used as an implementation roadmap, guiding your decisions throughout the implementation. It will help ensure that you address all the issues essential to the delivery of a successful e-Commerce solution.

What is involved in a Discovery Workshop?

A discovery workshop is a five-day workshop that is intended to facilitate the exploration of the implementation workspace and to gain a unified understanding of the aims of the project. The starting point of the workshop is to obtain encapsulating statements describing the business environment, the business need and the objectives of the implementation. The success of the e-Commerce implementation hinges on this first session, as it will be the reference point for the remainder of the workshop.

The next session covers mapping out of the business process we are trying to implement, refining the model and noting areas of concern for later discussion. The primary aim is to provide a working model for discussion of the e-Commerce service to be implemented and allows all participants to visualise the service.

The remainder of the workshop explores the outlying systems, departments and processes that are impacted by the introduction of the e-Commerce implementation. Conversely, we explore the environments and the corporate guidelines for implementation that will influence the choices made during implementation. This coverage extends to the definition of the project team, the project sponsors and the sign-off responsibilities for deliverables within the project.

Who should attend a Discovery Workshop?

The discovery workshop is most effective when the stakeholders and the decision-makers in the project attend. This ensures that when you are ready to begin the project, all those likely to be impacted by the project and the

delivered e-Commerce service will be fully appraised of the needs of the project. Furthermore, the discovery workshop provides rapid communication between all departments and facilitates the making of initial decisions necessary before the commencement of the project. It is the initial coordinating point for your e-Commerce implementation and will give your project a running start.