

Successful System Implementations: Great Planning Avoids Risk

Written by

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THE
KNOWLEDGE
INSTITUTE

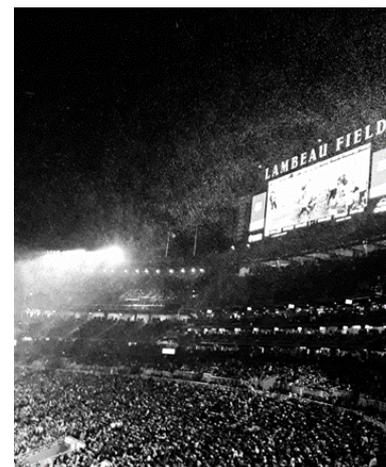
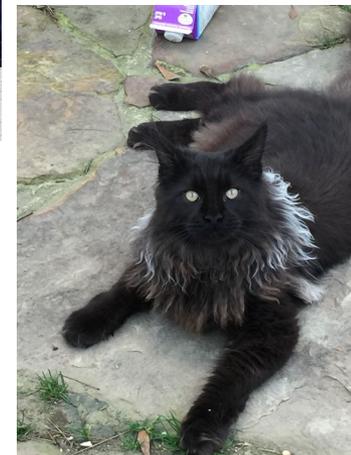




About the Author



- Mom
- Chef
- Tech geek
- Accountant
- Cat lover
- Private pilot
- Sports fanatic





Failure IS an Option

- ATT – February 2024
- Facebook – October 2021
- Verizon – Jan 2021
- Sabre – (AA, Alaska Airlines, JetBlue, Virgin & Hawaiian) May 2021
- TikTok – May 2021
- NHS – October 2021



Failure is an Option

- *“The Gartner Group reports 75% of ERP projects fail. Others report that CRM projects fail at nearly the same rate”* – Steve Andriole, Forbes 3 Main Reasons Why Big Technology Projects Fail – & Why Many Companies Should Just Never Do Them Mar 25 2021
- *“Research from Boston Consulting Group, for example, has found that 70% of digital transformations fall short of their objectives. Similarly, the 2020 Global Application Modernization Business Barometer Report found that 74% of organizations that had started a legacy system modernization project failed to complete it, consistent with the 70% rate of failure McKinsey & Co. reported several years ago.”* – Mary Pratt, CIO.com, Why IT projects still fail, Mar 3, 2021



Objectives

- Understand the key causes of system failures
- Learn tools and techniques to identify and reduce system risks





Polling Question #1

How Many System Failures?

At your organization, how many system failures have occurred during your tenure?

- a) Zero,
- b) One to three,
- c) Four to eight,
- d) Nine to fifteen, or
- e) More than fifteen.





Part I - “The New Stuff”





Systems IRL





Case Discussion #1

What's Your Story?

- Do you have responsibility for systems?
- Tell us about an outage your business has had?







Perception REALITY



Is it just
me?





Polling Question #2

Other Resources?

Which resources have been most helpful to you in dealing with system issues?

- a) Internal IT,
- b) External IT,
- c) Law enforcement,
- d) Legal,
- e) Operations,
- f) Other finance professionals, e.g., auditors or banks, or
- g) Other.



Keys to **Success**

...and **FAILURE!**





POOR PLANNING!





What's Your Problem?





Take the Whole Picture

What doesn't work?

AND
What is working?





Me! Me! Me!

Don't make it all about you!

Sometimes it
makes sense to
team up





We Don't Need No Education....

- Use discovery meetings to cross – pollinate knowledge
- Stay on point – mostly
- Give everyone a role in educating



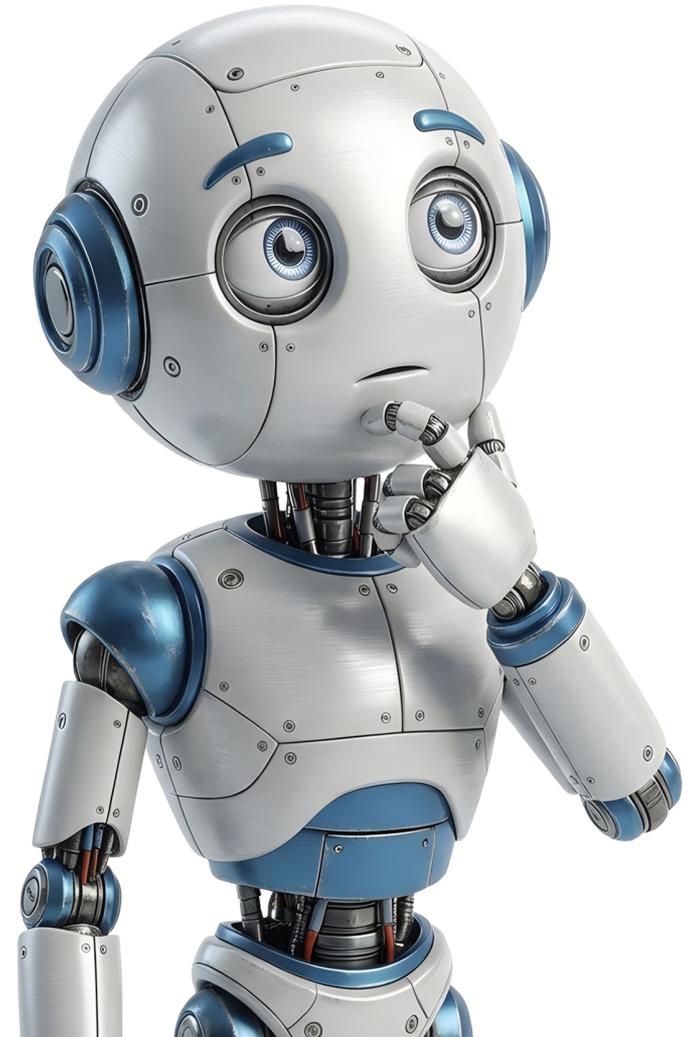


Polling Question #3

Your Use of AI?

Describe how you use AI?

- a) How much time per week?
- b) Which tools?
- c) Which uses?





The Missing Link











Show Me The Money!

You can't buy a Ferrari



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on a Prius budget....so don't try



I'm Here to Help!

- System agnostic
- Specialists
- Find a fit
- Reference checks
- Boundaries
- Don't be afraid to say goodbye





Polling Question #4

Your Preferred AI Tool?

Which AI tool do you use most often?





Is it Really Worth it?

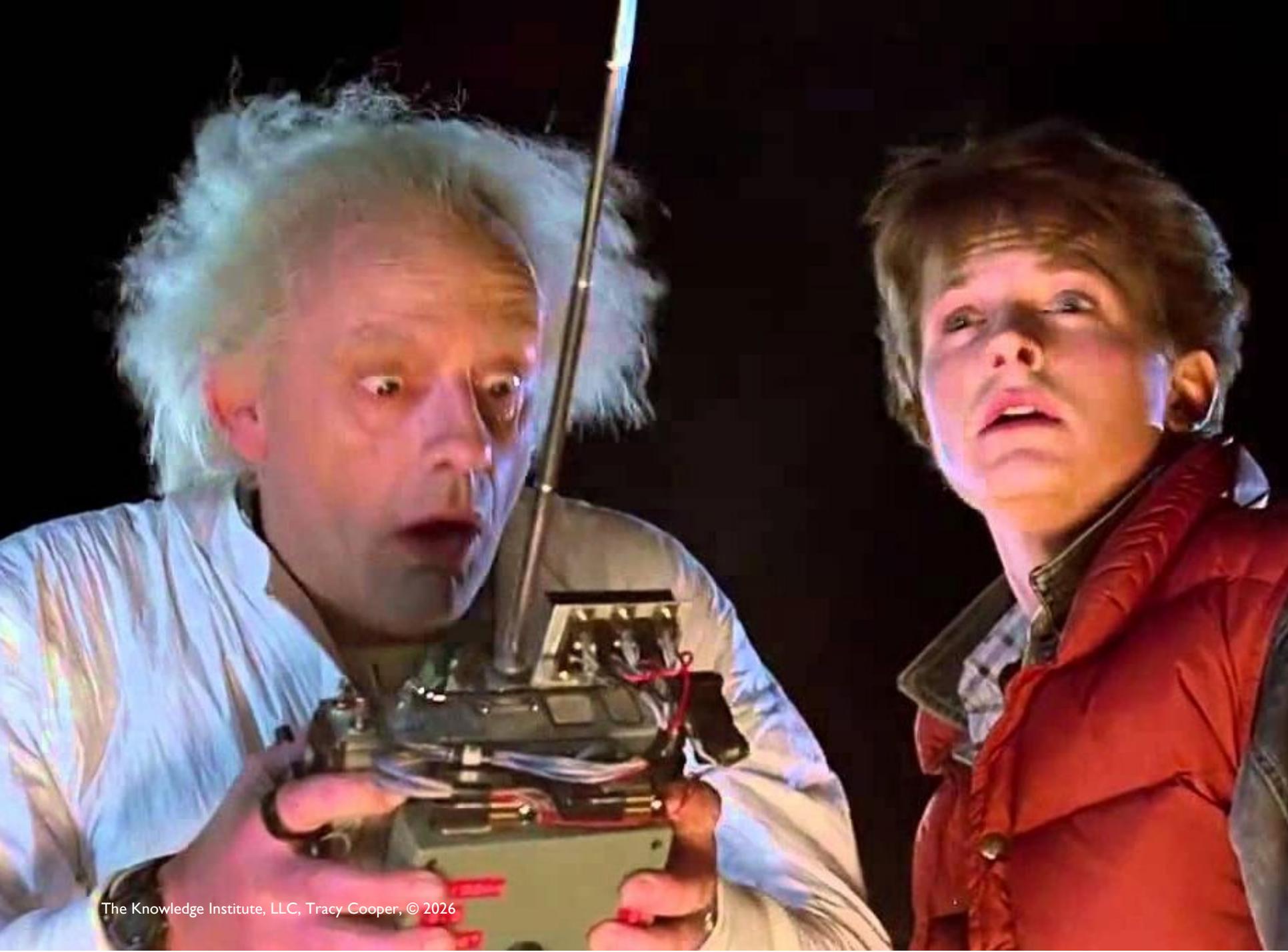


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Beware Pe







The Team





The Team







Polling Question #5

Testing?

How much testing is performed in your organization?

- a) Not nearly enough,
- b) The bare minimum,
- c) A reasonable amount of testing,
- d) I believe we do it properly in sufficient quality and quantity,
- e) A lot – almost too much, or
- f) Other (please describe _____).



Plan. Plan. Test. AND PLAN AND TEST

- What works and what doesn't?
- Include all departments/users
- Don't try to fix everything all at once
- Set a realistic budget
- Beware bespoke!
- Allow enough time
- Assign your A team
- **TEST TEST TEST!**





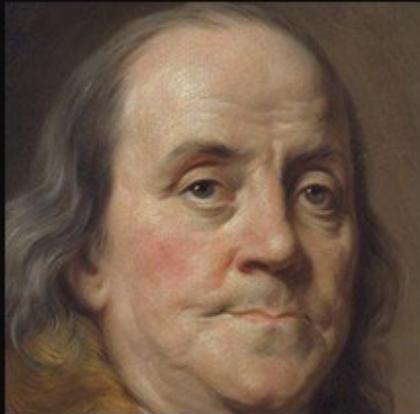


CHANGE





Be Prepared



By failing to prepare, you are preparing to fail.

~ Benjamin Franklin

AZ QUOTES

3



Updates Are Good.....











Education



Quarterly Meetings



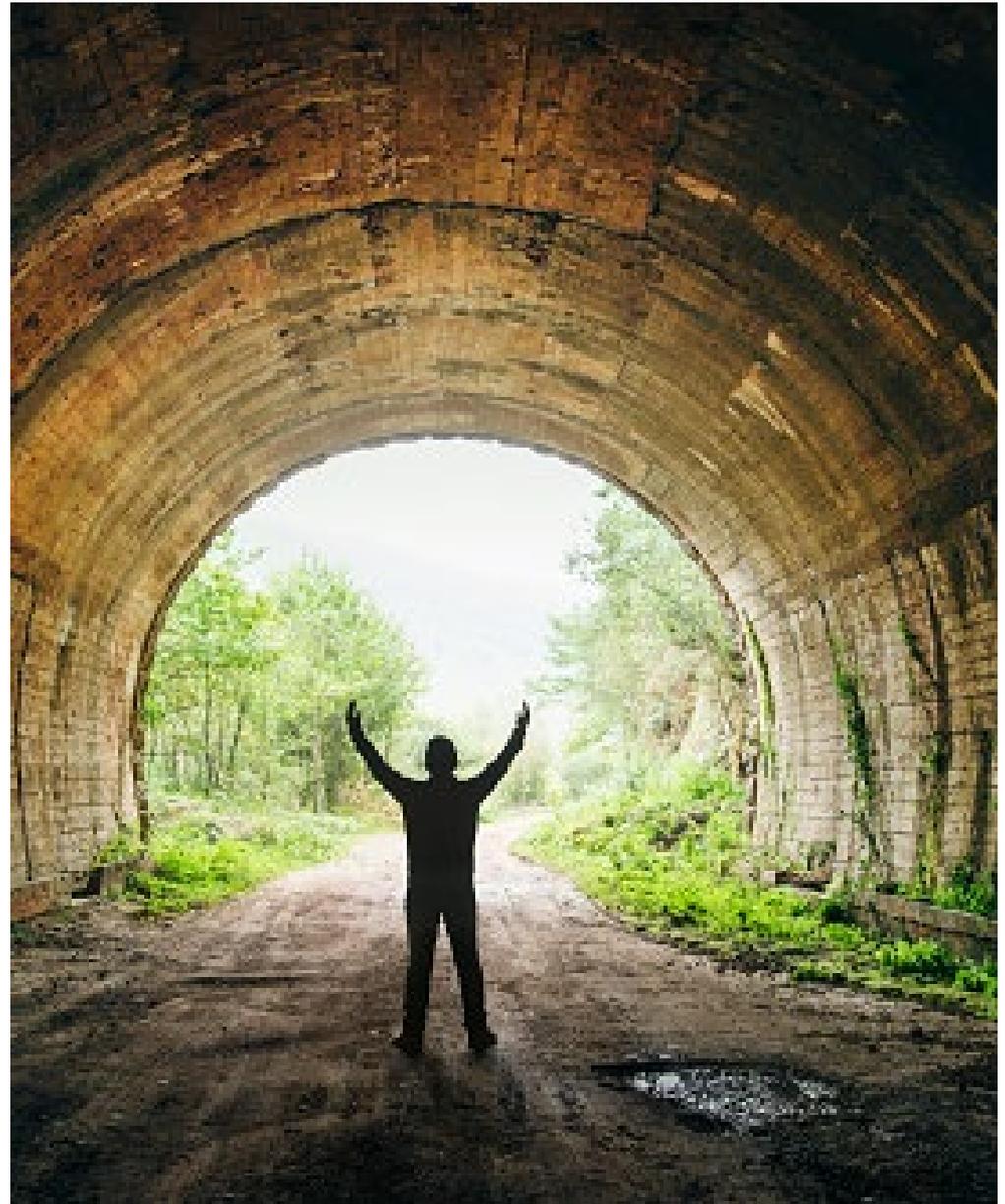
- Risks and threats
- Planned changes
- Recent incidents
- Project statuses
- 1 to 3 year plans

Takeaways

**Make sure you really
have a problem?**

**Plan and test
thoroughly**

**Prepare for the
unexpected**



Thank You!

Please share your thoughts and comments.

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You can also connect with us on LinkedIn, or call us at 704-942-0413



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