



I.T. Systems Development & Rollout

The enterprise I.T. environment is complex: ongoing development and rollout of software, hardware, and training across sites, teams, and with various vendors. These rollouts are often planned in waves of related versions. The challenge is to plan feasible, staged releases, bring the teams together around the rollout roadmap, validate their planned activity, and put in place a system for ongoing coordination of progress. Traditional approaches to planning fail the dynamics and needed early awareness in these initiatives.

Problem

Our client provides nationwide telecommunication services to many parts of a country in North America. Their IT system is constantly changing due to market demands and additions and deletions to the service offerings. The ability to respond to these changes and the impacts on the billing process in a timely fashion and still support ongoing operations place a severe strain on the support and development organization and effect the process and cycle of system software releases.

Solution

GPD's solution provides management with a clear view of the system releases. The view provides a way to see most aspects of the release and the GPD facilitated design provides the ability to propose changes in the release strategy and forecast the impact of those changes on the system and organization. All of this can take place early in the planning cycle where it has the least impact on the actual development activity while seeing overall release as part of early strategic planning.

Results

The client and their support vendors had a way to see all factors affecting the program. The client could then direct proactive corrections to the development with the staff and internal customers. This resulted in a more meaningful product for customer billing support and one that provided a way to maximize the return to the client and minimize the impact on the ultimate customers.