

Three pillars central to successful Solution Delivery

The term Solution Delivery has a number of connotations. A senior manager may describe solution delivery as the successful rollout of their strategic plan; an operational manager may view it as rollout of a new application or workflow to support the department, whilst an IT manager might define solution delivery in terms of technical infrastructure meeting the organisations current and future needs. A vendor or supplier perspective is focussed on the successful delivery of their particular products or services in a client organisation.

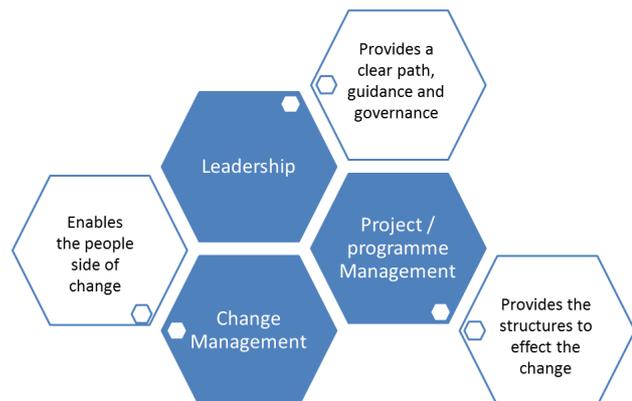
In this context solution delivery is dependent on the perspective and role of the stakeholders involved. In essence, solution delivery is a method of ensuring successful transition to a new business and/or technical state and the associated benefits realised by the organisation.

This method requires:

- ◆ A thorough understanding of the organisation's business objectives.
- ◆ Defined set of stakeholder expectations.
- ◆ Best fit professional teams.
- ◆ Agreed realistic and measurable targets.
- ◆ A strong advocate for change.

Transition to a new state is about applying best practice programme, project and change management techniques, but also requires strong and effective leadership, sharing a vision and inspiring people to support and achieve the goals.

Program management, which inherently manages multiple projects and resources in the context of the organisation's strategic plan, provides the structure to effect the goals.



The PMI® emphasizes that "the success of a change initiative is not just about managing the project that will drive the change. It also involves preparing your organization for transformation, ensuring stakeholder buy-in and engaging executive sponsors to champion and support the change before, during and after its implementation."¹

Successful solution delivery then is about managing the change and realising the benefits whilst contributing to and enhancing the organisations general capabilities.

PLC Partners consultancy team are highly experienced in delivering business transformation and information technology systems projects in the financial services, corporate and government sectors.

Note ¹ Tiba Magazine Projektmanagement - Wissen und Best Practices 1/2014