Enterprise IA Journey for Scale – CRAWL, WALK, RUN…

IA STRATEGY & CoE DEFINITION (6-8 weeks)

IA DELIVERY – WAVES 1..n (3-5 months)

RUN & CONTINUOUS IMPROVEMENT

IA STRATEGY

- Shortlist LOBs/ process areas for analysis
- Use Avanade Visual Process Discovery process mining tool to capture process information
- Conduct process analysis sessions, define key KPI's and validate findings with key stakeholders
- Develop list of automation opportunities, business case and an implementation roadmap to get started
- Provide guidance related to tool selection

MINIMAL VIABLE CoE & CHANGE STRATEGY

- Define & initiate phased IA CoE Operating Model
- Define & operationalize program governance strategy
- Support Morneau in defining a change management function to manage impact and transition through organizational changes.

AUTOMATION PoC

- Evaluate & confirm Process for limited automation (DB Pension)
- Select scope, objectives, tool & target infrastructure for automation
- Perform automation together
- Demonstrate automation feasibility

DESIGN

- Review and confirm the AS-IS processes with inputs/outputs
- Define TO-BE automated process flows
- Define Exceptions scenarios, actions and notifications
- Complete technical design
- Define test plan and cases
- Refine implementation plan

BUILD & TEST

- Confirm application access from the development environment.
- Configure the automation and build Bots for respective applications
- Unit test the Bots
- Integrate code and perform end-to-end testing
- Create deployment plan

UAT & DEPLOYMENT

- Client to perform UAT
- Load test solution against the incoming volumes
- Deploy package in Production

CHANGE MANAGEMENT EXECUTION

- Define and execute the communications plans, roles definition, training plans
- Monitor, measure and communicate IA performance and benefits

ESTABLISH AND SCALE CoE

- Execute the staged CoE adoption plan
- Train & Client Knowledge Transfer

CONTINUOUS PROCESS DEMAND GENERATION

- Define Next Wave Scope, ROI & Implementation
- Revisit existing process catalog and look for new areas to leverage additional IA capabilities (ML, Cognitive, Advanced Analytics, AI, Power Platform, etc.)

RUN

- Daily production runs
- Maintenance, support and control of the deployed automation
- Make any required enhancements and configuration changes
- Optimize Utiization and focus on Continous improvement cycle