

KEY AREAS OF SUCCESS



Implementation Success Is the Sum of Success in Eight Areas

- 1. Architecture/IT strategy**
Is the business strategy aligned with the application landscape and system architecture?
- 2. Program/project management**
Have implementation, work (including data cleansing), resource, and budget plans been worked out?
- 3. Functional/integration readiness**
Was the functional test successful? Were end-to-end processes and data quality successfully tested?
- 4. Organizational change management**
Are key users integrated into the project team? Was the user acceptance test successful?
Are the end users well-prepared and ready? Has data quality been validated?
- 5. Support readiness**
Is the operation of the solution optimized (costs and quality)? Is the support organization prepared for software changes and upgrades?

Technical Success

- 1. Solution feasibility**
Are business process objectives being met by the new solution? Is the delivery schedule aligned with the project plan?
- 2. Technical readiness**
Are project milestones feasible and aligned to the cutover plan? Has an operation strategy been worked out for the time period before and after going live? Has the technical integration of core business processes, the solution landscape, and critical interfaces been performed?
- 3. Operational readiness**
Is the backup and recovery strategy finalized? Has the technical robustness of the production environment been ascertained (optimized performance, availability, and