

Business Value Planning Services (BVPS)

Engagement Types and Deliverables

Scope of Work:

- Current State Process Documentation (3, 5, 10, & 15-Day)
 - Agile IT will work with identified customer Subject Matter Experts (SMEs) to develop Current State Process diagrams for the Information Worker (IW) business process and necessary sub-processes under review. Process must meet the criteria for a qualified process scenario as described on the BVPS Agile IT site: www.microsoftbvps.com
- Current State Process Analysis and Problem Identification (3, 5, 10, & 15-Day)
 - Agile IT will work with Customer SMEs to identify and document problems and challenge areas with the Current State IW business process.
- Future State Process Documentation (3, 5, 10, & 15-Day)
 - Agile IT will work with the Customer and other relevant SMEs to develop Future State process diagrams that address the problems identified in the Current State Process Documentation, Analysis, and Problem Identification, and includes at least one component of Office System.
- Future State Process Analysis and Solution Identification (3, 5, 10, & 15-Day)
 - Once a Future State process diagram has been developed, Agile IT will work with the Customer to prioritize components of the solution in terms of their value to the business and overall complexity, and develop a gap analysis that compares the Current State process state to the Future State Process state.
- Future State Process Key Performance Indicator (KPI) Improvement Analysis (3, 5, 10, & 15-Day)
 - Agile IT will work with the Customer to identify, quantify (where possible), and document improvements to relevant Customer KPIs resulting from Future State process design improvements.
- Adoption “Roadblock” and Mitigation Analysis (3, 5, 10, & 15-Day)
 - Agile IT will work with the Customer to identify and document current and anticipated process and technology adoption “roadblocks” or challenges, identify mitigating activities, and devise an appropriate mitigation plan to address the anticipated challenges.
- Future State Process Financial Benefits and Costs Analysis (5, 10, & 15-Day)
 - Agile IT will analyze and document the anticipated Financial Benefits and Costs associated with the Future State process solution.
- Future State Process Improvement(s) Implementation Plan (5, 10, & 15-Day)
 - Agile IT will work with customer SMEs to develop an Implementation Plan to move the customer from the Current State to Future State process state, which includes an Implementation Overview, Resources Required, Roles & Responsibilities, Project Plan, Risk Assessment, and Adoption Roadblock Mitigation Plan.

BVPS 3-Day Engagement Description

Description

- Agile IT-led engagement to develop Current State process documentation and analysis, Future State process documentation and analysis, Future State KPI Improvement Analysis, and Adoption “Roadblock” and Mitigation Analysis, for a single IW business process.

Activity

- Introductory Presentation to Customer
- Develop Current State Process Documentation with Customer SMEs for one (1) IW business process
- Develop Current State Process Analysis and Problem Identification with Customer SMEs for one (1) IW business process
- Develop Future State Process Documentation with Customer SMEs for one (1) IW business process
- Develop Future State Process Identify Process Improvements and Process Benefits with Customer SMEs for one (1) IW business process
- Develop Future State KPI Improvement Analysis with Customer SMEs for one (1) IW business process
- Develop Adoption “Roadblock” and Mitigation Analysis with Customer SMEs for one (1) IW business process

Deliverables

- **BVPS Engagement Summary:** This document provides a summary of the information uncovered during the 3-Day engagement based on the required activities. It includes customer specifics, documents the main business process challenges and identifies the recommended process improvements for the customer to take at the end of the engagement. The customer can use this document to engage internal stakeholders, Agile ITs and vendors to discuss the identified process improvements and proposal generation. The BVPS Engagement Summary is a deliverable that providers are required to upload as part of the voucher redemption/payment process.
- **BVPS Delivery Evaluation Form:** This document is provided to the customer on the final day. This will provide valuable data for follow up work, as well as allowing the delivery consultant to perfect their delivery style. (BVPS Delivery Evaluation Form)
- **BVPS Customer Survey:** Online survey of the engagement to be completed by the customer

BVPS 5-Day Engagement Description

Description

- Agile IT-led engagement to develop Current State process documentation and analysis, Future State process documentation and analysis, Future State KPI Improvement Analysis, and Adoption “Roadblock” and Mitigation Analysis, Future State Process Financial Benefits and Costs Analysis, and Future State Process Improvement(s) Implementation Plan for a single IW business process.

Activity

- Introductory Presentation to Customer
- Develop Current State Process Documentation with Customer SMEs for one (1) IW business process
- Develop Current State Process Analysis and Problem Identification with Customer SMEs for one (1) IW business process
- Develop Future State Process Documentation with Customer SMEs for one (1) IW business process
- Develop Future State Process Identify Process Improvements and Process Benefits with Customer SMEs for one (1) IW business process
- Develop Future State KPI Improvement Analysis with Customer SMEs for one (1) IW business process
- Develop Adoption “Roadblock” and Mitigation Analysis with Customer SMEs for one (1) IW business process
- Develop Future State Process Financial Benefits and Costs Analysis for one (1) IW business process
- Develop Future State Process Improvement(s) Implementation Plan for one (1) IW business process

Deliverables

- **BVPS Engagement Summary:** This document provides a summary of the information uncovered during the 5-Day engagement based on the required activities. It includes customer specifics, documents the main business process challenges and identifies the recommended process improvements for the customer to take at the end of the engagement. The customer can use this document to engage internal stakeholders, Agile ITs and vendors to discuss the identified process improvements and proposal generation. The BVPS Engagement Summary is a deliverable that providers are required to upload as part of the voucher redemption/payment process.
- **BVPS Delivery Evaluation Form:** This document is provided to the customer on the final day. This will provide valuable data for follow up work, as well as allowing the delivery consultant to perfect their delivery style. (BVPS Delivery Evaluation Form)
- **BVPS Customer Survey:** Online survey of the engagement to be completed by the customer

BVPS 10-Day Engagement Description

Description

- Agile IT-led engagement to develop Current State process documentation and analysis, Future State process documentation and analysis, Future State KPI Improvement Analysis, and Adoption “Roadblock” and Mitigation Analysis, Future State Process Financial Benefits and Costs Analysis, and Future State Process Improvement(s) Implementation Plan for **two (2)** IW business processes. The two business processes should be interrelated and require a detailed analysis of one to analyze and propose improvements to the other (e.g., to effectively analyze a company’s new employee on-boarding process, the customer also requests an analysis of their recruiting process).

Activity

- Introductory Presentation to Customer for two (2) IW business processes
- Develop Current State Process Documentation with Customer SMEs for two (2) IW business processes
- Develop Current State Process Analysis and Problem Identification with Customer SMEs for two (2) IW business processes
- Develop Future State Process Documentation with Customer SMEs for two (2) IW business processes
- Develop Future State Process Identify Process Improvements and Process Benefits with Customer SMEs for two (2) IW business processes
- Develop Future State KPI Improvement Analysis with Customer SMEs for two (2) IW business processes
- Develop Adoption “Roadblock” and Mitigation Analysis with Customer SMEs for two (2) IW business processes
- Develop Future State Process Financial Benefits and Costs Analysis for two (2) IW business processes
- Develop Future State Process Improvement(s) Implementation Plan for two (2) IW business processes

Deliverables

- **BVPS Engagement Summary:** This document provides a summary of the information uncovered during the 10-Day engagement based on the required activities. It includes customer specifics, documents the main business process challenges and identifies the recommended process improvements for the customer to take at the end of the engagement. The customer can use this document to engage internal stakeholders, Agile ITs and vendors to discuss the identified process improvements and proposal generation. The BVPS Engagement Summary is a deliverable that providers are required to upload as part of the voucher redemption/payment process.
- **BVPS Delivery Evaluation Form:** This document is provided to the customer on the final day. This will provide valuable data for follow up work, as well as allowing the delivery consultant to perfect their delivery style. (BVPS Delivery Evaluation Form)
- **BVPS Customer Survey:** Online survey of the engagement to be completed by the customer

BVPS 15-Day Engagement Description

Description

- Agile IT-led engagement to develop Current State process documentation and analysis, Future State process documentation and analysis, Future State KPI Improvement Analysis, and Adoption “Roadblock” and Mitigation Analysis, Future State Process Financial Benefits and Costs Analysis, and Future State Process Improvement(s) Implementation Plan for **three (3) IW** business processes. The three business processes should be interrelated and require a detailed analysis of one to analyze and propose improvements to the others (e.g., to effectively analyze a company’s new employee on-boarding process, the customer also requests an analysis of their recruiting process and their internal headcount allocation process).

Activity

- Introductory Presentation to Customer for three (3) IW business processes
- Develop Current State Process Documentation with Customer SMEs for three (3) IW business processes
- Develop Current State Process Analysis and Problem Identification with Customer SMEs for three (3) IW business processes
- Develop Future State Process Documentation with Customer SMEs for three (3) IW business processes
- Develop Future State Process Identify Process Improvements and Process Benefits with Customer SMEs for three (3) IW business processes
- Develop Future State KPI Improvement Analysis with Customer SMEs for three (3) IW business processes
- Develop Adoption “Roadblock” and Mitigation Analysis with Customer SMEs for three (3) IW business processes
- Develop Future State Process Financial Benefits and Costs Analysis for three (3) IW business processes
- Develop Future State Process Improvement(s) Implementation Plan for three (3) IW business processes

Deliverables

- **BVPS Engagement Summary:** This document provides a summary of the information uncovered during the 15-Day engagement based on the required activities. It includes customer specifics, documents the main business process challenges and identifies the recommended process improvements for the customer to take at the end of the engagement. The customer can use this document to engage internal stakeholders, Agile ITs and vendors to discuss the identified process improvements and proposal generation. The BVPS Engagement Summary is a deliverable that providers are required to upload as part of the voucher redemption/payment process.
- **BVPS Delivery Evaluation Form:** This document is provided to the customer on the final day. This will provide valuable data for follow up work, as well as allowing the delivery consultant to perfect their delivery style. (BVPS Delivery Evaluation Form)
- **BVPS Customer Survey:** Online survey of the engagement to be completed by the customer