OSS Transformation Model

Building on a templated model to reduce risk on your
OSS Transformation

PASSIONATE ABOUT OSS

REMOVING THE COMPLEXITY
FROM OPERATIONAL SUPPORT
SYSTEMS (OSS)

ContactUs@PassionateAboutOS...m

Objectives

- To develop an OSS/BSS transformation model for each client
- Every OSS transformation is unique. The attached model is for discussion purposes only. It helps develop specific action plans
- To identify key user personas, workflows and requirements
- To define scoping, planning and implementation documents
- To identify best-fit products, suppliers and implementers
- To develop business case and contracts
- To develop a transformation plan that reduces risks to the project

Baseline Methodology (for discussion purposes)

Phase	**1. Initiation**	**2. Gather Requirem'ts**	**3. Run EOI & Compile Short-list**	**4. Prepare RFP & PoC Documents**	**5. Review RFP & Conduct PoC**	**6. Review / Recommendations**	**7. Business Case & Execution Plan**	**8. Contract Negotiations**
	Start Date: XXX End Date: XXX Est. Effort: XX day	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX day	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days
Activity / Process	1.1 Initiate kick-off meeting (Internal Thrashing)	2.1 Develop Requirements & Specification	3.1 Prepare EOI Documents (map requirements to EOI response template)	4.1 Refine Requirement Specification	5.1 Curate RFP Responses	6.1 Reference Checks	7.1 Refine Business Case with Preferred Vendor(s)	8.1 Contract Negotiations
	1.2 Identify RADAR objectives	2.2 Identify Possible Vendors and their Contacts	3.2 Issue EOI and curate responses	4.2 Prepare PoC Scenarios (map workflows to scenarios incl naming conventions)	5.2 Prepare PoC Environment (eg at client site)	6.2 Final Summary & Recommendation	7.2 Refine Execution Plan with Preferred Vendor(s)	8.2 Procurement Cycle
	1.3 Identify Persona Mappings	2.3 Prepare Draft Business Case (incl. long-tail benefit analysis)	3.3 Prepare short-list recommendations	4.3 Prepare RFP & PoC Documentation	5.3 Conduct PoC with Short-list bidders	6.3 Updates to Draft Business Case	7.3 Prepare Scoping / Roadmap with Preferred Vendor(s)	
	1.4 Identify Business Priorities & Workflows (Based on whale curve or long-tail analysis)	2.4 Capture Current State, Desired Future State & Gaps		4.4 Issue RFP Documents to Short-list Vendors	5.4 RFP / PoC Summary			
Deliverable	Objectives	Requirement Matrix		RFP & PoC Document/s	PoC Summary	Summary & Recommendations	Final Business Case	Contract Documents
Client Approval	Approve Objectives	Approve Req'ts	Approve Short-list	Approve Bid Docs		Approve Recommendations	Approve Business Case	Sign Contract/s

Note: Yellow boxes indicate existing PAOSS template

1. Initiation

Step 1 – Initiation

To identify what's really most important to the business (not just the tech)

1. **Kick-off Meeting** – Questionnaire and interviews
2. **Objectives** – Identify key business objectives (Cite RADAR example)
3. **Personas** - Identify the key personas / roles (and representatives)
4. **Essential Workflows & Activities** - Survey each client representative to identify their essential workflows and associated activities
5. **Stack-rank** - Prioritise a list of workflows across all personas (Consider Whale Curve or Long-tail analysis for prioritisation)

2. Gather Requirem'ts

Step 2 – Gather Requirements

To capture the intent of the transformation project

1. **Requirements & Specification** – To agree on what's important
2. **Suppliers** – Identify long list of possible suppliers / capabilities
3. **Business Case** – Form the basis of the business case
4. **Understand the High-Level Scope** – Document the:
    1. **Current State** – Describe in detail the current situation
    2. **Desired Future State** – Elaborate on the RADAR Objectives
    3. **Gap Analysis** – Understand the difference between current and future
    4. **Roadmap** - Develop high-level roadmap / phases

3. Run EOI & Compile Short-list

Step 3 – Survey the Market

To identify a best-fit short-list of suppliers (limit the detailed analysis required later)

1. **Prepare EOI** – Prepare a quick-response EOI survey for suppliers
2. **Issue EOI** – Send EOI docs to long-list of possible suppliers
3. **EOI Responses** – Curate responses and tabulate
4. **Short-list** – Reduce to a short list of suppliers

4. Prepare RFP & PoC Documents

Step 4 – Prepare for RFP

To communicate the required solution for short-list suppliers

1. **Refine Requirements** – Re-visit list of requirements following supplier feedback in EOI phase
2. **PoC Scenarios** - Map key activities into scenarios (ie workflows / tasks) that will demonstrate solutions in client's own context (eg client's naming conventions, service types, topologies, etc)
3. **RFP Documentation** – Prepare RFP docs (incl. reviewer checklists, pricing table, current/future state, etc)
4. **Issue RFP** – Send RFP docs to short list of suppliers

5. Review RFP & Conduct PoC

Step 5 – Review Bids

To undertake a detailed analysis of RFP responses

1. **RFP Responses** – Curate responses and tabulate
2. **PoC Environment** – Prepare demonstration environment (eg lab network, available hosting, etc)
3. **PoC Demonstration** – Seek demonstration of preferred bidder/s solution
4. **Summary** – Prepare summary of RFP and PoC evaluations for sponsors / executives

Step 6 – Executive Recommendations

To recommend a preferred solution for investment

1. **Reference Checks** – Interview preferred bidder's other customers
2. **Summary & Recommendations** – Prepare Final Recommendation
3. **Business Case** – Update Business Case with RFP values

Step 7 – Execution Plans

7. Business Case & Execution Plan

To provide the project implementation details as annexures for a contract

1. **Business Case** – Update Business Case in conjunction with Bidder
2. **Execution Plan** – Prepare Execution Plan and Schedule with preferred Bidder
3. **Contract Documents** – Prepare documents that will form part of the contract between client and Bidder (eg Test Strategy, architecture/designs, Delivery Plan, Change Management Plan, etc)

8. Contract Negotiations

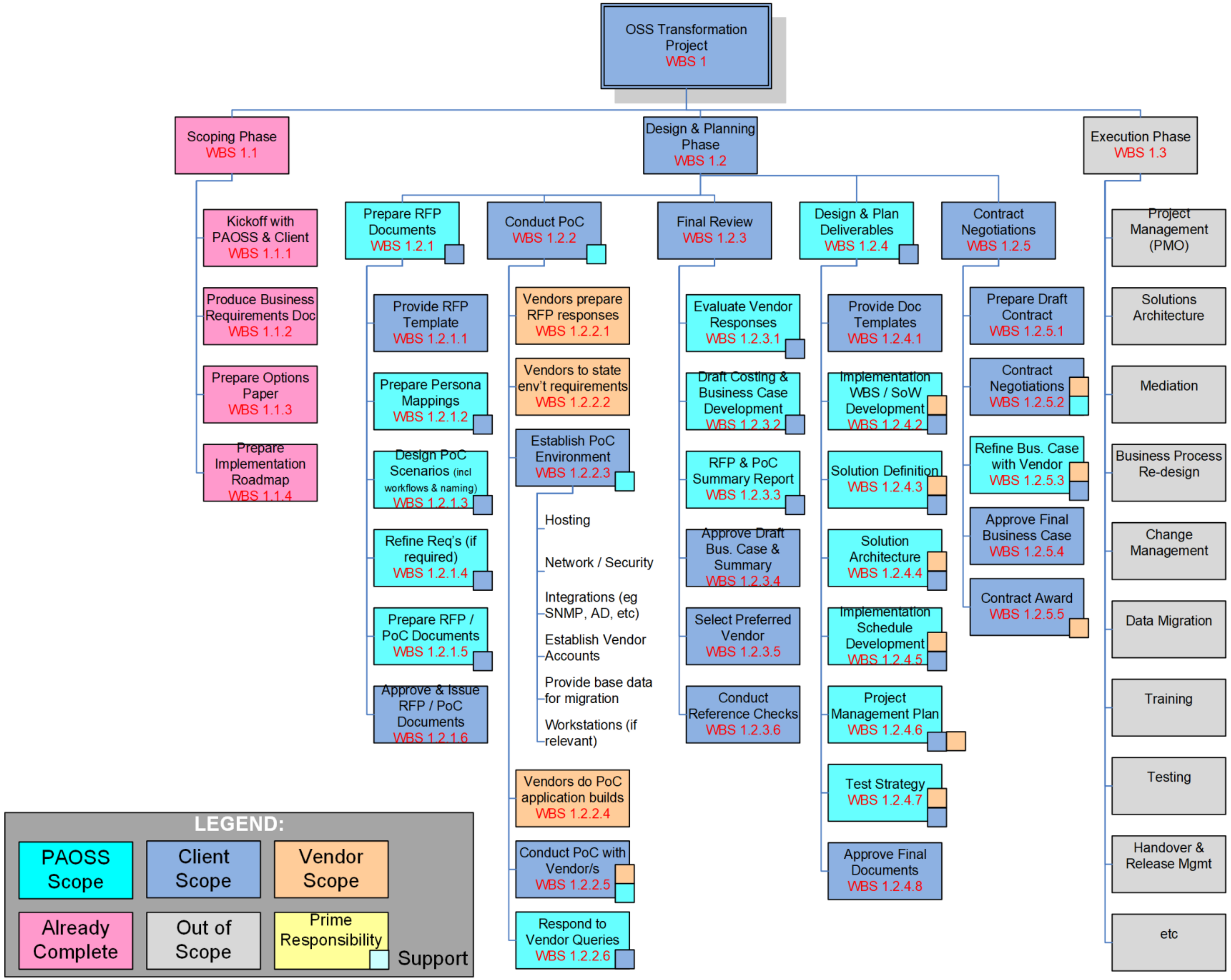
Step 8 – Contract Negotiations

To form a mutually beneficial partnership between supplier and client

1. **Contract Negotiations** – Assist Client's Contract Team to offer and negotiation over a contract with the preferred supplier
2. **Procurement Cycle** – Assist Client's Contract Team to form a contract with the preferred supplier

Translate into Delivery Docs

1. **Translate to WBS** – Translate high-level methodology into implementable activities (Sample shown)
2. **Translate WBS to Gantt** – Translate WBS activities into Gantt chart for project timeline



Contact Details

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