

## ICT Selection Training Series

### Introduction

This training programme is facilitated by 12 hours presentation, plus 20 hours of self-study.

(i), in the module titles that follow, indicates that the module concerned could possibly be stand-alone, however the training programme is a progressive series and delegates would benefit most by attending all of the modules.

The recommended programme duration/mode of delivery is two days. Modules 1 to 3 inclusive being covered on day one and modules 4 to 7 inclusive on day two. It is suggested that the two days should not be run a consecutive basis. This is in order to provide attendees with time to digest the topics covered on day one and to enable them to work through the corresponding self-study materials, before completing the remainder of the programme.

### Module 1(i) : Business Case Analysis

*“Do we want it? Do we need it? Will we use it? Can we afford it? Can we afford not to?”*

**Delivery = 2 hours**

#### 1.1 Learning outcomes

*By the end of this module attendees should be able to:*

- ☑ Evaluate the viability of a business proposal.
- ☑ Conduct a cost benefit/analysis.
- ☑ Estimate R.O.I. (Return on Investment).
- ☑ Consider who to involve in consultation/decision making.
- ☑ Compile a Business Case.

#### 1.2 Indicative content

##### *Clarifying the business drivers*

- Stakeholder analysis
- Cost/benefit analysis
- Affinity diagrams
- SMART business analysis
- Alternative solutions analysis

##### *Structuring a Business Case*



- Quantitative/qualitative benefits
- Action-oriented business initiatives

## Module 2(i) : Requirements Identification and Analysis

*“Getting down to brass tacks.”*

**Delivery = 2 hours**

### 2.1 Learning outcomes

*By the end of this module attendees should be able to:*

- ☑ Evaluate the feasibility of a proposal for an ICT project.
- ☑ Scope the requirements of an ICT project/initiative.
- ☑ Consider requirements from a user perspective.
- ☑ Consider requirements from an operational perspective.
- ☑ Consider requirements from a data perspective.

### 2.2 Indicative content

#### *Requirements Identification tools*

- SWOT analysis
- PESTLE analysis

#### *Requirements Analysis tools*

- People Oriented Analysis
- Use Case
- Entity-Relationship Diagrams (ERDs)

## Module 3(i) : Solution Sourcing, Selection and Procurement

*“Who offers this? Do they qualify? Is their solution the best fit?”*

**Delivery = 2 hours**

### 3.1 Learning outcomes

*By the end of this module attendees should be able to:*

- ☑ Create a supplier criteria check-list.
- ☑ Construct a capability matrix.
- ☑ Produce an invitation to tender.
- ☑ Assess the bid/solution best fit.
- ☑ Understand the relevance of contracts.

### 3.2 Indicative content

#### *Pre-Sourcing ICT Suppliers*

- Pre-Profiling ICT Suppliers
- PPQ and PQQ
- ITT - Invitation to Tender

#### *Evaluating Tenders*

- Supplier Capability Scorecard
- Supplier Capability Matrix

#### *Engaging an ICT Supplier*

- Clarifying Requirements
- Deliverables and Timescales
- Parkinson's Law
- Contracts

## Module 4 : Solution Implementation – Small Scale Projects

*“Use IT or lose IT!”*

**Delivery = 60 minutes**

### 4.1 Learning outcomes

*By the end of this module attendees will be familiar with the following:*

- ☑ Solution “ownership” and management.
- ☑ Formulating an implementation strategy.
- ☑ Carrying out quality assurance testing.
- ☑ Encouraging buy-in.

### 4.2 Indicative content

#### *Project planning and management*

- Planning, communication and tracking
- Change management and risk management
- Testing and QA
- Training and operation

#### *Encouraging Buy-in*

- MBO – Managing by Objectives

## Module 5 : Solution Implementation – Medium/Large Scale projects

*“Manage IT!”*

## Delivery = 2 hours

### 5.1 Learning outcomes

*By the end of this module attendees will be familiar with the following:*

- 🕒 Planning a project implementation.
- 🕒 Managing a project implementation.
- 🕒 The project life-cycle.
- 🕒 Project management tools and techniques.
- 🕒 Prototyping.
- 🕒 Prince2.
- 🕒 Deployment and sign off.

### 5.2 Indicative content

#### *Planning a project implementation*

- Work breakdown structure - WBS
- Gantt charts
- Milestone planning
- PERT
- Critical Path Analysis – CPA
- Prince2

#### *Managing a project implementation*

- Project Manager's role
- Team activity
- Monitoring progress
- Deployment
- Closure and sign-off

#### *ICT Development Methods*

- Waterfall
- Incremental
- Spiral
- Concurrent
- Agile

## Module 6(i) : Working with Suppliers

*“Assume nothing. Define everything. Communicate frequently.”*

## Delivery = 90 minutes

### 6.1 Learning outcomes

*By the end of this module attendees will be familiar with the following:*



- ☑ Establishing and maintaining a professional relationship with suppliers.
- ☑ Understanding the significance of contracts and guarantees.
- ☑ Long-term project management.
- ☑ Good working practices.
- ☑ Risk Management/Contingency Planning.

## 6.2 Indicative content

### *Supplier Relationship*

- Supplier Relationship Life-cycle
- SRM Supplier Relationship Management
- SCM Supply Chain Management

### *Supplier Management*

- Logistics
- Contracts and Guarantees
- Service Level Agreements
- Risk Management/Contingency Planning
- Conflict Resolution

## Module 7 : Post Implementation Review : Results and Conclusions

*“Did it work for you? Evaluation & Review. Return to go!”*

**Delivery = 90 minutes**

### 7.1 Learning outcomes

*By the end of this module attendees should be able to:*

- ☑ Review implemented solution(s) against requirements.
- ☑ Review outcomes against the business objectives/Business Case.
- ☑ Evaluate R.O.I. (Return on Investment).
- ☑ Highlight and document lessons learned.
- ☑ Earmark aspects of the solution for continued improvement.

### 7.2 Indicative content

- Revisiting the business case
- PIR questionnaires
- Impact analysis
- Identifying areas for continued improvement
- Reviewing and refining an ICT strategy