



# Benefits Realisation

## Formalising Business Change

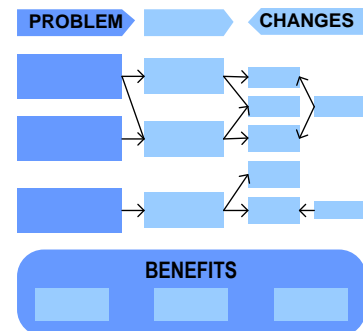
In order to look beyond and extend capability into the future institutions need to continually change. The success of an ICT initiative is often based on whether the technology is delivered on time, on budget and on specification. The focus is on the technology rather than the process and people elements of change. However it is only when new technology is successfully embedded into business processes and the way that people do things that benefits are realised.

To ensure all elements of change are considered, it is important to;

- develop a shared understand of the business problems which an initiative is addressing,
- identify all the business changes required to respond to those problems; and
- clearly define the benefits which are expected to be realised by solving those problems.

A simple way of identifying business changes is through development of an investment logic map which tells the story of an investment on a single page. These maps are developed via two hour facilitated workshops involving the initiative sponsor and other key stakeholders.

Over the past year, the Information Technology Services Division (ITSD) of Deakin University has established a Benefits Realisation service area which facilitates investment logic mapping workshops and provides support and guidance to business areas during benefits management activities before, during and after the traditional boundaries of ICT initiatives.



## Discussion Items

- What are some examples of past ICT initiatives where the focus was only on the technology?
- Are there any related approaches that other universities take to ensure the people and process elements of business change are identified, planned and managed?
- What approaches are taken in other institutions to define, track and review benefits?
- How could use of investment logic mapping assist in ensuring institutions realise the expected benefits enabled by new Callista technology?

If you would like to find out more about Benefits Realisation and experiences at Deakin University Nicole Bradley will be facilitating a **Discussion Forum on Friday 30 July at 11.30am.**

This forum is aimed at managers and analysts involved in initiation and delivery of ICT initiatives. Alternatively if you are unable to attend, please pass this flyer on to the ICT planners or CIO within your institution to get in contact.

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