

Stages to completing an Integrated Services Model



Delivery Lifecycle Phase	Sub-Phase	Details of actions required
Business End State Model Definition	Target Operating Model Policy and Methodology Review Market Intelligence Benchmarking Initial Business Case Definition Business and Functional Requirements	Definition of strategic business organisation, mandate, roles and responsibilities Definition of end-to-end business processes Review and definition of impacted policies and methodologies Peer benchmarking Client validation Preparation of initial business case for change Definition of detailed business and functional requirements and Functional Component Model
Technology End State Model Definition	Buy/Build Assessment Solution Definition	Assessment of internal and external technology options Definition of the final technology solution to meet the end-to-end process requirements
Benefits Assessment	Full Business Case and Cost/Benefit Analysis	Full Cost Benefit Analysis incorporating technology Total Cost of Ownership, revenue impact assessment, operational cost reduction assessment, capital benefits assessment etc.
Integrated Implementation	Organisational Change and Business Process Re-engineering Technology Implementation	Implementation of any organisational changes agreed under TOM definition Implementation of the integrated business processes Implementation of any required risk policies Subject matter training Implementation of the defined technology solution
Outsourced Risk Support Services		Provision of outsourced support services and other ongoing support as required