

WISE



WISE Recipes

Recipes for Knowledge Worker Assembly Line to Lower Costs & Guarantee Service Delivery

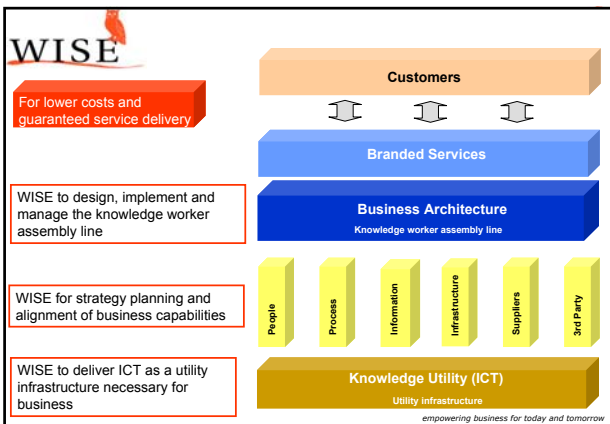
empowering business for today and tomorrow

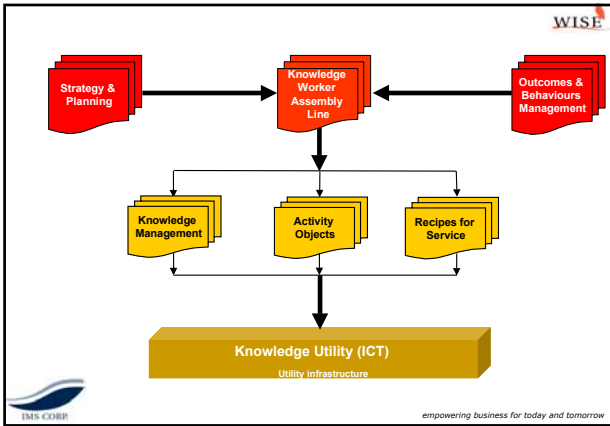
Recipes for:

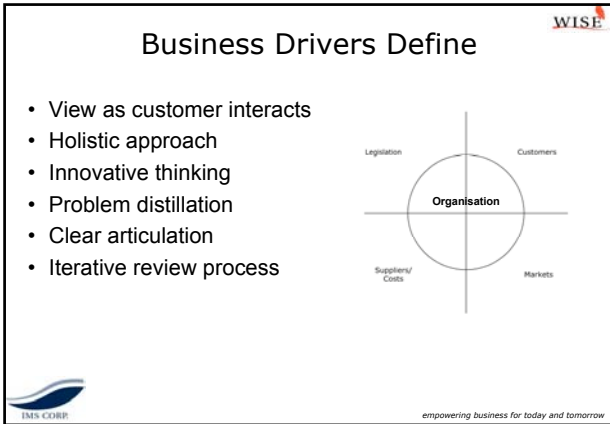
- Business and process change to lower costs and guarantee service delivery
- An alignment of ICT to business need through a utility infrastructure for the knowledge worker assembly line
- The knowledge utility to underpin business the knowledge era

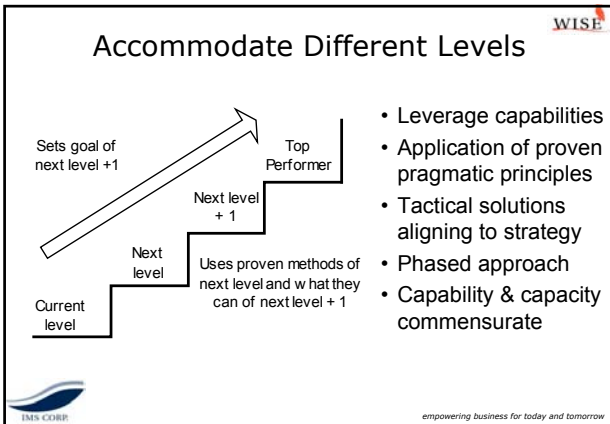



empowering business for today and tomorrow



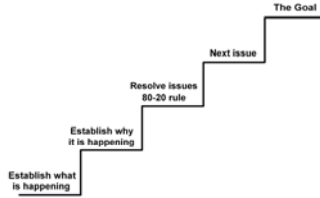






Pragmatic & Practical

- Separate out issues
- Root cause analysis
- Risks and issues management
- Actionable items
- Road blocks & bottle necks



Moving Forward

- Take most difficult area
- Break out into issues
- Initial focused piece of work
- Control scope, impacts and dependencies
- Outcomes and expectations
- Skill and expertise transfer
- Road map next step



Questions