

## Enterprise Systems

### Diagnostics – Expertise – Resources

**Diagnostics:** AMC expertise supports your business, organization or enterprise in three ways as it prepares for organizational change. Change is typically required by the decision to upgrade an existing, or to move to a new, management system, such as PeopleSoft or Oracle. There are typically 3 stages:

Assessment  
Planning  
Engagement

**Expertise:** Once you are decided to implement a new system, you will need on demand expertise. Our experience has taught us there are three types of expertise we can supply which you may need to draw on:

Subject matter expert:

- EPM, financials, CRM, HR
- Higher education, food sector, public health, process engineering, chemical processing...

Project management  
IT/ software professionals

**Resources:** Our concept of on-demand resources is designed to give you maximum return on your investment. Our Resource Center blends what we can provide 24/7 on the AMC Portal (and each major project has its own secure part of this Center) with the expertise our team can offer on site, or at least in person:

Management and monitoring tools, such as dashboards  
Training  
Institutional memory/ preservation of “at risk” knowledge

## AMC 7 Steps

1. Needs Assessment
2. Diagnostics
3. Business Process Analysis
4. Service and Product Brokerage
5. Interim Project Management
6. Roll-out and Training
7. Management Tools, Ongoing Support and Mentoring

It's all in the relationship...

## Contact AMC

### Atlanta (Head Office)

1675 Riverwatch Court  
Kennesaw,  
GA 30152, USA

Tel: +1 (770) 424 6340

Fax: +1 (888) 225 0820

Email:

[mcastronovo@amcinfomediararies.com](mailto:mcastronovo@amcinfomediararies.com)

### London

53/54 Skylines,  
Limeharbour,  
LONDON,  
E14 9TS, UK

Tel: +44 (0) 20 7515 9009

Fax: +44 (0) 20 7515 5465

Email: [jhilton@amcinfomediararies.com](mailto:jhilton@amcinfomediararies.com)

## AMC Infomediararies



Expertise on Demand  
for  
Enterprise Systems

[www.amcinfomediararies.com](http://www.amcinfomediararies.com)

Member of the **AleffGroup**

# AMC Risk Score Card

If you are thinking of starting an enterprise project or want to assess your current state, please fill in this AMC risk score card and discuss it with an AMC team member, or go to our website to do this electronically.

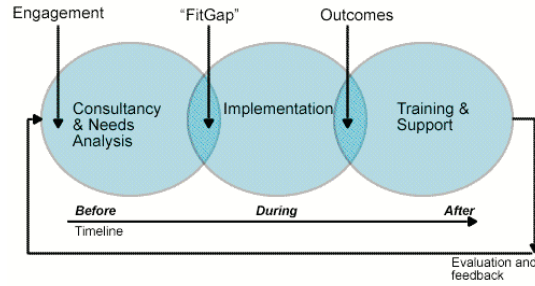
[www.amcinfomediaries.com](http://www.amcinfomediaries.com)

Change Impact (0=none, 4=severe) © AMC 2006	Business Process Realignment	Business Process / Technology Linkage	Technology Platform / Investment	"At Risk" Knowledge	Meta Data Fit into Tech Platform	Organizational Behavior	HR, including Training	Charter – Clarity and Buy-in	Project History and Other Project Success	Total by Risk/ Cost Type
Score										
Comment										
4 (S)										
3 (H)										
2 (M)										
1 (L)										
0 (N)										

## The Client Engagement Process

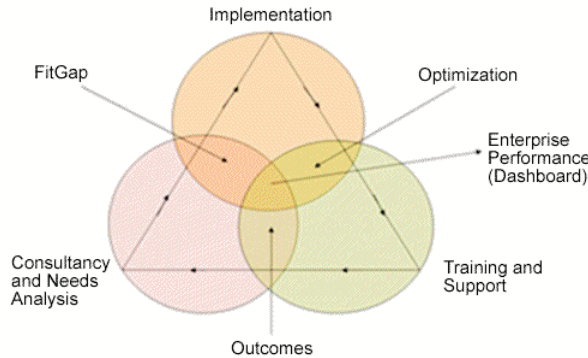
AMC uses its methodology first to determine what type of engagement, "linear" or "strategic" the client prefers, or perhaps requires. The key difference between the "linear" and the "strategic" option is that in the linear variant there is no optimization phase.

### The Linear Model



**Linear:** In **low risk** implementations, the linear approach saves time and money. The timeline is clear, and the approach sequential. Milestones and deliverables flow in order.

### The Strategic Model



**Strategic:** For clients undertaking **medium or high risk** implementations (measured for example, by how much organizational change is required for the solution) the strategic approach allows for a more holistic approach, using an "immersion" technique to manage change. The plan is driven by outcomes not milestones. To mitigate risk, an optimization step is used before large scale roll-out. The method uses a three state risk management system (red, amber, and green), to define risk levels. The "continuous flow" model for deliverables allows the client to begin the process almost anywhere, although entering through a consulting phase tends to yield best results.

## Case Study

### Omaha Public Power Division (OPPD): Performance Management

#### The Client

In late 2005, Omaha Public Power Division (OPPD) was looking for innovative ways to make its diverse information systems more responsive to the needs of decision-makers. The goal was better-informed, performance-based decisions. A key enabling step was identified as systems consolidation, which led to the decision to purchase PeopleSoft's™ Enterprise Performance Management (EPM) warehouse application. OPPD's vision of a performance-driven enterprise, based on integrated systems was then made feasible.

#### AMC's Role

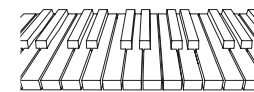
AMC Infomediaries (AMC) successfully led the implementation of the pilot project chosen to demonstrate proof of concept for the wider implementation. The pilot was focused on two groups, one operational and one cross-functional, 1. Nuclear and 2. IT.

#### Key Objective: Enterprise Portfolio Management

The key objectives of the pilot were to:

1. create a foundation for implementing performance management
2. align decision-making with organizational strategic objectives, and so provide the ability to focus OPPD resources on the highest value projects
3. upgrade the OPPD portal environment as a means of delivering essential information to key users
4. allow OPPD to plan forward strategically, to provide transparency in planning and operations to key stakeholders
5. manage and control project based activities
6. provide backward analysis for historical accounting and audit.

#### Keys to Success



- Project Portfolio Management
- Project Costing
- Program Management
- EPM Data Warehouse
- Portal