Health Checks – Not just for humans!

Introduction

Why do software implementations need health checks? You picked the right software, got the right integrator, gave good requirements, had a successful deployment and yet are having problems with the implementation. These problems may be manifesting themselves in different ways -

- the configuration which evolved with business needs now seems haphazard;
- performance has deteriorated over time;
- your organization is not taking advantage of the new features in the latest releases;
- users are complaining that the navigation is cumbersome
- or some combination of these issues.

How do you go about fixing these issues? Where do you start? That is where Health Checks come in. These targeted services engagements staffed by experienced solutions architects and analysts help diagnose and address the root cause of the issues; restoring your implementation to good health and increasing return on investment (ROI) from the monies spent on the tool.

What is involved in the Health Check?

Diagnosis

In the **Diagnosis** phase, an experienced team meets with the functional and technical owners of the system, either jointly or separately to understand the business processes being supported by the tool and the desired outcomes. Once this understanding is established the team looks at the configuration to understand the "as-is" state; taking notes of the issue areas. A detailed analysis of the configuration against the desired outcomes results in a diagnostic assessment of the system. This assessment identifies the issues identified by the end users and the reasons causing the problems. Additionally, a proactive assessment of potential future issues is also provided, where applicable.

Key Considerations
Diagnosis support must include:

- Gathering business requirements, process flows and desired outcomes from using the tool
- Evaluation of "as-is" system condition
- Analysis to identify cause of issues being experienced
- Proactive assessment of potential issues that might arise in the future, if there is no intervention

Get Well

Building on the results from the Diagnosis phase, the team provides specific recommendations to fix the issues, building on their past experience and best practices for implementation of that software product. The **Get Well** recommendations are built to comprehensively address the issues, not just treat the systems. These recommendations are typically organized into sequenced phases and presented as a roadmap. Once the roadmap is accepted by the client, our team will assist with making the fixes and put the system on track for a full recovery.

NETIMPACT STRATEGIES, INC

NETIMPACT STRATEGIES

Key Considerations

Get Well support must include:

- Recommendations for addressing the issues identified and/or forecasted
- Roadmap to plan and tackle changes in logically grouped sets of changes needed
- Implementation of changes needed per the roadmap
- Training materials to assist with user adoption
- Data analysis to identify areas where users are not fully utilizing tool capabilities

Stay Well Assistance

In addition to fixing the issues identified, we provide a **Stay Well** regime in the form of Operations & Maintenance (O&M) best practices. If needed, we also support periodic assessments to validate that the implementation is not veering off track. Our team can also provide O&M support which includes operations and maintenance of the updated configuration and also make enhancements to keep the system relevant for the emerging business needs.

Key Considerations

Stay Well Assistance must provide:

- O&M best practices
- Periodic assessments of configuration health
- Structured support for O&M
- Assistance in setting up and running the Change Control Board
- Support for implementing enhancements emerging from dynamic business needs

Conclusion

An experienced team, like NetImpact Strategies Inc., has the skills, best practices, methodologies and thought leadership to provide practical support for Health Check engagements for the following products:

- CA Clarity
- Primavera P6
- Oracle Primavera Portfolio Management
- EcoSys

Contact us at 571-216-8303 or info@netimpactstrategies.com to learn more about our Health Check support capabilities.