



the business value of integrated communications solutions



Overview

Project Name: IT Project 2007

Your score is: 60.00

Thank you for participating in this assessment. The assessment is based on a comprehensive research project conducted by International Data Corporation (IDC) and TELUS. Your scores for the overall project best practices assessment and for the three sections in the assessment (Solutions, Business Environment and Operating Environment) are listed below.

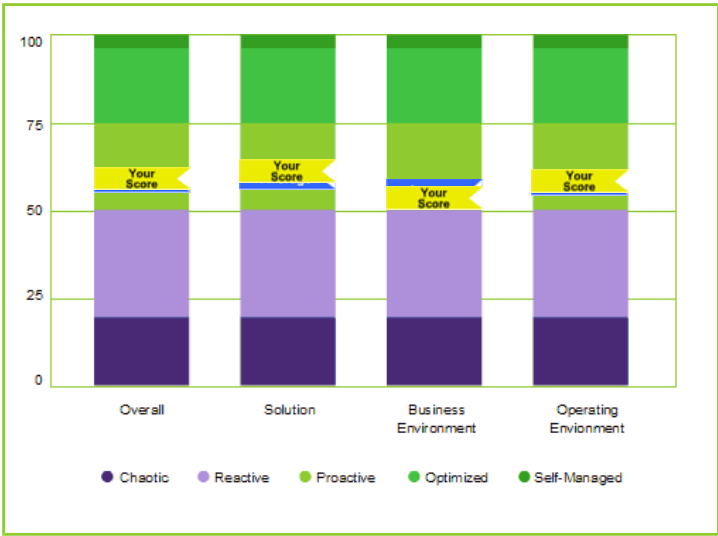
One of the key findings of that research was that projects that were strategic in nature consistently involved a broader deployment of best practices. One of the comparative values provided below is for peer projects; this comparative is based on the information you provided in the description of the project.

Please see the results below of your assessment. The charts below provide you with your BVIC score as well as how it compares to those of your peers.

Key Metrics	Your Score	Average - All Respondents	Average - Peer Projects
Overall Project Best Practices Assessment	60.00	58.76	64.30

In the individual sections of the assessment your scores were as follows:

Key Metrics	Your Score	Average - All Respondents	Average - Peer Projects
Solutions Best Practices Assessment	62.50	60.14	67.98
Business Environment Best Practices Assessment	54.17	55.50	59.44
Operating Environment Best Practices Assessment	59.38	58.45	60.59



If you would like to understand how other projects rated on specific best practices, we would be happy to provide you with this information and additional insight to help you maximize business value achieved from communications solutions.

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Detailed Scores

This report view provides your overall score and scores in key areas.

The following table describes your results in the thirty specific best practices in the IDC BVIC model. Scores are on a 1 to 5 scale with 5 denoting high performance. In addition, the average of all respondents and the average from respondents with similar projects from a strategic value perspective are included for comparison.

Practices	Your Response		Average	
	Score	Description	All	Peer
Needs Identification & Requirements Definition				
Project definition broad in scope	5	Very High	3.59	4.11
Project definition driven by strategy	4	High	3.36	3.75
Needs analysis broad in scope	4	High	3.21	3.57
Concept Design/Scope Definition				
Scope definition approach structured	3	Moderate	3.49	3.80
Scope definition strategic	3	Moderate	3.32	3.89
Scope definition broad	3	Moderate	3.22	3.93
Integration Approach				
Integration approach formal and standardized	4	High	3.66	3.82
Integration approach unconstrained by technology	2	Low	3.37	3.61
Integration strategy aligned with strategy	5	Very High	3.38	3.61
Implementation Approach				
Implementation focus on balance of cost, quality and external benefits	4	High	3.46	3.56
Implementation exploits partner capabilities	4	High	3.25	3.44
Staffing plan leveraged	4	High	3.52	3.69

Practices		Your Response		Average	
		Score	Description	All	Peer
Business Environment	Sustainability Management				
	Project performance measured driving continuous improvement	5	Very High	3.46	3.82
	Ongoing problem management	3	Moderate	3.61	3.89
	Project retirement planned	4	High	2.95	3.11
	Project Strategy				
	Project strategy focuses on highest possible returns	4	High	3.56	3.77
	Procurement				
	Procurement process focused on business results	3	Moderate	3.09	3.15
	Procurement process helped to integrate external needs	3	Moderate	3.27	3.61
	ICT/Business Alignment				
Project defined jointly by ICT and business executives	3	Moderate	3.17	3.49	
Project funded based on company strategic imperatives	4	High	3.31	3.75	
Quantification/ Justification					
Project justified based on performance management	3	Moderate	3.28	3.56	
Performance Metrics					
Project measured based on business performance	3	Moderate	3.21	3.64	
Operating Environment	ICT Management "Style"				
	Project implemented in a pooled resource environment	3	Moderate	3.37	3.61
	Project implemented in an environment of management excellence	3	Moderate	3.31	3.39
	Project implemented in an innovative environment	4	High	3.39	3.39
	Ability of the organization to innovate				
	Project implemented in an environment with a high percentage of resources available to innovate	5	Very High	3.18	3.16
	Project implemented in an environment with a high degree of freedom	4	High	3.39	3.64
	Infrastructure Environment				
	Project implemented in an environment unconstrained by infrastructure	3	Moderate	3.23	3.15
	Applications Architecture				
Project implemented in an environment unconstrained by applications architecture	4	High	3.48	3.66	
Project implemented in an environment unconstrained by applications technology	1	Very Low	3.36	3.59	

Your score in the best practices assessment is in the middle third of the distribution of all other assessments taken to date. This may have been appropriate, depending on the strategic value of the project.

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Areas for Consideration

These recommendations are provided based on your assessment responses; they represent those best practice areas where the difference between your scores and the scores of your peers are the largest.

1. Concept Design/Scope Definition

Assesses the breadth, focus and strategic alignment of your project concept and scope definition. Please review your personalized Considerations and Recommendations for this practice area.

Considerations

Based on your scores in this area, we encourage you to consider the following: 1) Was the scope definition approach strategic and focused on competitive advantage? 2) Did the scope definition leverage end-to-end capabilities? did it consider extended partners, suppliers and customers?

Recommendations

For your next ICT project, ensure that the scope definition approach is strategic and focused on competitive advantage. Make sure you leverage end-to-end capabilities and consider extended partners, suppliers and customers.

2. Performance Metrics

Assesses if the project was measured based on business performance. Please review your personalized Considerations and Recommendations for this practice area.

Considerations

Based on your scores in this area, we encourage you to consider the following: 1) Did you attempt to measure the project's business value using a combination of business performance and business process service level metrics?

Recommendations

For your next ICT project, ensure that the project's business value is measured using a combination of business performance and business process service level metrics.

3. Quantification/Justification

Assesses if the project was justified based on performance management. Please review your personalized Considerations and Recommendations for this practice area.

Considerations

Based on your scores in this area, we encourage you to consider the following: 1) Did the project justification consider ICT cost reduction as well as other specific consideration to attain agreement on a balanced performance management process with the ICT and business decision makers?

Recommendations

For your next ICT project, ensure that the project justification is based on a performance management process with the ICT and business decision makers in agreement.

4. Procurement

Assesses your project's focus on business results and the integration of external needs in the procurement process. Please review your personalized Considerations and Recommendations for this practice area.

Considerations

Based on your scores in this area, we encourage you to consider the following: 1) Did the procurement process attempt to balance the focus on cost with the business results of the project? 2) Did it attempt to engage other departments or functions, and integrate customer, partner and supplier needs?

Recommendations

For your next ICT project, ensure that the procurement process is focused on optimizing the business results of the project. Broadly engage other departments or functions and integrate customer, partner and supplier needs.

5. Infrastructure Environment

Assesses your ICT infrastructure and the ability to incorporate current communications technologies. Please review your personalized Considerations and Recommendations for this practice area.

Considerations

Based on your scores in this area, we encourage you to consider the following: 1) The ICT infrastructure relevant to the project potentially restricted your ability to incorporate current communication technologies, which may have hampered efforts to focus on leveraging emerging end-to-end capabilities for strategic advantage.

Recommendations

For your next ICT project, ensure that the ICT infrastructure relevant to the project does not restrict your ability to incorporate state-of-the-art communication technologies, so you can focus on leveraging emerging end-to-end capabilities for strategic advantage.



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Relevant TELUS Solutions

TELUS offers technology solutions that enable equitable delivery of quality learning curriculum and efficient use of scarce resources, helping you succeed in an environment of increased competition for students and greater expectation from students, parents and teachers

Relevant TELUS Solutions for the Education Industry

Distance or Distributed Education

TELUS Conferencing and Collaboration solutions support distance education by bringing people together and providing teacher and students the opportunity to interact and communicate in real time.

High Performance Workforce

For employees to excel, they need to be in an environment that promotes continuous improvement. TELUS High Performance Workforce solutions help you create a culture of performance and learning through training, mentoring, succession and 360 degree feedback.

Managed Desktop

With our Managed Desktop solution, we can procure, finance, install and maintain your desktop and laptops for you – all for one monthly cost. Your IT resources focus on your business, and we focus on getting leading computer equipment to your users for ongoing productivity.

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