



Principles Of SmartIT



Dynamic Business Solutions

Improving business life through technology

Phone (802) 872-0694 • Fax (802) 872-9689 • 388 Hurlstone Lane, Williston, VT 05495 • E-mail: info@D-B-S.com • www.D-B-S.com



Overview:

- Throughout the 14+ years of working in the IT industry, we at DBS, have seen organizations that fall into one of 3 categories:
 - IT Deficient/Inefficient
 - The IT Deficient/Inefficient are spending hidden dollars on excess staffing, office expenses, or lost customers, and tend to be in denial that IT is as required in their business as the telephone.
 - IT Efficient
 - IT is a managed process where the systems rarely go down, the IT staff is kept to a minimum, and as such costs are kept to a minimum.
 - These organizations spend their IT dollars on what's next, not on fires.
 - IT Oversold
 - The IT Oversold have put their 'trust' in slick salespeople, thus being sold products that they will only use 3-5% of the capability of.
 - These organizations are unwilling to address internal personal issues, and in turn over buy equipment to compensate for the lack of education and/or competency.
- The core elements driving the two extremes appear to be penny pinching and/or education.
 - The penny pinchers do not recognize the hidden dollars, and count the immediate dollars daily. These organizations usually have reliability issues and hire the lowest cost support.
 - The educational deficiency stems from the relatively young age of the IT in small businesses and the lack of any formal audits and/or qualification metrics to evaluate staff, projects, vendors or managers.
- The result of these findings, along with the realization that the center 'IT Efficient' group utilized a consistent and similar set of plans, policies, and procedures, led to the development of 'The Principles of SmartIT'
 - A SmartIT Plan is designed to give an organization a plan, documentation and tools to operate efficiently year after year.



Core Principals of SmartIT:

- Pay now or pay a lot more later:
 - Keeping your IT system in the ‘sweet spot’ of technology is the most efficient plan.
 - You are not paying a premium for the ‘bleeding edge’ technology and you not incurring in-efficiencies associated with outdated, slow equipment & operational inefficiencies.

- RDP: Rolling Dynamic Plan:
 - Technology and business does not work on a calendar or fiscal year.
 - Things change, things happen...plan for change.
 - 3-6-12-24 rolling plan
 - The core elements of the 3-6-13-24 plan are to break implementation actions and reactions away from planning and strategy. The 3-6-12-24 plan gives IT group specific action items and goals, while at the same time giving the financial planners and upper management sound budgeting and planning tools, without restraining the necessary flexibility associated with a business.
 - The 3,6,12,24 month rolling plan accommodates:
 - Changes
 - Provides the tool to budget properly
 - Plan resources
 - Staffing
 - Direct
 - Indirect
 - Facilities
 - Other departments
 - Allocate time (planning and allocating are 2 different actions)



- Evaluate
 - Needs/wants
 - Vendors
 - Status
 - Accomplishments
 - Missed goals

- WID: Write-It-Down
 - The 'constant' with SmartIT is documentation.
 - Personnel will inevitably change and most IT budgets and plans are scratched out around budget planning time. The actions throughout the year are 'reactive' to the whims of the business, owner's requests, politics, favoritism, and like & dislike of certain projects.
 - WID is the unbiased 'truth' stick.
 - Actions are identified, time line set, and responsibility is set and accepted.
 - WID provides a paper trail for:
 - Reviews
 - Budget to actual
 - Personnel transition

- Policies
 - Computer Use Policies
 - Cheapest 'Risk' management any organization can print.
 - Provides legal support
 - Procurement Policies
 - Provide focus to all the IT functions
 - Telephone
 - Computers



- PDA's
 - Faxes
 - Copiers
 - Web site (s)
 - ISV's
 - Disaster Recovery
-
- Goals:
 - Be specific.
 - Heading south is too vague; heading to New Orleans in 30 days is a goal.
 - WID
 - Publicize it: Let everyone know the goal such that everyone is on board the same boat and rowing in the same direction.
-
- Feedback & Review:
 - Quarterly review provides:
 - Focus. Everyone likes to be recognized
 - Feedback on the progress or lack thereof
 - Feedback to the person responsible
 - No surprises at review time
 - No surprises as to the state of the project, timeline, expectations, etc.
-
- WWW: Who-What-When
 - Who: is responsible for making this happen. No excuses
 - What: is the goal. Be specific and WID
 - When: The more vague the time window the more vague the results.



- Consistency & Standardization:
 - Minimize vendors leads to:
 - Minimal education.
 - Learn one vendors idiosyncrasies you learn 95% of the entire buying process.
 - Minimal down time
 - KISS:
 - One Brand, One Vendor, One Policy
 - Quarterly review
 - Planning becomes a habit.