

Project Objectives

We understand the objectives of the Technology and Training Assessment and Strategic Planning engagement are to:

- Align the current IT and training strategies with organizational strategy by developing a plan for advanced innovative technologies to support organization wide initiatives
- Provide insight for leadership into existing IT services provider third party relationship by assessing the following:
 - Quality of services
 - Technology spend drivers
 - Link between business cases and technology initiatives
 - Collaboration between partner and extended leadership
 - End user training gaps / deficiencies and awareness related to technology capabilities
 - Gaps related to training material and technology support materials
- Develop a roadmap and budgetary costs for infrastructure upgrade projects and support personnel/services
- Provide associated risk levels, priorities, and dependencies for these projects and support activities

Project Scope

We understand the scope of Burwood Group's involvement in the Technology and Training Assessment and Strategic Planning to include:

Project Scope - Technical

- Business Strategy and Future State Discovery
 - Confirm business, IT stakeholders and Subject Matter Experts required for the IT strategic planning initiative (leveraging the work and knowledge done by third-party consulting firm)
 - Conduct IT strategy workshop to discuss high level IT requirements related to future business objectives

- IT Capabilities Discovery and Assessment
- Develop and Present Discovery Deliverables

Project Scope – Training Assessment

- Training Assessment and Training Solution Strategy Development
 - End User Optimization Discovery
 - Review roles and applications utilized by end users
 - Interview/survey user groups
 - Review existing training curriculum and deliverables
 - Perform discovery with IT and users to identify training gaps and optimization opportunities
 - Review current and future initiatives to determine alignment with strategy

Project Deliverables

The deliverables for the Technology and Training Assessment and Strategic Planning are:

- Executive Summary
- Compiled and prioritized discovery findings
- Training Strategy and roadmap
 - Department/Role based curriculum with immediate wins