Task 4 Model Answer

This model answer provides an example of how the practice presentation might be delivered to the project lead. The format allows initial time to establish rapport with the audience, confirm the agenda, restate the problem, discuss the analysis and recommendations, and address the client concerns.

Intro and Agenda

Thank you for the time to meet and discuss progress on the Demand Intake process redesign. During this meeting, we would like to cover the agenda we provided in advance that includes:

1. Review of Business Problem and Analysis
2. Revised Demand Intake Process Recommendations
3. Discussion and Questions

Review of Business Problem and Analysis

The Accenture Project Team was presented with a set of IT organization processes requiring analysis and improvement recommendations as part of our phase 1 efforts. Early in the project, the Demand Intake process emerged as a critical priority for the IT organization to redesign and get improvements in place. Much of our work during phase 1 has been focused on Demand Intake analysis and recommendations.

Analysis of the current Demand Intake process identified areas to improve, automate, or eliminate many of the process steps. This analysis was presented to the PMO Team and other client stakeholders for input prior to proposing a redesigned process.

Revised Demand Intake Process Recommendations

We would now like to walk you through our revised demand intake process recommendations which includes addressing feedback we received last week. The proposed process model will be used for illustration purposes.

In earlier reviews of the process, we discussed how a centralized intake form will capture all required project information from a business stakeholder prior to submission to the PMO for review. The PMO will review standardized project requests and be able to make more informed approval decisions. Approved decisions are added to the IT project portfolio and stakeholders are engaged to start the planning process. If a project is denied, a stakeholder is notified along with the reasoning from the PMO.

Based on the feedback received, care needs to be taken in handling the stakeholder communication of denied requests. We are recommending the PMO be transparent in the

denial decision by providing information on existing priorities in the IT portfolio, the standard method that the project request was reviewed, and the reasoning for the decision.
A concern was also raised around existing project requests prior to implementing this new process. These requests have missing project information by being collected prior to the intake form being implemented. Our recommendation is for a member of the PMO or Accenture team to work with each stakeholder to collect the missing project request information so the reviewers can focus on evaluating complete requests.

We would now like to open the meeting for discussion on the process recommendations, questions, and to validate that concerns around the process have been addressed.