

VII Consulting Services Catalogue (Engagement)

Engagement Model

Service Categories	Service sub-categories	Deliverables/Products	Out Source	Managed Service	Managed Resourcing
Business Intelligence	Business intelligence - Is a combination of methodologies, processes, architectures, and technologies that produce information used to enable more effective strategic, tactical, and operational insights and decision-making.	<ul style="list-style-type: none"> • BI Strategy and execution • Balance scorecarding • Performance Management • BI Assessment • BI Implementation Management 	✓	✓	✓
Business Process Management & Optimisation	Business Improvement - Is the systemic approach with the goal of improving an organisation's performance based on customer focus, partnership development, people development and involvement, management by processes and facts, continuous learning, innovation and improvement, leadership and constancy of purpose, public responsibility, and results orientation.	<ul style="list-style-type: none"> • Business Benchmarking • Business Improvement Framework • Performance benchmarking • Best practise benchmarking • Continuous Improvement Program • Improvement Opportunity Identification 	✓	✓	✓
	Enterprise Architecture (EA) - Is a conceptual blueprint that defines the structure and operation of an organization. The intent of an enterprise architecture is to determine how an organization can most effectively achieve its current and future objectives	<ul style="list-style-type: none"> • Enterprise Alignment Strategy • SOA • Shared Service Models • Change Management • Business Architecture Framework • Technology Architecture Framework • Governance Architecture Framework • Business IT Alignment 	✓	✓	✓
	Business Analysis (BA) focuses on the enterprise at a high level, and reviews processes in context of the organizational objectives and strategy	<ul style="list-style-type: none"> • Business Analysis Planning and Monitoring • Elicitation • Process Discovery • Requirements Management & Communication • Enterprise Analysis • Requirements Analysis • Solution Assessment & Validation 	✓	✓	✓

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	<p>Business Process Analysis (BPA) focuses on the individual processes and their interaction with people, systems and technology.</p>	<ul style="list-style-type: none"> • Process Catalogue • As-Is Processes Maps • As -Is Process Simulations • Business Process - IT Application Alignment • Automation Opportunities • Optimisation Opportunities • Process Deficiencies • Process Control Matrix • Automated Process Discovery • Process Design 	✓	✓	✓
	<p>Enterprise Performance Management (EPM) focuses on the enterprise and its performance in context of the internal objectives and strategy and external market forces</p>	<ul style="list-style-type: none"> • Strategy Map • Balanced Score Card • Performance Management Framework • Key Performance Indicator Definition • Performance Indicator Definition • Scorecard and Dashboard Automation • Scorecard Technology Selection 	✓	✓	✓
	<p>Business Process Reengineering (BPR) is primarily concerned with the future state of an organization and the short comings of its current processes.</p>	<ul style="list-style-type: none"> • To Be Process Design • To-Be Process Simulation • As-Is-To Be Gap Analysis • Process Benchmarking • Process Best Practice • BPR Project Definition • Process Simulation 	✓	✓	✓

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	<p>Business Process Management (BPM) projects assume that there are well defined processes that are aligned to the organizational objectives, hence the focus of these projects are to ensure that processes are measurable and to develop the metrics standard.</p>	<ul style="list-style-type: none"> • Process Standards • Process Governance • Enterprise Wide Process Standardisation • Process Metrics Definition • Automated Process Measurement • Process Standardisation • BPM Readiness, Assessment and Planning 	✓	✓	✓
	<p>Business Process Automation (BPAU) identifies repeatable value add processes that can be assisted by the appropriate technology, in order to speed up cycle time and improve process accuracy.</p>	<ul style="list-style-type: none"> • Process Workflow Design • Application Selection • Application Requirements Definition 	✓	✓	✓
	<p>Business Activity Monitoring (BAM) projects rely heavily on technology in order to monitor and analyse company performance</p>	<ul style="list-style-type: none"> • Activity Metrics Definition • Metrics Benchmarking • System Design 	✓	✓	✓
<p>Project and Programme Management services</p>	<p>Program and Project Management – Helps organizations achieve goals with reduced risk, by structuring and managing the deliverables, quality, time frame, budget and scope of initiatives.</p>	<ul style="list-style-type: none"> • Project Set Up • Project Management • Programme Management • Project Rescue • Project Risk Management • Project Health Check • Project Audit • Business Case Definition 	✓	✓	✓
<p>SAP Services</p>	<p>SAP Consulting Services</p>	<ul style="list-style-type: none"> • Service Delivery Management • Program and Project management • Business Process Design • Solution Implementation • Solution Optimization and Upgrade 		✓	✓