



# KEY SUCCESS FACTORS FOR INTERNATIONAL IT DELIVERIES

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## INTRODUCTION



Provider of ICT services for the companies within the CEZ Group (multinational portfolio).  
Focused on maximal business value delivered.

- 400+ employees in CZ
- 3+ mld CZK is the value of provided services per year
- 100+ projects are finished/in progress per year
- 35+ projects were delivered in the international environment
  
- various project types delivery:
  - SaaS (primary)
  - fix time / fix price (contract for work)
  - bodyshop
  - consultancy / studies
  - agile



# SCOPE & RULES DEFINITION



... ALL THE CAPACITY SPENT DURING PRE-PROJECT PHASE WILL BE REPAID

## LATER ON

Customer requirements: Particular characteristics and specifications of a good or service as determined by a customer.

Customer expectations: Perceived-value customers seek from the purchase of a good or service.

Customer needs: Problems that customers intend to solve with the purchase of a good or service.

Key processes:

- Pre-sale activities
- Business analysis
- Limiting conditions
- Business proposal
- Project assignment



# SMART PLANNING



... THERE IS NOT ANY GOAL WITHOUT A PLAN

Complex SMART planning sets up a project for success from the start.

- reliable and realistic time-scale
- cost estimation
- plan of deliverables (milestones etc.)
- resource plan

SMART planning will support not only to meet the deadlines but also the team will be kept organized and motivated.

Key processes:

- Stakeholder management
- Planning
- Motivation
- Risk management



# OPEN COMMUNICATION

... RUMOURS AND SECRETS CANNOT ENSURE COLLABORATION



Keeping the communication as open as possible is the key value within the team.

- the best way to prevent problems from occurring
- one of the most efficient motivation factors
- forming collaborative working environment and high performing teams
- very efficient tool for stakeholder's involvement
- lessons learned /knowledge base to be maintained
- task for PM to guard and cultivate the communication

Key processes:

- Communication plan
- Involvement
- Reliability
- Motivation



# RISK MANAGEMENT



... THE WORST SCENARIO IS TO STAY UN-PREPARED

Common practice says, that the projects rarely are going on as planned  
Risk register creation is the most valuable task to do before the issues will arise

- contain pre-prepared scenarios for the key threats
- improve the stakeholder's comfort

But 😊

- register will be never completed, risk management is continual process
- only known threats can be managed (depends on experiences)

## Key processes

- The whole project team to be involved in the process
  - identification / analysis
  - assessment / action
  - control / review
- Priority to be set



# PROJECT CLOSURE

... EVERY END IS A NEW BEGINNING



Strong and clear project closure is important:

- transition moment between project and operation phases
- settlement of project assignment / delivery
- moment to stop consuming of project resources

Well managed project closure can support the future relationship and improve the trustful cooperation with the customer.

Key processes:

- Checklist
- Quality report
- Satisfaction surveys
- Farewell party





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## Q & A



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THANK YOU FOR YOUR TIME