



KEY SUCCESS FACTORS FOR INTERNATIONAL IT DELIVERIES

October 2017

Michal Průša

ČEZ ICT SERVICES A.S.

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





Q & A



THANK YOU FOR YOUR TIME