



COST MANAGEMENT: TCO & ROI VIRTUAL CIO *COLLABORATIVE SOLUTIONS

Collaboration is the wave of the future and is increasingly central to problem solving in the knowledge economy. Your team's productivity and your overall success will be measured, in part, on your ability to drive engagement. You need to find ways to encourage collaborative behaviors across the enterprise. You'll be asked to provide leadership in all aspects of empowering workgroups, assimilating knowledge and driving innovation.



Do you have a plan?

Why collaborative solutions?

The ability of a team to work together seamlessly is the goal of any organization. Management and H/R offer many formulas. But at the core is an agreed-upon process for teams to assemble and share ideas. *Productivity and your organization's measure of value will be more and more driven by your success in collaborating.* We find many teams need help, particularly if the current organizational culture has a legacy of boundaries and controls.

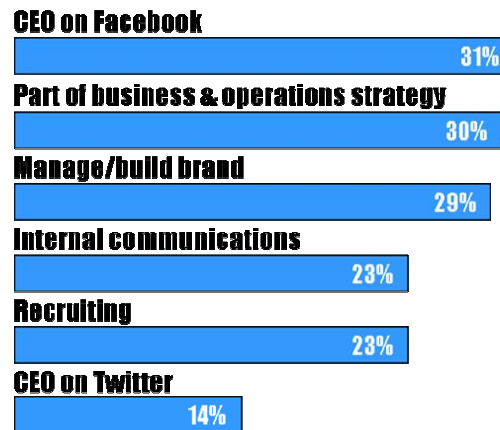
Complex Knowledge Environments

Collaborative Solutions involve a rigorous understanding of the knowledge sources (SME's) within the enterprise. It involves understanding how various subject areas intersect and overlap, with an appreciation of the many interdependent processes that must work together.

Social Media's Rapid Expansion

SM, a new communication paradigm, is being adopted in business faster than many realize.

U.S. Company Adoption of
Social Networking, April 2009
(% of respondents)



Source: Deloitte, "2009 Ethics & Workplace Survey"
sample: n=500 executives
conducted by Opinion Research Corporation, May 19, 2009

The SourcePOV Approach

We provide a simple 3-step methodology to address your current situation, allowing us to isolate and frame any productivity or delivery gaps you're facing:

- Assess** your environment
- Develop** intervention scenarios
- Execute** (as needed)

Simplicity here helps us move quickly to action, driving a variety of benefit streams, depending on the scope of the project:

Benefits

- Measurable productivity gains (ROI)
- Central accumulation of knowledge to maximize value and leverage of crucial corporate assets
- Improved knowledge processes
- Improved access and maintainability
- Improved quality

Deliverables

Based on your needs, you may choose up to four deliverables:

1. Current State collaboration assessment
2. A KM maturity report
3. A plan that outlines strategies – specific steps to drive KM, aligning it with the specific needs of the organization
4. Consulting services, as required, to execute the plan to deploy collaborative solutions, including necessary provisions for governance, technology and associated processes

Source: Point of View

"Virtually everyone in IT is a knowledge worker; if you can find ways to streamline their activities, you can leverage the productivity gain across the entire organization."

Services Description

Engage SourcePOV to tackle your organization's collaboration challenges, progressively:

Collaboration Assessment (Current State)

We meet the team and survey your collaboration landscape, to understand the levels of interaction, and establish a **baseline** that will help us identify existing momentum, determine the potential for early wins, and focus on **areas to address**.

KM Maturity Assessment

We compare internal practices to the those in the outside world. It helps you gauge the **size of any gaps**, and the magnitude of any intervention required. While not a comprehensive statistical benchmark, we provide meaningful comparisons based on **best practices**.

Plan of Attack

Now we get down to brass tacks. What specifically needs to be done? Why? How? What **budgetary avenues** might be open to achieve this, and if those are constrained, how might work proceed in the right direction? This **work needs a plan**, and in this phase, we provide one.

Deployment (Consulting Services)

With our experience in Collaborative Solutions, we address the problems discovered in the above phases. We develop necessary **processes**. We help define the **culture** and **governance** interventions needed to align objectives. We can turn-key or support the deployment of any **technology** required, including **configuration, training** and **documentation**. And we help with any required **development**, too, if needed.

*We are flexible and responsive, and will modify our approach to meet your needs. The only caveat? We've found a streamlined approach gets you results **more quickly**, and at a **lower cost**.*

Collaborative Services? Is it really KM?

Most people in the Knowledge Management ("KM") space view the title as an oxymoron, and most CIO's have become frustrated with unmet



promises. Quite simply, you can't manage knowledge. You can manage knowledge assets (typically documents), but the bigger challenge – and the first battle – is to create the right culture, to help the organization understand the value of a shared knowledge

base, and to show them how they can build one. We may call it KM, but in the end, it's about getting people to collaborate effectively that matters.

And in terms of results?

When executed well, the results are visible and comprehensive: teams that communicate, solutions that are consensus-based, a net increase in reusable knowledge assets, and an opening of new pathways to innovation.

Credentials

SourcePOV brings a wealth of experience to the table, ready to solve the wide array of interdependent challenges ahead:

IT Integration: *+25 years in systems delivery*

Collaborative Solutions: *10 years in KM space*

Leadership: *15 years in IT executive role*

Thought Leader: *speaker & writer; presented at national conferences including Gartner & SIG; cited in CIO Magazine, newspapers and books; author of research & analysis*

Commitment: *strong track record of team play, executive buy-in, and achieving long-term results*

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