

The background of the slide is a blurred image of a dictionary page. The word 'monitor' is prominently displayed in a bold, black font. Above it, the word 'warn' is visible in quotes, and 'ORIGIN' is partially visible. Below 'monitor', there are several lines of text, including 'thing 2', 'duties 3', and 'picture'. The overall color scheme is a cool blue gradient.

**Business Design Centre**

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# Outcomes monitoring and IT

Finding the best solution for your organisation



# Is your organisation ready

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Dr Simon Davey  
preponderate.network



# There are only two reasons to use ICT

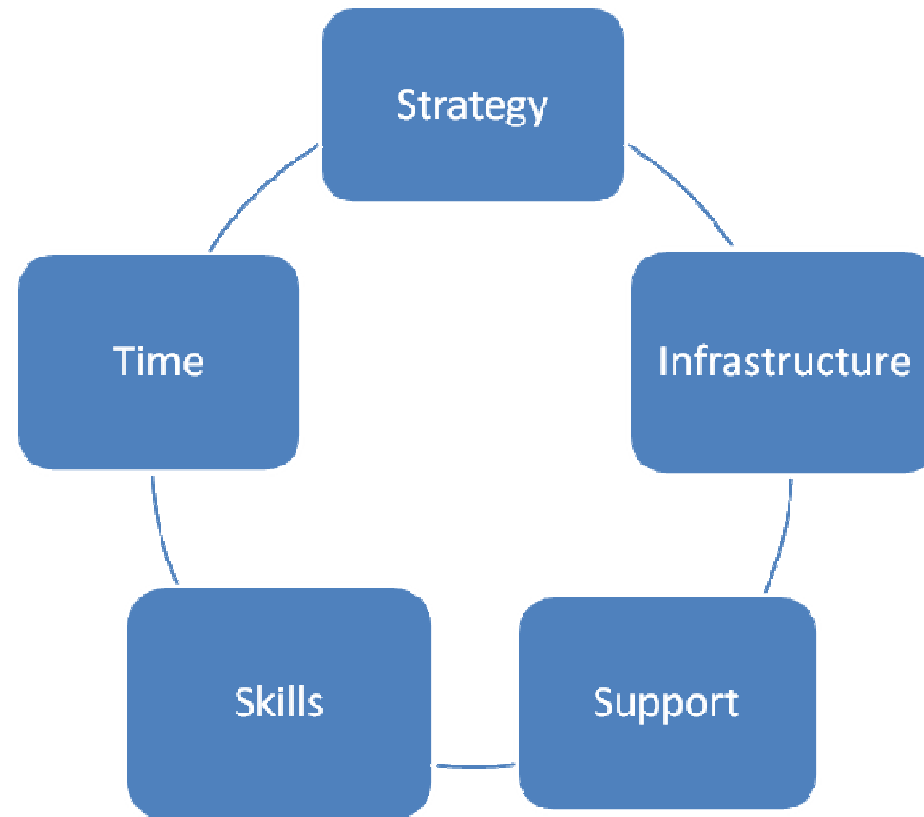
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1. Doing things better
2. Doing better things

***"Wisdom is to recognise what can be made better and make it better, and to recognise what can only be made worse and walk away." - Glen Duncan***

# Making IT work

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# Strategy

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- Where does this fit with organisational vision and direction
- You need a plan for your IT
- Depends on where you're already up to
- Must be needs led and involve ALL staff
- Helps to have independent advice and benchmarking



# Infrastructure

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- The roads, garage and driver for your system – bumpy road syndrome
- Great systems fail on bad IT infrastructure
- What do you need to run your 'database'
- From internet access to efficient PCs
- People's willingness to engage



# Support

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- Your mechanics and the oil checks
- What happens in your organisation when something goes wrong?
- Need to invest in tech support
- Need a smooth system
- Need staff to be confident things work



# Skills

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- Systems need managers and operators
- Who looks after the database
- Who looks after the data
- Who you gonna call when it breaks?
- Who understands the point and role of the system



# Time

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- This takes longer than you think and can't be rushed
- Planning time
- Building time
- Operating time
- Reporting time
- Maintenance time



# Readiness for change

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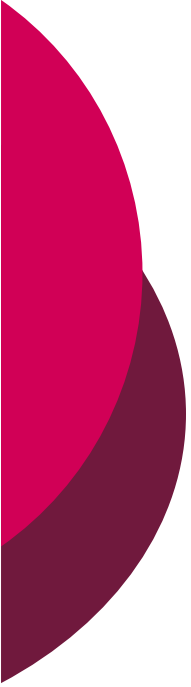
*"And all along your staff need to be bought into the need for change, to be supportive of the plans and to be willing to ride the rollercoaster of the experience until the system settles down as business as usual. It never happens overnight."*



# Money and costs

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- Take a budget, split it line by line, then double it
- Get accurate quotes on what it will cost NOT what you hope you can get away with
- Plan and budget for the medium term – five years
- Ringfence it



# Once your IT is working

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- Decide what your need is (BA)
- Ensure organisational support and awareness
- Set up project team
- Work out what your system needs to do (RA)
- Start to cost, budget and fundraise
- Find a supplier/system (research), interview and select
- Build a relationship and agree expectations
- Tightly define requirements
- Build the long term resource plan



# Happily engaged?

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- Costs (all of them – yours and theirs)
- Way of working
- Everything mapped out
- You need to be intimately involved
  
- It's not like shopping at Tesco...



# System ready

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- Data clean up
- Data migration
- Designing reports and templates
- Testing
- Training
- Big bang handover (and fallback position)
- Management oversight



# Did you remember to manage change?

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- Is everyone on board?
- Does your vision still stand up?
- Are the naysayers now saying yes?
- Technology is the least of your problems



# Looking after everything

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- Managing your data
- Managing how people use the system
- Managing the system itself
- Making sure the technology keeps working
- Oversight strategic management



# So what should you ask a systems provider? (1)

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## **BIG QUESTIONS**

1. What will the 'project' cost our organisation?
2. How long will the project take?
3. How will we work together?
4. How adaptable and flexible is the system and at what cost and who manages the changes?
5. What support do you provide?
6. Who holds the data?



# So what should you ask a systems provider? (2)

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## **SMALLER BUT IMPORTANT QUESTIONS**

- Is it web-based or do I need to install it on my computers?
- How does the system deal with outcomes?
- How do we get our old data into your new system?
- How easily can we tailor reports and templates?
- How much staff time does it take to manage?
- How will this system make our lives easier?



# The big equation

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- COST =
  - money spent on system
  - + staff time
  - + external adviser time
  - + impact on core organisation



# In summary

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1. Know (and agree) what you need
2. Plan well
3. Put infrastructure in place first
4. Budget and fund appropriately
5. Choose carefully (more haste, less speed)
6. Manage carefully – systems, information, people, change
7. See it through to the end
8. Measure the difference