E-Mail Text for SMART-ESP Workshop Preparation

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DM-0000148

Dear <POC Name>,

The SMART –ESP engagement regarding the migration toward a Service Portfolio approach in your organization is scheduled for <Day 1> - <Day 2>.

During the first day, the goal is to execute the first two parts of the process, called “Establish Context” and “Identify Expectations, Constraints, and Strategy.” In a workshop setting, we will gather information from your organization about the business goals and drivers for migration to a service portfolio approach, information about the organization’s structure and stakeholders, and planned budget and schedule for the migration.

During the second day, the goal is to execute the next two parts of the process, called “Identify Desired Service Capabilities” and “Analyze Legacy Assets.” In these sections, we will gather information from your organization about the candidate processes for which a portfolio approach is desired, and technical information about the legacy systems that might support the planned services.

For the execution of day one, we need your organization to prepare a set of presentations that cover the following topics:

Establish Context

* Business context and the “as-is” state of the organization
* Major business process areas of the organization
* Overview of the stakeholders
* Characteristics of the organization that expected to perform the migration (if different)
* Business drivers for migration to an enterprise service portfolio
* Budget and schedule for the migration effort

Identify Expectations, Constraints, and Strategy

* Organizational characteristics
* Governance
* Planned migration strategy
* Post-migration strategy
* Experience with SOA technology in the organization

For the execution of day two, we need your organization to prepare a set of presentations that cover the following topics:

Identify Desired Service Capabilities

* Candidate process area(s) for migration to a service portfolio
* Relationship of process area(s) to key business goals
* Operational processes within the process area(s)
* Expected process re-engineering
* Candidate services for a portfolio

Analyze Legacy Assets

* Overview of legacy technology base
* State of the systems expected to be part of the migration
* Current system usage

A proposed agenda is attached. As you will see, not all stakeholders are required for the full two days. However, it would be ideal if the largest number of stakeholders possible were available for these two days or at least “on call” if we need specific information from them.

Please let me know if you have any questions.

Regards,

<SMART Team Lead>