

EMC BUSINESS IMPACT PLANNING FOR MICROSOFT SHAREPOINT SERVER 2010

ESSENTIALS

- Identify organizational objectives across the business
- Define functional prioritization of desired state needs based upon a deep understanding of potential business impact and available technologies
- Determine organizational readiness
- Define baseline and desired state business architecture
- Build consensus among business stakeholders to ensure solution viability and ultimate adoption
- Develop a 60- to 90-day roadmap for a phased approach to implementing the solution vision
- Define solution core tenets and best practices based upon industry experience and guidelines for long-term manageability

BUSINESS CHALLENGE

Enterprises are increasingly challenged to manage explosive information growth. As knowledge workers collaborate on projects and author documents, they require a business application to store critical information and enable other employees to locate, access, collaborate, and act on that information. Microsoft® SharePoint® Server 2010 helps connect people, information, and processes in a single application.

EMC® Consulting has repeatedly demonstrated that the most successful IT initiatives begin with a well-articulated definition of business needs to guide design, development, and implementation of a technology solution. A Business Impact Planning (BIP) engagement identifies, defines, and prioritizes the needs of an organization based on the intended business impact of an IT initiative. Business Impact Planning facilitates consensus from business leaders about the objectives and requirements of an IT initiative. For many clients, a BIP engagement will serve to focus the organization on identifying the single business need, which will deliver the greatest impact to the organization in the shortest period of time with a technology solution.

SERVICE DESCRIPTION

Led by experienced EMC consultants with Microsoft SharePoint 2010 project management and business analysis experience, a BIP engagement is between three to four weeks. The EMC Business Impact Planning Service uses an EMC Assured Performance Strategic Alignment Methodology as a framework with which to design and build a holistic solution, with a plan for realization of anticipated business value, both in the short-term and over time.

EMC Consulting works with your IT and business stakeholders to prioritize the strategic goals of a Microsoft SharePoint 2010 solution; envision the solution; identify high-impact areas of the business to be addressed; define business and technical objectives; and build consensus among business stakeholders to ensure solution viability and ultimate adoption.

- Identify the business goals for the Microsoft SharePoint 2010 initiative—Identifying whether these goals are process or functional in nature is critical to define the appropriate project scope.
 - Process focus—For many enterprises, the focus of a Microsoft SharePoint 2010 initiative is a high-value business process. Examples include centralized procurement, budget planning, project delivery, document lifecycle management, client self-service, or sales-channel support. Process focus readily maps to business objectives and metrics; however, it tends to involve more upfront costs related to business process mapping, change management, and solution sophistication.
 - Functional focus—Other enterprises generalize a set of functional requirements and define requirements, implementation methodology, and rollout based upon these functional needs. Examples include team collaboration, document management, analytics, and reporting, index, and search. This approach is of most value for organizations with known

EMC Consulting designs and implements solutions integrating the Microsoft SharePoint 2010 and the EMC Documentum EMC product family. **EMC Documentum Archive Services for Microsoft SharePoint** can archive Microsoft SharePoint application content to an enterprise infrastructure providing essential retention and security controls. **EMC Documentum Content Services for Microsoft SharePoint** fits companies that require Microsoft SharePoint as the user interface for the market leasing, advanced content infrastructure application provided by Documentum.

functional needs, intradepartmental focus, and limited initial budget or tolerance for change (e.g., “Our people just need a simple place to store, version, and locate documents.”).

- Analyze current state—Conduct a current state validation and definition of key systems including current processes and needs, relevant enterprise and ancillary systems, and physical architecture. These technical considerations include the current state of authentication systems, disk/SAN capacity, and other relevant business-critical systems.
- Define the desired state-based upon prioritized business goals and potential business impact.
- Perform GAP analysis/impacts—This includes: prioritizing requirements and needs based upon desired state; approach; architectural best practices; organizational constraints such as budget, schedule, supportability, current standards, and best practices; corporate culture; user motivations; and value to the business and end users.
- Identify technology options—This includes: platform capability and fit, third-party off-the-shelf options, and build options for capabilities that support portals, composite applications, business process management, enterprise content management (ECM), search and discovery, electronic forms, and business intelligence. Many Microsoft SharePoint clients with requirements for robust ECM capabilities are working with EMC Consulting to integrate Microsoft SharePoint with the market-leading EMC Documentum® product family.
- Create a solution development roadmap—Design a solution based upon the approach and defined needs that leverage the selected/existing technical framework. For many clients, the next step will be a pilot or proof of concept, which validates functional and technical requirements, and provides a functional, working environment that begins to address the day-to-day needs of users.

SUMMARY OF BENEFITS

Portals are sometimes advertised as a panacea to enable knowledge workers to increase productivity and make better, more-informed decisions. To achieve these benefits, an enterprise must address many factors beyond the decision about what technology to deploy.

Important environmental conditions include: organizational perceptions of a commitment to solution value; end-user expectations; solution viability; build vs. buy analysis; size of the organization and solution; corporate culture; budgetary restrictions; and the current state of technology and business processes. BIP addresses many of these factors and sets the stage for the Microsoft SharePoint 2010 solution to provide real ROI as employees are enabled with the right information, at the right place, and the right time.

Business Impact Planning for a Microsoft SharePoint 2010 initiative:

- Identifies enterprise-wide business requirements
- Drives consensus/alignment—getting everyone on the same page
- Identifies technical requirements/compatibility or risks within the environment
- Clearly defines the vision and priorities for investment in time, technology, and employee participation
- Reduces risk by providing a critical foundation to ensure that the Microsoft SharePoint 2010 solution meets short- and long-term business needs, and is well accepted by its users
- Provides an understanding of the impact of the implementation/approaches and considerations
- Provides a roadmap—an iterative/phased plan and approach to meet your enterprise’s standards and business needs

EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' business, applications and infrastructure, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

CONTACT US

For more information, visit us at www.EMC.com/consulting, or contact your local EMC Consulting representative

EMC², EMC, Documentum, the EMC logo, and where information lives are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © Copyright 2009, 2011 EMC Corporation. All rights reserved. Published in the USA. 2/11 Service Overview H2809.3