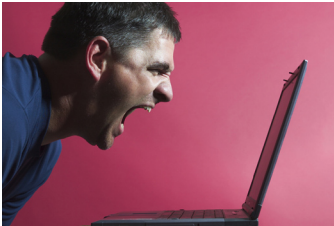


“If you want to turn around a company or a life, you have to start with the building blocks, the DNA of doing, of individual actions” -Closework, Adam Lury & Simon Gibson

People Centred Systems Review



Too often IT systems are analysed by IT people with an eye for technical capabilities. In reality, systems exist solely for the purpose of assisting people to get their jobs done in the most effective and efficient manner possible. With this premise in mind, a people first approach to analysing IT systems ensures that the focus remains squarely developing an understanding of how to assist people to do their jobs better.

What is a People Centred Systems Review?

As your business evolves old processes and systems sometimes no longer seem to be adequate. Software gets the blame; hardware is criticised for being inadequate; databases are dismissed as unreliable. Somehow everything just doesn't fit any more.

All of this can be true; often there is actually very little wrong with existing systems and processes, but simply how they are utilised.

An Ergo People Centred Systems Review seeks to establish a thorough understanding of your business needs in conjunction with assessing the root cause of issues being experienced. This is achieved by approaching the review both from the bottom up—talking with the users that the technology is supposed to be serving—and from the top down—talking with the decision makers to understand business strategy and technology roadmap.

In the context of this Strategy and Staff feedback, a People Centred Systems Review provides an independent assessment of:

- Technology investment priorities (and if necessary re-focus)
- IT systems capabilities for supporting future direction of the business (and if necessary re-planning)
- Bottlenecks/factors impacting the effectiveness and efficiency of your business

The recommendations provided in the final report lead to (one or more of):

- Increased productivity and effectiveness of staff
- Improved working environment/less frustrated staff and consequently better staff retention
- Time savings
- Cost savings
- Staff buy-in to change initiatives—leads to a greater chance of successful implementations
- Objective, unbiased validation of current IT projects and strategic directions.

What's Involved?

A People Centred Systems Review unfolds across a 3 phase framework. Ergo will engage you in a series of conversations, workshops and analysis.

These phases ensure that key stakeholders are actively involved in helping us effectively understand the situation by providing foundational information on relationships, processes and systems. To ensure that our understanding is unbiased, we try to position ourselves amongst your team to observe first hand processes, behaviours, and interactions that may be taken for granted due to habits or culture.

To ensure our analysis is most accurate, we have built into the process check points for validation of all data we have gathered.

Phase 1

Setup &
Build Rapport

Data
Gathering

Phase 2

Feedback &
Validation

Analysis &
Synthesis

Phase 3

Findings
Validation

Recommendations

Ask Yourself:

Is the technology that should be advancing my business actually getting in the way?

Do I have the confidence that the people in my organisation effectively utilise our current systems?

How do I strategically invest in technology systems to meet our future business requirements?