

Best Practices

ACT Inc. Best Practices – Embraced by Veronica Williams

ACT Inc. Best Practices			
Define Project	Secure Commitment to Change	Direct Change	Implement Change
<ol style="list-style-type: none"> 1. Provide clear and strong executive leadership, including goals and targets 2. Position the Chief Information Officer as a senior management partner 3. Develop long-term vision and investment strategy 4. Adopt evolutionary path toward meeting customer needs 5. Recognize and communicate the urgency to change IT practices 6. Match requirements and resources before starting new product or systems development 	<ol style="list-style-type: none"> 1. Obtain sustaining support from senior leadership to facilitate change 2. Anchor strategic planning in customers needs and goals 3. Create or identify organizations responsible for coordinating or managing information flow & gathering 4. Get line management involved and create ownership 5. Ensure that business & contractual requirements are clearly defined, understood and accepted by the stakeholders 6. Take action and maintain momentum 	<ol style="list-style-type: none"> 1. Measure the performance of key mission delivery processes 2. Focus on process improvement in the context of an architecture 3. Manage IT projects as investments 4. Integrate the planning, budgeting and evaluation processes 5. Ensure that the design is consistent with the organization's enterprise architecture. 6. Ensure that risks are proactively identified and systematically mitigated. 	<ol style="list-style-type: none"> 1. Ensure that a quality solicitation is produced 2. Establish customer/supplier relationships between line and IT professionals 3. Upgrade skills and knowledge of line and IT professionals 4. Confirm the integration of new products with existing systems 5. Ensure that products satisfy the defined requirements prior to purchase 6. Ensure proper transfer of the system from development and acquisition to the support organization.

Using GAO studies as a baseline, our best practices have been modified to reflect ACT Inc. policies, which are driven by our past successes, ethics and experience.