

Preparing for system modernization by documenting current systems *as-is*

FirstRule worked on a project to empower the Department of Enterprise Services (DES) to replace and modernize its procurement solutions. DES is the business owner for enterprise procurement – contracts, best practices, and legal support – but it did not have any technical documentation, a stable governance structure, a business lead or a ready modernization strategy. The opportunity was to fully understand the current state to form requirements for a fresh system.

The need:

Establish a baseline for understanding current state and forming future requirements. Create a governance structure to align with One Washington. Develop key messages for various audiences and an enterprise communication strategy.

What was at stake:

Without a thorough understanding of the current state, DES could not realistically chart a future vision for the procurement services. It needed guiding principles, workflow analysis, interviews, competitor analysis and a governance structure. If they didn't lean into leadership of the One Washington procurement module design, it could happen without them.

Our unique approach:

Using the Business Analysis Body of Knowledge (BABOK Guide), FirstRule followed a proven methodology to produce the following outcomes:

- Accelerate and promote shared understanding, engagement, credibility, decision making, and collaboration.
- Provide a baseline curated from disparate data elements and sources that will evolve as items change and additional items become known.
- Provide an easy-to-understand visual representation of complex ideas/inputs to help motivate change.
- Creation of context diagrams, data flow diagrams, process maps, data dictionaries, procedures, and other documents to capture data, methods, and decisions to memorialize points in time that are referenced and reused depending on the perspective and situation.
- Display data at various levels of detail depending on

the audience, intent, and method of communication needed.

- Evaluate and rationalize data to provide a consolidated source of 'truth' not available due to disjointed technology, data sources, and business processes.
- Instituted methods to inspire thought, approach, solutions, and fact-based decisions.
- Collected and analyzed disparate information from systems, vendors, business, organizations, data statistics, interfaces/integrations, data elements, technical/businesses requirements, staff/personnel, and processes.
- Engaged agency and inter-agency technical, business, leadership, SMEs, project/program, consultants, and vendor personnel at all levels of the organization to collate and analyze data, collaborate on solutions, identify strengths/weaknesses, and make fact-based decisions to meet the strategic and operational goals and objectives.

Client results:

The organization built a strong foundation upon which to catalyze its core service offering: procurement.

What's next for your organization? We'd love to be a part of it.

Contact us at (360) 280-6735 or info@firstrulegroup.com

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