IT Roadmap for Growth **Action Plan**

Recognise these problems?

✚ **Inefficient processes**. Errors and issues increase as the business grows which damages profitability, cash flow and service. Short-term problems dominate.

✚ **Poor reporting.** Analysing costs, revenues, efficiency and profitability is difficult. Marketing and sales ideas run aground due to lack of data.

✚ **Lack of standardisation** means the business is reliant on individuals who are "choke points" limiting growth and expansion.

✚ **Your online strategy is impossible** if your back-end systems can't provide a simple platform.

✚ **Issues and concerns about reliability** and compliance dominate. Basic IT doesn't always work; people can't do their jobs and impress customers quickly and easily.

✚ **Departments create their own systems**, leading to systems and data becoming fragmented, increasing effort to reconcile data and create reports.

Consider this 7-point Action Plan...

1 Start with the business objectives

What are you trying to achieve? What does this mean to the dimensions of the business?

2 Identify the programme of work

Work backwards from the business objectives to determine what infrastructure, business systems and digital projects will be necessary.

3 Include everything

What process, organisation and tech will be needed. Get clear on all the factors that need to be in place to deliver the business outcome.

4 Think small and think big

Eliminate operational niggles that are having major impacts, but also think about how bespoke software, big data, and Artificial Intelligence can make a difference.

5 Stay flexible

Large programmes of work never quite go as planned! Prioritise the work and understand the interdependencies. The aim is to deliver business objectives not IT projects!

6 Be clear on who owns the IT Roadmap

The Board need to be actively involved. Large projects require good governance, strong leadership and good management.

7 Keep the Roadmap alive and under review

The roadmap must stay relevant and up to date - regular reviews should go hand in hand with regular review of the business objectives.

Read our full CEO Briefing...