



# Discovery Services

## Conceive, Initiate and Discover Services

Mobizent provides discovery services on all its system integration projects where the customer requires customization or new development on their enterprise solution, which includes the conception, determination and documentation of any new requirements.

**Conceive** - Developing or having a shared vision at senior levels within an organization is key to the success of any new product or enhancement. Mobizent ensures that Senior management will establish a steering group or advisory board to assist them, or co-opt an existing champion that is already taking initiatives towards improvement.

The steering group's overall goals may include establishing the basic policy principles, to help communicate where the new requirements fit within the organization's overall mission, and to define the roles and responsibilities. Mobizent will devise a strategy or roadmap for high-level approval, external policy drivers, service priorities and technology opportunities.

awareness and obtaining 'buy-in' for further development.

Scoping the real needs of data producers and users will begin with focus groups or workshops, surveys and structured interviews. Operational teams will be needed to supply effort, with input principally from real users, IT and support personnel. Generic project scheduling and budgeting techniques are also likely to be used at this stage.

**Initiate** Key elements are:

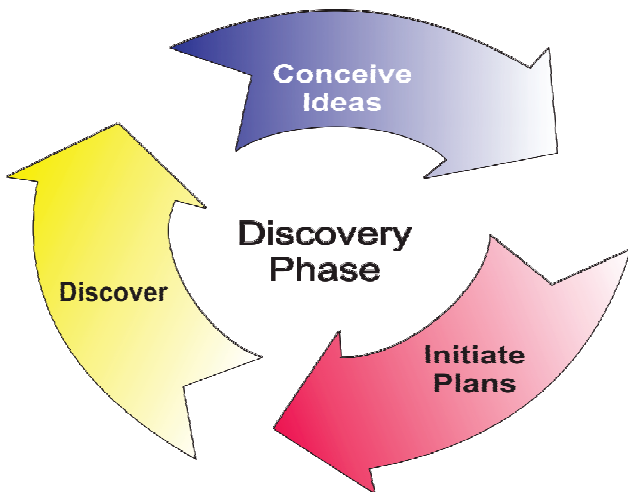
- Identify, consult and inform stakeholders
- Identify customer priorities
- Identify desired outcomes and success criteria
- Organize operational team(s)
- Conduct project planning

**Discover** - Working from priorities identified at a high level, Mobizent's next stage is to diagnose the need for change in the current practice and discover the requirements. The discovery phase should set out what the customer's service will need to do, in the form of use cases or user stories.

Mobizent will identify the appetite for change, how needs are framed and the likely barriers to aligning them with the customers strategy and requirements. The discovery phase may therefore include an assessment of the awareness of relevant operations, and chart the life-cycle of typical data assets and associated software. The selection of methods for requirements discovery will include a spectrum of approaches that are quick and easy for users to engage with and yield an overview of needs and awareness of policy obligations, to those that take more time but yield more in-depth information on current assets and practices. Typically a project manager or group with operational responsibility will undertake this work in a series of short studies involving selected groups and the providers of any relevant services such as backup, storage and support. Interviews and workshops can yield a great deal of qualitative description that will need to be distilled to identify the activities most in need of update.

**Discovery** Key elements

- Document existing data practices and support
- Analyze existing data practices and support
- Identify required capabilities
- Identify user needs and acceptance criteria



Mobizent's overall goal will be to identify a business case to be presented to the customer so that they can commit funding towards establishing the necessary services.

**Conceive** Key elements of the Initiate Phase are:

- Establish management commitment and vision
- Discover opportunities
- Identify technology drivers for change
- Scope initial investigation

**Initiate** - Having secured commitment for an initial investigation, Mobizent's work will focus on raising stakeholder



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