

# **Deployment Approach Release 1**

**ABC Corporation – Inventory Transformation Program**



<b>I. IPT Name:</b>		
<b>II. Deliverable Name:</b> Deployment Approach		<b>Date Completed:</b>
<b>III. Contact Information</b>		
	Name	Channel Unit
IPT Sponsor		
Channel Task Manager		
CIO Task Manager		
Contractor Task Manager		
<b>IV. Task Order Number:</b>		

## Contents

1.	Executive Summary.....	2
2.	Deployment Approach Objectives .....	2
3.	Deployment Critical Success Factors.....	2
4.	Deployment Schedule.....	3
5.	Deployment Close-out Criteria .....	3
6.	Release 1 Deployment Activities .....	3
6.1.	Roles and Responsibilities .....	3
7.	Release 1 Deployment Approach .....	4
7.1.	Deployment Scope.....	4
7.2.	Deployment Approach.....	4
7.2.1.	External Interfaces and Relationships .....	5
7.2.2.	Deployment Site Selection and Deployment.....	5
7.2.3.	Deployment Configuration Definition.....	5
7.2.4.	Deployment Environment Implementation.....	5
7.2.5.	Deployment Execution .....	5



## **Executive Summary**

This document specifies the deployment approach for Release 1 of the Inventory Transformation Business Capability. This Capability will redesign the procurement pipeline and transform the current inventory management system into a new and innovative leading-edge inventory capability. This Capability will bridge the gap between current operations and the future business capability by implementing customer driven inventory ordering practices, focusing on smaller, more frequent overlapping orders, creating compliance tracking, developing and implementing procurement models, and developing and implementing promotional ordering guidelines.

The Deployment Approach for the Capability focuses on transitioning the business capability from the Delivering Phase to the Operating Phase. This includes deployment objectives, critical success factors, deployment timelines, and deployment close-out criteria.

Release 1 of the Capability focuses on developing new or improved business processes to support improvements in replenishment, inventory flow, and drop shipments. Release 2 will focus on accounts payable and supplier tracking application development and deployment.

For further details concerning the requirements for the Inventory Transformation Business Capability, consult the Program Description and Business Capability Requirements deliverables for the Capability.

## **Deployment Approach Objectives**

- Deploy Release 1 of the Capability in a manner that will realize the business benefits, performance and timeframes specified in the Capability's Value Realization Plan, Business Case, Business Performance Model, and Business Capability Requirements.
- Gain and maintain support for the deployment at each of the deployment sites.
- Deploy the Capability according to the requirements of the Program Master Plan while minimizing the effects on ABC Corporation's business.
- Smoothly affect the transition of the capability to the operating phase.
- Ensure that ABC Corporation's workforce is equipped with the proper skills and is motivated to fulfill their roles and responsibilities within the Capability in a successful manner.
- Successfully enable ABC Corporation's workforce in the new business processes.

## **Deployment Critical Success Factors**

- The pilot site deployment must have been successfully completed and demonstrated the Capability Release's required business performance and value as well as the existence of a deployable Capability Release configuration.
- The Capability Owner and Sponsor must gain and maintain the sponsoring organization's stakeholders' support as quickly as possible. The stakeholders are identified in the Change Network Design deliverable, and will require communications that is specifically tailored to their needs and expectations.



- All required Service Level Agreements and Operating Level Agreements for the Release are completed and in place.
- There must be sufficient ownership and acceptance for the Release deployment within the sponsoring organization, especially among the Program Sponsors, for the deployment to begin.

## **Deployment Schedule**

A detailed schedule for the deployment of Release 1 of this Capability can be found in the Inventory Transformation Program Schedule and Milestones deliverable.

## **Deployment Close-out Criteria**

The Inventory Transformation Business Capability deployment will be considered complete when:

- All of ABC Corporation's capability users and operations staff have received the required training.
- The new business processes have been successfully implemented at all deployment sites.

## **Release 1 Deployment Activities**

### ***Roles and Responsibilities***

<b>Who is involved?</b>	<b>What is their role?</b>	<b>What is their responsibility?</b>
Sales personnel	<ul style="list-style-type: none"> <li>• Business representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Operate the capability and participate in performance and usability testing during deployment</li> </ul>
Call Center personnel	<ul style="list-style-type: none"> <li>• Business representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Operate the capability and participate in performance and usability testing during deployment</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Human Performance Deployment Specialist</li> </ul>	<ul style="list-style-type: none"> <li>• Human Performance conversion and deployment during deployment</li> </ul>
Test planning and execution teams	<ul style="list-style-type: none"> <li>• Test Managers, Application/Human Performance/ Physical Environment Designers/Developers</li> </ul>	<ul style="list-style-type: none"> <li>• Plan and execute verification, validation and testing activities during deployment</li> </ul>



## Release 1 Deployment Approach

### *Deployment Scope*

This deployment approach encompasses all of the functional, organizational, performance, and value requirements needed to develop the business process, human performance, physical environment, and technology infrastructure aspects for Release 1 of the Inventory Transformation Program Business Capability.

The overall Business Capability has been divided into the following smaller, more manageable, solution elements:

#### **Solution Element: Replenishment Process**

- A new replenishment process created to reduce required inventory investment.
- A new order process from a “forecast driven” to a “consumer demand-driven” replenishment capability, resulting in reduction in both capital charge and carrying costs.

#### **Solution Element: Inventory Flow**

- A new inventory flow process designed to reduce out of stock merchandise by 20%, resulting in over 95% service levels.

#### **Solution Element: Drop Shipments Process**

- A new drop shipment process to increase transportation effectiveness resulting in a dramatic reduction in premiums paid for drop shipments. This process will also leverage vendors by magnitude of order size causing freight cost to be substantially reduced.

#### **Solution Element: Accounts Payable Process and Application**

- New Accounts Payable process and application designed to reduce the number of exception processing to cross industry best practice levels.

#### **Solution Element: Supplier Tracking Application**

- Design and deploy a supplier tracking system to monitor compliance to shipping and purchase order invoices.

Release 1 will deploy the new or refined Replenishment, Inventory Flow and Drop Shipments business processes, as well as their associated Human Performance elements. In addition, Release 1 will also deploy certain aspects of the Physical Environment and Technology Infrastructure needed for the application development activities during Release 2.

### *Deployment Approach*

Deployment of the Capability Release at the three deployment sites will proceed using a phased approach, based on the experience gained during the Release’s pilot. The deployment plans used to deploy the Capability Release into the Capability’s pilot sites will be updated, based on pilot experience, and then used to deploy the Capability Release during its Deployment program. Each of the deployment sites will require a tailored version of the deployment plans, based on the sites’ unique needs and



considerations. The deployment plans will be developed and/or modified during the Capability Deployment phase of the program by a mixture of ABC Corporation and consulting organization personnel. Detailed allocation of roles and responsibilities for the Deployment will be performed during the Capability Deployment planning activities.

### External Interfaces and Relationships

The following external interfaces or relationships will be affected in some way during the deployment of this Capability, and must be considered during the deployment planning activities. These interfaces and relationships may be in addition to the Roles and Responsibilities previously specified.

- There are no special considerations in this area for the deployment.

### Deployment Site Selection and Deployment

The consulting organization, in conjunction with ABC Corporation, will establish a deployment site selection process, and apply it to select a suitable location for each deployment increment. This process must consider the following needs, among others:

- The timing requirements stated in the Value Realization Plan
- Geographical location
- Work space availability
- Cultural flexibility
- Technology infrastructure capabilities
- Size of the site's organization

The final site selections will be evaluated against the selection criteria by a mixture of personnel from ABC Corporation and the consulting organization to gain acceptance and ensure the objectivity of the selections. This selection process will be implemented as a part of the activities leading to the Authorize Build and Test commit point. Once the sites are selected, ABC Corporation will publicize their selection to foster their acceptance throughout the rest of the organization.

### Deployment Configuration Definition

For each release of the Capability, the configuration of the Capability's elements for that release (business process, application, human performance, physical environment, and technology infrastructure) as well as any deliverables required to support deployment will be identified by the development teams and provided to the pilot teams. The contents of these configurations will be controlled at the deployment site to ensure that no changes are incurred to them without due process.

### Deployment Environment Implementation

The deployment sites will receive the environment required to implement and support deployment. This environment will consist of such elements as communications and network, equipment and site security, electrical, heating, cooling and humidification facilities, fire, water and other regulatory hazard controls, office space build-out, process and workflow materials, and any other service/support elements needed to implement, execute and support deployment at the selected sites.

### Deployment Execution

Once the Operational Readiness Test has successfully concluded, the actual deployment activities will begin. These activities will affect workforce transition and deploy the Capability's new physical



environment, technology infrastructure, applications, and human performance elements. Specific details for these activities are outlined in the following paragraphs.

**Deploy Workforce Transition** - The deployment team will evaluate the deployment site's existing workforce in terms of roles and skills, and perform a gap analysis against the Capability Release's new organization infrastructure. The gap analysis will identify which roles can be filled by the existing workforce, which workforce resources need to be re-deployed, and which gaps can be addressed with training, recruiting, and selection. The deployment team will also train the deployment site in the implementation and operation of the new Capability.

**Perform Deployment** - Once the Capability Release's elements have been deployed into a deployment site and are operating, the deployment team will periodically gather data for Key Performance Indicators (KPIs) and metrics at predetermined points within the deployment site to facilitate an assessment of the business capability.

The deployment team will provide performance reporting of the Capability Release's performance; specific requirements for this reporting activity may be found in the Program-Level Performance Report deliverable.

**Business Capability Performance Assessment** - The ultimate measure of value for the deployment will be that the Capability Release delivers the performance and value to the business predicted by its Business Performance Model and Business Case. The program team will use the KPIs and metrics to compare the benefits and costs predicted by the deployment results with the benefits and costs stated in the Business Performance Model, in order to verify that the deployed business capability will provide the expected benefits.