Enhance your Future

2014 DDI User Group Meeting
April 22-23, 2014

Serving those who serve others

Training Services

- ❑ Are you using DDI-Connect to the fullest?
- ❑ Do you know what options you aren't using?

- ❑ Continuing education is critical to success!

- ❑ Training Options
  - ▪ On-Site training
  - ▪ Online training

Are you trying to keep up?

❑ Are you constantly trying to keep out of the fire?

❑ Do you feel like you have to jump through hoops?

❑ Do you feel like you are falling?

❑ Do you really want to be the superhero?

Reaction Planning

Putting out the fires!

What DDI Can Do	What You Can Do
Good problem solving techniques	**Timely** problem identification
Get the facts right the first time	Give specific details & examples
Understand the problem & its impact	Clarify / describe the missing pieces
Determine the right solution	Explain what you want
Develop & test the solution	Test & verify the solution
Root cause analysis –> prevention	Root cause analysis –> prevention

Problems are inevitable.
Bad news early is good news!

Prevention Planning

What would Smokey do?

What DDI Can Do	What You Can Do
Do it right the first time	Define your requirements
Test – did we cover everything?	Verify – does DDI have all the facts?
Understand client expectations	Set accurate/realistic expectations
Test – are expectations attainable?	Verify – are expectations realistic?
Define deliverables	Define acceptance criteria
Test – deliverables/acceptance criteria	Verify – deliverables meet criteria
But there's more	
Better training & documentation	Get training & use documentation
SOC2 compliance	Good procedures & work instructions
Automated testing & peer reviews	Regular touchbase meetings w/ DDI

Advance Planning

What the future Should look like.
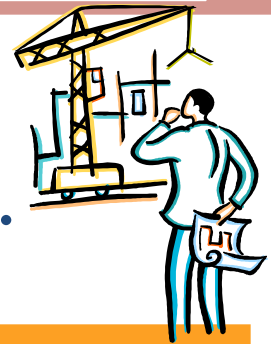
What DDI Can Do	What You Can Do
Be a trusted partner	Leverage the DDI partnership
Listen to clients, ask questions	Communicate early & often
Priorities aligned with clients	Manage expectations internally
Know the industry & trends	Peer communication & collaboration
Anticipate / address common needs	Request enhancement ideas (early)
Initiate collaborative client reviews	Participate in collaborative activities
Communicate & validate plans	Include DDI in your planning cycle
Plan execution	Active involvement – testing, etc.
Avoid market seductions	Avoid chasing bright shiny objects

Plan Ahead

❏ Plan for all types of situations

❏ Keep it simple

❏ Think for the future

❏ As plans are formulated, inform DDI of potential needs

Planning Realities

Approach IT planning as you would any other business initiative – <u>focused on the mission</u>.

And remember:
Technology alone is seldom the solution to management problems; good management is always the solution to technology problems.

Tailoring Solutions To Needs

- ❑ DDI is not a solution in search of a problem
- ❑ Solutions aligned with your needs
  - ▪ Pros & cons of available options
  - ▪ Budget constraints
- ❑ Ongoing planning cycle - keep DDI in the loop
  - ▪ Annual budget planning
  - ▪ Changing business requirements
  - ▪ Keep up with new capabilities
  - ▪ Research specific requirements – can you do this?
- ❑ Find out the facts before you commit

Consulting Services

❑ Do you need help implementing a new business requirement?

❑ Do you want to have someone assess your usage of DDI-Connect and make recommendations?

❑ Do you need to recommend process improvement and streamline operations?

❑ Consulting Services by DDI allows for all of this and more!

Consolidation & Transition Services

❑ Do you have a random spreadsheet with key details on it?

❑ Have you kept a legacy system around for a specific purpose?

❑ DDI can help!

❑ We have assisted many clients with gathering key information loading it into DDI-Connect

Questions?

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