

Service Offering Overview

Rapid Program Diagnostic

Assessment & Recommendation

Organizations often invest heavily in transformational programs to deliver products and services faster and to meet their customer's ever-changing needs. These often involve mass migrations of data, the integration of platforms, or modernization of infrastructure (or all three).

You may be wondering if the investment you've made in your program is going to deliver the intended results on time. Is that status report truly a healthy one? Are your vendors holding up their end of the bargain? Will you get the value you expect?

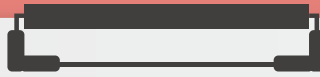
It helps to challenge such programs with an objective, expert, and outside perspective. By asking the right questions in targeted areas, one can pinpoint problems with your program and identify ways to course-correct... before the entire thing goes off the rails.

WHAT WE DO

To bring clarity to program problems and drive mitigating solutions, we've established a 10-dimension program health check that covers all the important bases, gets to the root of the issues, and identifies opportunity areas to get back on track.

But this isn't just about a scorecard. Our proven approach combines decades of practical experience and hypothesis-driven analyses to deliver actionable recommendations for your specific situation while appreciating your organization's capacity for change.

We'll go further by identifying systemic opportunities to address any broader organizational challenges, enabling you to improve program delivery across the entire enterprise. After all, getting back on track for one program isn't the only objective; you want to be positioned for sustained success across the entire portfolio of projects.



Program Management: Are you effectively running the program day-to-day, inclusive of managing risks and issues, driving, tracking key performance indicators & metrics, and overseeing all execution aspects of the effort?



Value Proposition: Have you defined the E2E value prop across markets, stakeholders, and customers, inclusive of the financial business case, Voice of Customer, and compelling product definitions?



Leadership & Decision-Making: Are you establishing clear governance structures with roles, responsibilities, and decision-making processes, as well as aligning incentives across constituencies to ensure appropriate engagement, responsiveness, and support of the program?



Resources & Skills: Are you effectively conducting overall resource management, capacity planning, and coordination; matching experience and skills to the needs of the program, including vendor/partner management?



Communication & Stakeholder Engagement: Are you developing a robust communication plan for regular updates, escalation pathways, and stakeholder engagement strategies, as well as addressing communication challenges across diverse stakeholders and managing expectations?



Technology, Data, & Architecture: Is the solution design aligned with the business objectives and standards, inclusive of business, data, security, and integration architectures, as well as scalability and flexibility considerations for adopting to changing circumstances?



Risk, Compliance, & Controls: Are there risk tolerance, security, and accountability frameworks to identify operational, reputational, financial, and regulatory risks, along with their appropriate mitigation & contingency plans?



Delivery & Quality: Are you adhering to a delivery methodology (e.g., agile/waterfall) with proper quality assurance to deliver a best-in-class output through a CI/CD (continuous integration/continuous delivery) and DevOps perspective?



Budgeting & Forecasting: Have you installed effective budget management, financial tracking, and cost control measures, ensuring financial transparency and alignment with the overall program goals?



Change Management: Are you effectively planning delivering both training and communications for all constituencies, especially expectations management, knowledge management, and customer & end-user engagement pre- and post-launch?



ABOUT FURTHER

We are a boutique management consultancy focused on converting strategic vision into business reality.

We always go the extra mile, equipping our clients with critical insights and plans for navigating challenges and accelerating change.



Chris Lockhart
Principal

CONTACT US!

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