



*Global Know How*



**AACargo**

**INFORMATION TECHNOLOGY IN ACTION !!**

OR..

***“WHY ARE WE DOING THIS PROJECT AGAIN??”***

## **LESSONS LEARNED**



# PROJECT EVEREST

LAUNCHED: 06/05

## OBJECTIVES:



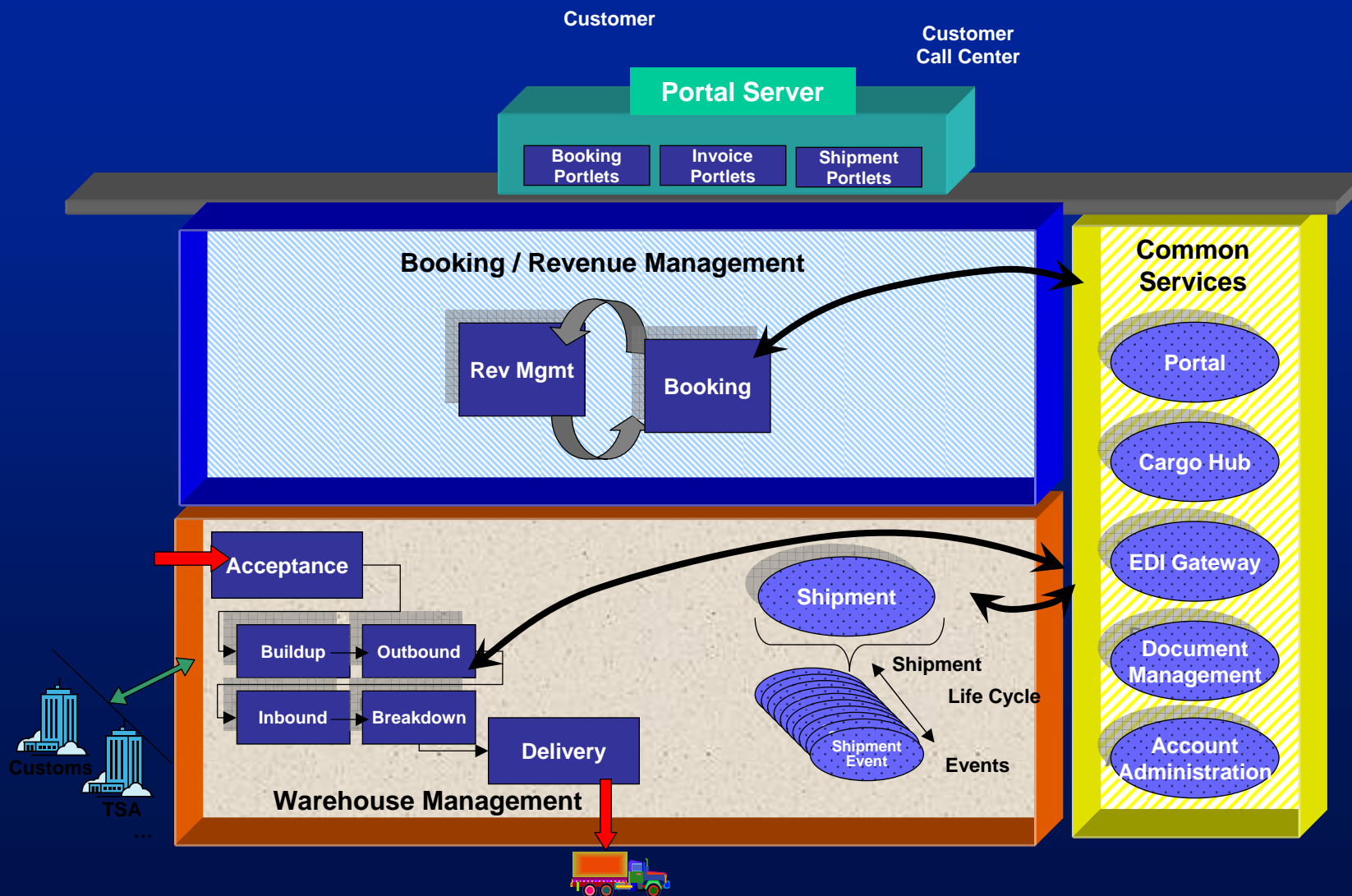
STREAMLINE, SIMPLIFY AND  
CONSOLIDATE BUSINESS  
PROCESSES

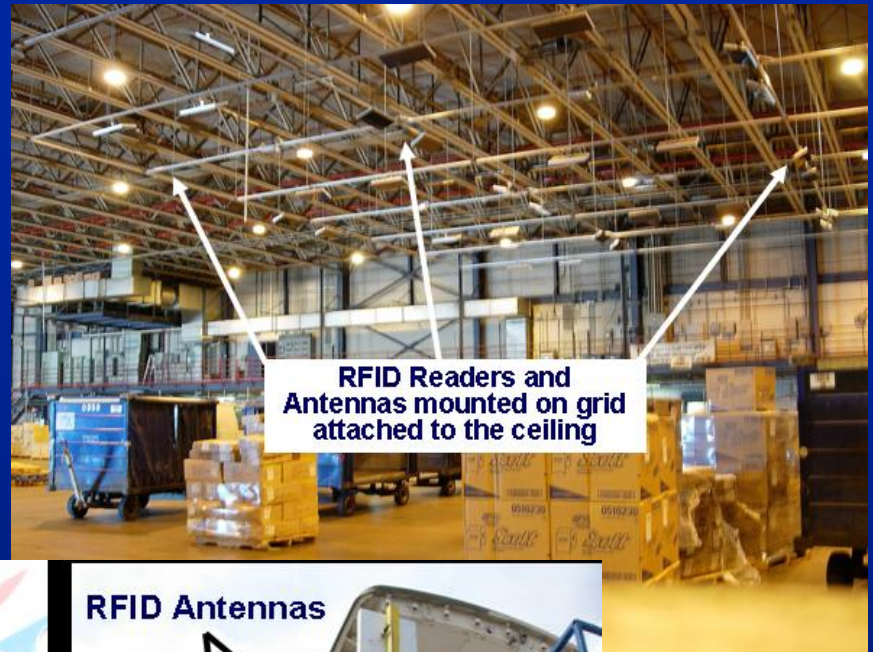
LEVERAGE NEW TECHNOLOGY  
TO PROMOTE SIMPLIFICATION  
AND STANDARDIZATION

TRANSFORM CULTURE AND  
ORGANIZATIONAL STRUCTURE  
ACCORDINGLY



# THIS I CAN UNDERSTAND --





# LESSONS LEARNED



## #1: UNDERSTAND I.T. AS A STRATEGY, NOT AN OBJECTIVE

- > FIX THE PROCESS BEFORE AUTOMATING IT
- > WHAT THE CUSTOMER WANTS IS THE FIRST QUESTION, WHICH TECHNOLOGY TO USE IS THE LAST
- > WHEN YOU GET TO TECHNOLOGY, AND YOU DON'T UNDERSTAND WHAT THE I.T. GUYS ARE TALKING ABOUT, SUCK IT UP AND ASK FOR PLAIN ENGLISH

# LESSONS LEARNED



## #2: FOR APPLICATIONS DEVELOPMENT, SEPARATE PROCESS DESIGN FROM REQUIREMENTS DESIGN AND CONSTRUCTION

- > GET CUSTOMER-FACING EMPLOYEES INVOLVED
- > SPEND MORE ON PROJECT MANAGEMENT THAN ON PROGRAMMERS AND ARCHITECTS, INITIALLY
- > YOU DON'T DO YOUR OWN DENTAL WORK - - IT'S OK TO USE CONSULTANTS

# LESSONS LEARNED



**#3: IF IT TAKES LONGER TO DELIVER MAJOR DELIVERABLES THAN THE GESTATION PERIOD OF LARGE MAMMALS, THAT'S A PROBLEM**

- > PROJECT PHASING IS CRITICAL**
- > HAVE A GOVERNANCE STRUCTURE; TAKE ATTENDANCE AT THE MEETINGS**
- > QUICK HITS A MUST**

# LESSONS LEARNED



## #4: CHILL WITH THE PEEPS

- > MAKE SURE THEY KNOW YOU UNDERSTAND WHAT THEY ARE DOING
- > PAY ATTENTION TO HOW THEIR JOBS WILL CHANGE; WATCH OUT FOR SABOTAGE
- > HAVE VERY FUN PARTIES AT KEY PROJECT MILESTONES

