

# Digital Implementation Consultancy Guidelines

## Section A: General Criteria

The below criteria should be met when applying for Digital Implementation Consultancy:

1. Your agency is implementing an IT solution.
2. Your agency has a dedicated funding source to support the IT project implementation.
3. The IT project implementation will complete within one year, or the consultancy service is needed for only one year.
4. Your agency ensures project ownership and has
  - identified a sponsor who will be the project owner
  - resources (e.g. a project team) and a project lead who will be working with the consultant

## Section B: Module Information

### 1. Project Management

<b>Issue Statement</b>	We are implementing an IT solution and need help in managing the project timeline, milestones and deliverables.
<b>What the consultant will provide</b>	The consultant will provide the needed templates, tools and advice to assist the SSA to <ol style="list-style-type: none"><li>i. Set up a project structure and organise the needed resources to kickstart the project</li><li>ii. Manage project timeline and milestones so that deliverables and KPIs are satisfied</li><li>iii. Work with tech vendor to set up the solution</li><li>iv. Identify risks, recommend solutions and escalate for management decision</li><li>v. Perform reporting to management on the status of the project</li></ol>
<b>Deliverables</b>	At the end of the consultancy service, the deliverables are: <ol style="list-style-type: none"><li>i. Digital adoption report: to report on the overall status and success of the IT project</li><li>ii. Staff/Client Satisfaction Survey Report: to measure if the IT project delivers the intended outcome to satisfaction</li></ol>
<b>Who should apply?</b>	Recommended for SSAs implementing single or multiple IT solutions with complexity in integration and high number of users e.g. Customer Relationship Management System (CRMS) with Case Management, E-commerce with Inventory Management

## 2. Process Improvement

<b>Issue Statement</b>	As part of our IT implementation, we would like assistance on how to streamline and develop new and improved processes to maximise the benefits of the new solution.
<b>What the consultant will provide</b>	The consultant will provide the needed templates, tools and advice to assist the SSA to <ul style="list-style-type: none"> <li>i. Determine the current (AS-IS) and the desired future state (TO-BE) of the IT implementation</li> <li>ii. Streamline existing or design new processes to optimise the IT solution and enhance productivity</li> <li>i. Develop user guides and training plans on new processes</li> <li>ii. Enhance or develop Standard Operating Procedures (SOP)</li> </ul>
<b>Deliverables</b>	At the end of the consultancy service, the deliverables are: <ul style="list-style-type: none"> <li>i. As-is and To-be Process Maps: SSA should have a clear understanding on where you are, where you want to go, and how to get there</li> </ul>
<b>Who should apply?</b>	Recommended for SSAs implementing IT solutions that significantly change the way how the work is done e.g. from manual processing to using systems and automation (donor management system)

## 3. Change Management

<b>Issue Statement</b>	Due to the changes resulting from our IT implementation, we need help on how to enable our stakeholders, clients and staff to manage and cope with the changes.
<b>What the consultant will provide</b>	The consultant will provide the needed templates, tools and advice to assist the SSA to <ul style="list-style-type: none"> <li>i. Identify the key change elements resulting from the IT implementation</li> <li>ii. Assess the scope, impact and severity of the changes</li> <li>iii. Develop change management strategies for each affected target group</li> <li>iv. Develop resistance management plans</li> <li>v. Secure buy-in from key stakeholders</li> </ul>
<b>Deliverables</b>	At the end of the consultancy service, the deliverables are: <ul style="list-style-type: none"> <li>i. Change Management Plan: comprehensive steps to managing change within the organisation</li> </ul>
<b>Who should apply?</b>	Recommended for SSAs implementing IT solutions with multiple stakeholders of diverse needs, undergoing significant changes with potential resistance considerations

#### 4. Job Redesign

<b>Issue Statement</b>	As part of our IT implementation, we would like assistance on understanding how the job role would change and design suitable new job roles.
<b>What the consultant will provide</b>	The consultant will provide the needed templates, tools and advice to assist the SSA to <ul style="list-style-type: none"> <li>i. Determine the current and future job role resulting from the IT implementation</li> <li>ii. Identify productivity gains and opportunities for work re-allocation</li> <li>iii. Design new job roles and/or transform current job roles</li> <li>iv. Develop plans to effect the changes required (e.g. revision of JD, recruitment, communication, training)</li> <li>v. Support existing staff to transition to new job roles</li> </ul>
<b>Deliverables</b>	At the end of the consultancy service, the deliverables are: <ul style="list-style-type: none"> <li>i. Revised Job Description: detailed role and responsibility description for the staff in carrying out the new role</li> </ul>
<b>Who should apply?</b>	Recommended for SSAs implementing IT solutions that significantly change who will be doing the job e.g. integrated telephony or email response system where first level of support may be automated

#### 5. Post-Implementation Advisory

<b>Issue Statement</b>	After the IT implementation is completed, what is our next step?
<b>What the consultant will provide</b>	The consultant will provide the needed templates, tools and advice to assist the SSA to <ul style="list-style-type: none"> <li>i. Identify additional opportunities as part of the digitalisation journey</li> <li>ii. Prioritise digital needs and solutions</li> <li>iii. Have a clear understanding on the digital roadmap for the organisation, focused on delivering productivity and increasing staff/client satisfaction</li> </ul>
<b>Deliverables</b>	At the end of the consultancy service, the deliverables are: <ul style="list-style-type: none"> <li>i. Post-Implementation Recommendation Report: recommend future digital enhancements to sustain tech adoption</li> </ul>
<b>Who should apply?</b>	Recommended for SSAs who plans to embark on further digital enhancement efforts in the short to mid term after the completion of the IT implementation.