



# ISSP

## Summary

This document contains all the texts and images of the course ISSP (Information System Strategic Plan). However, some learnings are based on videos or links that are not detailed in the document.










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## INFORMATION SYSTEM STRATEGIC PLAN



There is broad agreement among leaders and experts that planning represents a critical component of good management and governance. Most organizations understand the need for annual objectives and a program-focused work plan.

Planning finds no less important in a changing environment like Information Technology; it might be essential. In this course you will work with your advisor to formulate an Information System Strategic Plan: the **ISSP**.

 <h3>INTRODUCTION</h3> <p>What is ISSP? The Information System Strategic Plan , it's here!</p> <p><b>Module 1</b></p>	 <h3>VISION AND MISSION</h3> <p>It's Important to know exactly what you want to achieve with Information Technology.</p> <p><b>Module 2</b></p>	 <h3>IDENTIFY WHERE YOU ARE</h3> <p>Knowing where you are and where you want to go. The matrix and SWOT.</p> <p><b>Module 3</b></p>
 <h3>ENVIRONMENTAL ANALYSIS</h3> <p>Get to know your environment will help to find what you need.</p> <p><b>Module 4</b></p>	 <h3>RESOURCES ANALYSIS</h3> <p>Hardware, software and HR capacity, all listed to take better decisions.</p> <p><b>Module 5</b></p>	 <h3>NEEDS ANALYSIS</h3> <p>Now we search what is needed in each departments for your future.</p> <p><b>Module 6</b></p>
 <h3>STRATEGIC CHOICES</h3> <p>In relation to the business strategic plan, what should you prioritize?</p> <p><b>Module 7</b></p>	 <h3>IMPLEMENTATION</h3> <p>How much will the ISSP costs? When will we implement the plan?</p> <p><b>Module 8</b></p>	 <h3>EVALUATION</h3> <p>Define indicators to measure the benefits of the plan.</p> <p><b>Module 9</b></p>

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# Module 1 - Introduction

## VIRTUAL ISSP

The ISSP is normally presented by an advisor who organizes the various meetings with the main actors of the organization. The advisor sets up the analysis of the current situation, implying the computer specialists in the gathering of information.

For the virtual version, a person having authority must pilot the project with the advisor at distance. Computer scientists should be working with the group. You can present the video to the head management to introduce the plan. It's a summary of the 9 modules. You will find a PowerPoint copy if you wish to give the presentation yourself and adapt the texts to your organization. The template is the document that must be completed throughout the process. It's the ISSP plan.



## WHAT IS ISSP?

An Information System Strategic Plan (ISSP) is a [document](#) that details the comprehensive technology-enabled business management processes an organization uses to guide operations. It serves as a guide to IT-related decision making, with IT tasks prioritized and implemented using the plan as a framework.

The plan also helps guide an organization as it formulates its overall IT strategy. While an IT strategy focuses on how IT will help the business succeed, an IT strategic plan is a roadmap to help the business implement those strategies. The plan outlines areas where IT can contribute business value and where an organization can gain competitive advantage by making the best use of technology resources.



## THE ISSP INCLUDES:

- Strategic Plan: Where are we? Where are we going? Why? How will we there?
- Project Plan: What are we trying to achieve? How will we make it happen?
- Operational Plan: What do we need to do to make it all happen and know we are on track?
- Service Plan: Who are the clients? What will be their benefits? How?
- Financial Plan: Where is the money coming from? Where is it going to? Is it enough?
- Evaluation Plan: How do we know we are doing a good job? How do we improve what we are doing?



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## Module 2 – Vision and Mission

### VISION

A vision is a statement that define your organization’s purpose. The vision statement focuses on tomorrow and what the organization wants to become.

It is what you do/the core of the business, and from it come the objectives and finally, what it takes to reach those objectives.



### MISSION

A Mission Statement defines the company’s business, its objectives and its approach to reach those objectives. The mission statement focuses on today and what the organization does.

The Information System Strategic Plan should outline a mission statement that states what it plans to achieve and how the IT strategy relates to the organization’s overall business objectives.

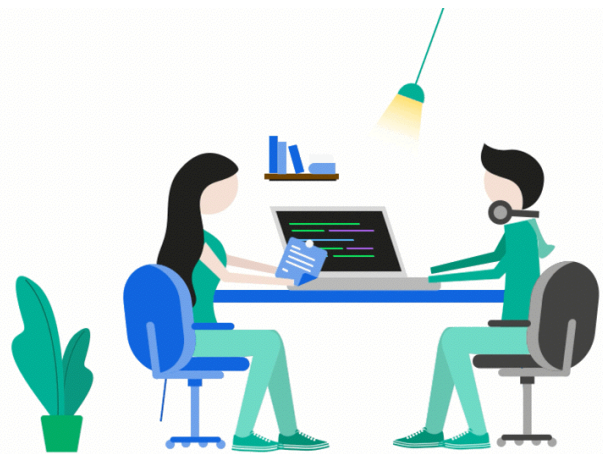


### IT MISSION

While companies commonly use mission and vision statements interchangeably, it’s important to have both. One doesn’t work without the other, because having purpose and meaning are critical for any business.

You may already have a business or strategic plan where your mission and vision are clearly defined. It is a good starting point to link your ISSP to your mission. How can my ISSP plan help me achieve my mission?

To support you in this process, it would be important to share your strategic plan with your advisor. He can help you to establish a strategy for your Information Technology. Without a clear statement, it might be difficult to give a direction to the plan.



## Module 3 – Identify where you are

### OBJECTIVES AND STRATEGIES

A first step for your plan will be to determine where you are right now but also where you want to go. According to the objectives that you will have fixed during the reflection on the IT mission, I suggest to bring together the main actors or departments of your organization and to discuss around this [matrix](#).

There will be more work to do with the matrix in Module 7 on strategic choices.



### IDENTIFY WHERE YOU ARE

Considerations	Model A	Model B	Model C	Model D	Model E
<b>Funds</b>	No funds to pursue even small IT projects	Minimal funds available to pursue IT projects	Annual budget includes limited IT funds for equipment and personnel	Annual budget has enough funds to operate an IT unit	Annual budget has enough funds to operate an IT office and implement IT programs and projects
<b>Structure and Personnel</b>	No technical personnel to operate a full-time IT unit	Minimal competent personnel are available in other offices to do IT projects	IT unit has basic competent personnel	IT division has more service units with competent staff	IT division or department has complete services and well trained and competent staff
<b>Desired Uses</b>	Simple and basic purposes	Office automation and records management	Office productivity, computer maintenance, and systems development	Include Models A and B services plus maintenance and updating of website, analysis and design	Include the complete range of IT services of Models A, B, and C plus software applications, MIS and GIS services, and full implementation of IT projects
<b>Management Support</b>	MGT is aware of IT	MGT is interested in IT in the organization	MGT is involved in IT projects in the organization	MGT is committed to IT projects in the organization	MGT is willing to invest in the future of IT in the organization

### SWOT ANALYSIS

SWOT analysis is a strategic planning technique used to help an organization identify strengths, weaknesses, opportunities, and threats related to business competition or project planning.

While you have the departments together, it would be interesting to analyze your strengths and weaknesses and link them to the computerization of your organization.

To help you organize this exercise, you will find here a [guide](#) with more information about the strengths, weaknesses, opportunities and threats. You can work with the [SWOT Analysis Matrix](#).



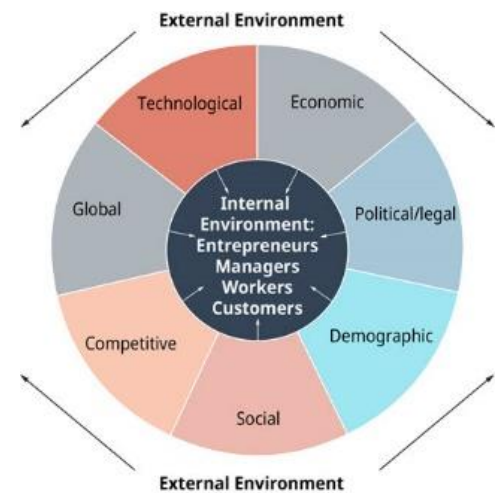


## Module 4 – Environmental Analysis

### WHAT'S AROUND YOU?

Organizations do not operate in a vacuum but rather in a dynamic environment that has a direct influence on how they operate and whether they will achieve their objectives.

This external organization environment is composed of numerous outside organizations and forces that we can group into seven key subenvironments, as illustrated: economic, political and legal, demographic, social, competitive, global, and technological. Each of these sectors creates a unique set of challenges and opportunities for organizations.



### WHAT IS THE IMPACT ON MY PLAN?



Many organizations use technology to create change, improve efficiencies, and streamline operations. Mobile technology allows organizations to communicate with employees, customers, suppliers, and others at the swipe of a tablet or smartphone screen.

So when formulating your computerization plan, you have to take into account what is going on outside your organization. For example, how do you want to communicate with your customers? Should an application be provided? A website?

Should we integrate social networks? So many questions that will be answered by analyzing your environment to find how you will relate to the external actors.

## Module 5 – Resources Analysis

### HARDWARE INVENTORY

The first step to determine the current situation will be to establish an up-to-date list of your hardware and software assets.

You can take this opportunity to make a detailed inventory of your equipment, but for the purposes of the plan, it can be very simple. The purchased year will be required because it will be necessary to evaluate the replacement of certain devices.

When the computer is no longer capable of supporting the new versions of operating systems, software, and antivirus programs, it's more than time that you replace. Beyond five years, it therefore becomes impossible to have an efficient and compatible tool.

[Inventory Hardware Template](#)



## SOFTWARE AND SYSTEM

In addition, you will need to make a list of software and systems in your organization. Ask employees what software they use every day but also every year. There are processes that take place annually or monthly that they will not think of describing.

If you cannot offer internet access to all your employees, make a list of those who should have the privilege. All these information will help to measure the costs of the plan.

[Software Inventory template](#)



## HUMAN RESOURCES

Remember that if you plan to implement new system or software in the future, you will need also to train the employees.

Take the time to ask employees what they need to do their jobs better. Are they happy in their work, and, if not, what might make them happier? What kind of training they would like to have?

Make it clear that you are really interested in setting goals and objectives for training that match employee needs, not deciding who gets the next pay cut.

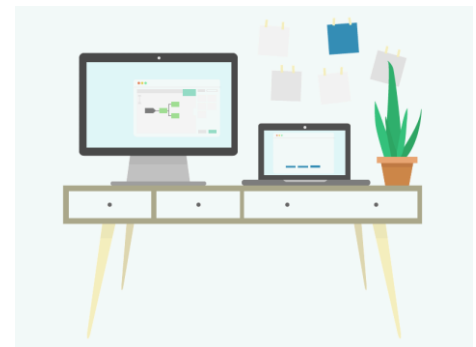
[Training needs template](#)



## NOW AND FUTURE

Going around the departments to make an inventory can be a long process. It would be more profitable to take advantage of these visits to understand future needs at the same time.

Based on how the workstations and software are used, the needs aren't the same. For example, it's not necessary to replace a computer that's primarily used for word processing as often as a workstation used for computer-assisted design or production management.



## Module 6 – Needs Analysis

### MEET THE HEADS

You have an inventory of hardware, software and training needs. Now you have to consolidate these lists with each department. A meeting with the heads will be necessary in order to grasp the needs of the department with more precision. By sharing the information received, you will discuss future prospects in order to draft a future plan.

Following these meetings, the ISSP plan manager will list the needs expressed, indicating an approximate amount for each request. How many equipment, how many computers, what software should we acquire?





## SYSTEM IMPLEMENTATION

If it is expected that the organization will buy a system that will change the work organization, management will need to be sensitized to the creation of an implementation team.

This project action team would be in charge of preparing the changes in the company, organize the training and plan the installation of the new system.



## CREATION OF IT DEPARTMENT

If the organization does not have an IT department and wants to create one, managers will have to be prepared to achieve this objective. The following document was prepared by a working group on the creation of an IT department in municipalities in the Philippines.

We have already see in module 3, the models A to E. This should have been discussed between heads department and direction. This document could be a good basis to understand the different models for the creation of an IT department.

[Guidebook on IT Model Organizational](#)



## CREATION OF IT COMMITTEE

The organisation should consider creating an IT Committee that would have the functions of defining the mission and goals of IT resources, authorize and direct the development of the strategic and operational plans for IT resources.

If the ISSP plan responsible is part of the organization's strategic planning team, he will be able to more easily link the plan to the objectives and prepare the documents for the next meeting: strategic choices.



## Module 7 – Strategic Choices

### WHY IT STRATEGY IS NECESSARY

With technology becoming the norm rather than the exception, organizations cannot afford to simply have a basic Information Technology strategy and instead, must actualize a comprehensive IT strategy that is aligned to their business and corporate strategies.

With the rapid spread of IT and the increasing interconnection and connectivity in the contemporary world, having an IT strategy is no longer a luxury for organizations and indeed, it has become the very necessity for survival.



## IDENTIFY THE PRIORITY

At this stage, your plan should be more detailed. All the needs were expressed and gathered in the same document which will be given to the high management level. It is time to prioritize the requests expressed by the various departments.

Sometimes the strategic choices will be made by a very small group, normally those who have developed the strategic plan of the organization. The plan is drawn up over 5 years but could be aligned over the same periods as the strategic plan of the company.

When priorities are given, they will be presented to all departments for discussion and debate. As the leader of the ISSP, you must understand the organization, build consensus and synergy among factions, break down the information silos and prioritize IT initiatives to benefit the entire organization.

To succeed with this ISSP plan, you must have the support and commitment of high level management and the financial resources to make the changes. There is a definite cost to implementing a successful IT Strategy. But the real question you need to ask is “What is the cost to your organization if you don’t?” You must weigh and balance many factors that drive your IT decisions.



## Module 8 – Implementation

### COSTS

Now that the priorities have been approved, it is time to work out the costs more precisely. Often it will be several months before arriving at the implementation and the costs in technology are constantly changing.

The expected expenses will be approved by the high level management and finance department before starting the process. There might be some investment sponsor to be included in the approval phase. They might want more information, ask for clarifications, and make suggestions. Having the roadmap ready could be a good strategy to get all the approvals.



### ROADMAP

The roadmap could be a list of tasks to be accomplished according to the priorities given. It is your responsibility to divide the roadmap according to the plan drawn up. The following document is a suggestion. This plan suggests a spread over 3 years.

[Roadmap template](#)

IT Planning Roadmap				
	Q1 2018	Q2 2018	Q3 2018	Q4 2018
<b>IT Planning</b>	Set Objective Vision Set Goals	Tactics Audit	Measurement Gap Analysis Strategic Intent	Opportunity Prioritization
<b>Business Strategy</b>	Goals Objectives	Scope Tactics	Q1 Review External Trend Data Opportunities	Q2 Review Balance Score Card Application Portfolio Change Road Lines Q3 Review New Online Store
<b>Strategic Management</b>	Outsourcing Management System Analysis Functional Application Development	Enterprise Architecture Project Management Data Science		Data Visualization Data Management QA
<b>Testing</b>	Contig	Resunding		System Congestion
<b>Governance</b>		Compliance Assessment		Communication Management

## Module 9 – Web Analytics

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### CONTROL

The last phase control is about setting up appropriate qualitative and quantitative control measures. Measurement of the actual state at any time during the implementation allows for an early identification of discrepancies.

Therefore, possible causes can be identified and corrective actions can be taken. Control acts as the central component in the plan and can therefore influence activities within previous and following phases.



### ISSP ... AN ONGOING PROCESS

The plan will be constantly evolving, as will the technology! It will therefore be necessary to adjust according to the market and the evolution of your organization. It might not be necessary to have a dedicated IT plan; it is always possible to integrate these elements into your organization's strategic plan.

However, the exercise was intended to make you understand that if you want technology to serve your organization, you must know how to control its impacts.

