

# Best Practices

## ACT Inc. Best Practices – Embraced by Veronica Williams

ACT Inc. Best Practices			
Define Project	Secure Commitment to Change	Direct Change	Implement Change
<ol style="list-style-type: none"> <li>1. Provide clear and strong executive leadership, including goals and targets</li> <li>2. Position the Chief Information Officer as a senior management partner</li> <li>3. Develop long-term vision and investment strategy</li> <li>4. Adopt evolutionary path toward meeting customer needs</li> <li>5. Recognize and communicate the urgency to change IT practices</li> <li>6. Match requirements and resources before starting new product or systems development</li> </ol>	<ol style="list-style-type: none"> <li>1. Obtain sustaining support from senior leadership to facilitate change</li> <li>2. Anchor strategic planning in customers needs and goals</li> <li>3. Create or identify organizations responsible for coordinating or managing information flow &amp; gathering</li> <li>4. Get line management involved and create ownership</li> <li>5. Ensure that business &amp; contractual requirements are clearly defined, understood and accepted by the stakeholders</li> <li>6. Take action and maintain momentum</li> </ol>	<ol style="list-style-type: none"> <li>1. Measure the performance of key mission delivery processes</li> <li>2. Focus on process improvement in the context of an architecture</li> <li>3. Manage IT projects as investments</li> <li>4. Integrate the planning, budgeting and evaluation processes</li> <li>5. Ensure that the design is consistent with the organization's enterprise architecture.</li> <li>6. Ensure that risks are proactively identified and systematically mitigated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure that a quality solicitation is produced</li> <li>2. Establish customer/supplier relationships between line and IT professionals</li> <li>3. Upgrade skills and knowledge of line and IT professionals</li> <li>4. Confirm the integration of new products with existing systems</li> <li>5. Ensure that products satisfy the defined requirements prior to purchase</li> <li>6. Ensure proper transfer of the system from development and acquisition to the support organization.</li> </ol>

Using GAO studies as a baseline, our best practices have been modified to reflect ACT Inc. policies, which are driven by our past successes, ethics and experience.