

Case Study – Communications Network Proposal



Problem issue and scope

To support a long-term health support campaign in Africa, a Washington, D.C. based NGO sought to create a global communications network with the following objectives:

1. Provide strict workflows to report country level NGO operational bottlenecks and mission critical gaps such as medical stock-outs and in country drug registration problems to regional and global NGO partners.
2. Create a system of key performance indicators to monitor program efficiency.
3. Develop a platform of collaborative interaction and information sharing to support strategic advocacy development between global and regional level Non-Government Organizations (NGOs) to resolve country level NGO issues.

Methodology

In order to achieve optimal success, 5 key ‘interlaced’ stages were targeted.

1. Interviewing key project managers to analyze problem issue category statistics and barriers to success.
2. Map current problem issue reporting workflows and administrative systems.
3. Audit in-house technology and operational capabilities of both third world and developed country NGO partners.
4. Ascertain systems compatibility between partners and identify critical operations and technology gaps.
5. Assess the current level of stakeholder systems competence and identify realistic systems solutions to achieve project deliverables.

Recommendation and Outcome

It was imperative to design a user friendly platform that could fulfill the mission critical objectives without being prone to operational incompatibility issues between stakeholder network members, avoid operational stand stills due to the limited reliability of North African telecoms service providers. After exploring a variety of topologies and frameworks suitable to the aforementioned circumstances, the chosen recommendation was a Microsoft SharePoint portal that could be specially molded to provide suitable functional workflows, KPI feedback and promote global and regional NGO cohesion in data sharing and advocacy solution engineering.

Case Points
Organization & Market: <ul style="list-style-type: none">› Washington, D.C. based global health NGO
Situation: <ul style="list-style-type: none">› Operational Bottleneck issues› Required Communication Framework to report problem issues, KPIs and harmonize network partners
Process: <ul style="list-style-type: none">› Full stakeholder communications audit› Third world telecommunications analysis› Workflow audits› Thorough post-diagnostic scenario comparisons
Recommendation: <ul style="list-style-type: none">› Introduced SharePoint Portal› Re-engineered workflows and KPI metrics› Created framework for harmonizing Global, Regional and Country level NGOs› Network scale training-plan introduced
Outcome: <ul style="list-style-type: none">› Completed within scope, time and cost› Created organic framework to support mission objectives

By applying the 3i One-Shot model, we ensured that only the most thorough framework of systems audit diagnosis was undertaken. Providing a springboard for an expansive package of scenario options, we provided the most optimal recommendation for a solid yet organic communications portal that supported the campaign objectives.

Careful selection of only the most appropriate I.T. vendor and closely managed Consultant Program Management ensured the successful SharePoint Portal implementation could be achieved in an 'agile' fashion without incurring 're-work' set-backs, thus, with a focused approach towards user training and earned-value-analysis, delivering the project within well within scope, time and cost..

Client Comments:

“where two predecessors failed, the consultant demonstrated an immediate understanding of the problems at hand in achieving the campaign objectives and the problems at hand. By providing a detailed yet clear needs assessment, this thoroughly helped our organization across all levels understand a network system that enhanced both horizontal and vertical communication while most important providing a concrete operational foundation to help us save lives for the future.....a God send”

-- Director of Communications

Consultant Comments:

“the real challenge was not in showing the client where they should go, they already had a strong vision of what they wanted to achieve. The key to success was in helping them segregate, clarify and functionally pin-point where the problems issues existed, the barriers to success and how a fluid workflow structure married with a communication network portal capable of supporting both first and third world technologies would help them achieve their core objectives.”

-- AOP Consultant