

BrightWork 365 Start Service Overview

The Start Service uses the BrightWork implementation process called 3D (Design, Deliver, Deploy). 3D is a clear, transparent, and practical change management process focused on the project management needs of your group.

We work with you every step of the way to help you identify and implement your requirements on BrightWork 365.

During Start, your Customer Success Partner will work with the project management champion from your group as our main contact. We'll also work with additional senior managers, project managers, and team members as needed.

The 3D Methodology

1. Design - using collaborative project management best practices
2. Deliver - starting with configurable templates
3. Deploy - with on demand and as needed training

Design - Using Best Practices

Requirements

Your designated and experienced BrightWork Customer Success Partner will work with your senior project management sponsors to capture your organization's project management vision, both short and long term. In this step, your BrightWork 365 Customer Success Partner will catalog the desired outcomes and expected value and with you will rank them in order of importance.

Evolve Plan

Together we prioritize your requirements to determine which ones to include in Start (Iteration 1) and what should go in the Backlog (for future implementation), or what we like to call your Evolve Plan. In this Evolve Plan, we will specify any risks or issues which may affect this iteration and together we will make any accommodations necessary.

Design

In addition to the included out of the box templates, the BrightWork 365 Start service provides for the collaborative design of additional templates to manage Project Requests, Projects, Programs and Portfolios.

Deliver - With Configurable Templates

Configure

Your BrightWork 365 Customer Success Partner will work with you to configure the templates and build out a sample of projects for your team, so you can learn on the job.

Review Templates

Your BrightWork 365 Customer Success Partner will work with you to assist key stakeholders to review and verify the template design before continuing. This ensures the amount of project management process to be implemented is right for your current needs.

Adjust

Your BrightWork 365 Customer Success Partner will prioritize feedback with you from your key stakeholders to determine which items are to be adjusted immediately, and which can be added to the Backlog for the subsequent Evolve plan stages.

Deploy - With Training

Train

Your BrightWork 365 Customer Success Partner will work with you to design a role-based training plan that suits your project management processes so your group can start using the solution as soon as possible.

Rollout

At this stage you go live and start using BrightWork 365! Your Customer Success Partner will conduct feedback sessions with you and your teams after some initial usage to determine if some items need to be adjusted immediately and to agree with you what should go in the Backlog (for the Evolve plan).

Support

You and your BrightWork Customer Success Partner will check and formally declare all in-scope 'Start' deliverables achieved and will update the Project Management Strategy that guides project management success. Your BrightWork Customer Success Partner will follow up on deployment status and address any adjustments that arise.

How Long Does Deployment Typically Take?

Our Start deployment service includes 40 hours of effort spread over 3 to 9 weeks. Factors that influence duration are:

- Project Management in use today versus what will be implemented.
- Infrastructure readiness.
- Speed of process/management level decisions.
- Resource availability and skill levels.
- External and organizational constraints.

Note that it's typically preferable to take on less rather than more in the first iteration.
