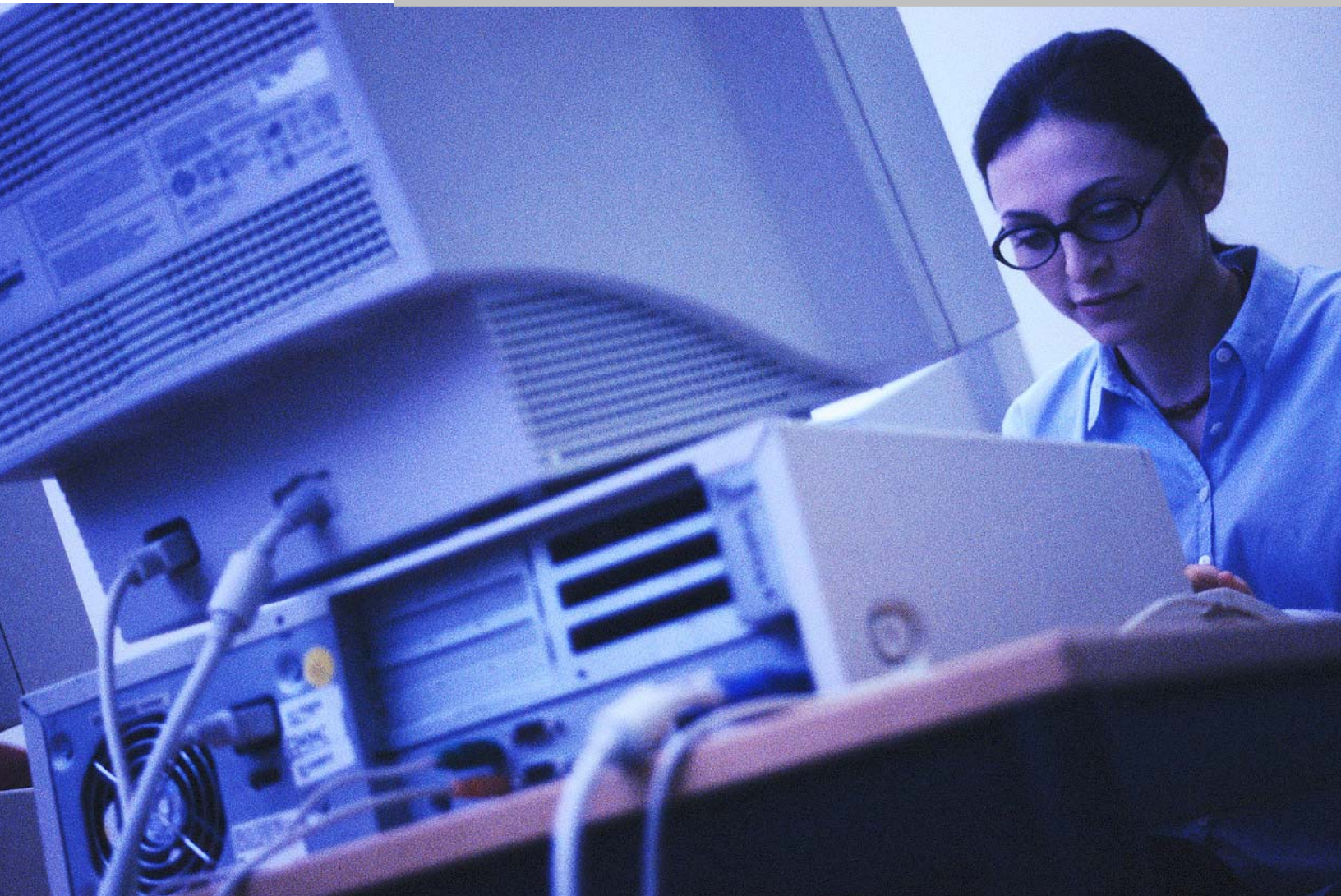




Strategic Services for Today's CIO

Catalog of Products and Services July 2007



Catalog of Products and Services

OUR FOUNDER:

The CIO Collaborative was launched in 2005 by Liza Lowery Massey, an executive with over 20 years of IT experience in small, medium and large organizations. After a successful career that culminated with serving as the Chief Information Officer (CIO) for the City of Los Angeles, Ms. Massey founded The CIO Collaborative.

OUR TEAM:

The CIO Collaborative's team is composed of experienced, respected industry leaders, each with an average of over 15 years experience successfully serving both public and private sector organizations.

***We made a wise decision for the City
by engaging The CIO Collaborative.***

- Earl Bunting, IT Director, Jacksonville, NC

OUR MISSION:

Our mission is to enable IT leaders to achieve the successes they desire.

OUR APPROACH:

The CIO Collaborative offers IT-related consulting services to both public and private sector organizations. We offer fixed-price, deliverable based solutions that enable IT leaders to achieve their goals of obtaining value from their IT investments and improve service delivery to their customers.

OUR EXPERIENCE:

We have proven experience and expertise in many areas as outlined in this catalog. Additionally, we provide consulting services related to citizen relationship management and 3-1-1, Fusion Centers, Intelligence Led Policing, Telecommunications Planning, and Enterprise Resource Planning, among other things.

***We got more than our money's worth in
dealing with The CIO Collaborative.***

- Steve Chapin, CIO, North Las Vegas

OUR CATALOG:

This *Catalog of Products and Services* was designed to provide our potential clients with a concise description of the products and services we currently offer. It will be updated as new products and services become available. The latest version of our Catalog is always available on our website: www.ciocollaborative.com.

We look forward to the opportunity to serve you!



DO IT YOURSELF & MORE

Preparing an IT Disaster Preparedness/Business Continuity Plan

DESCRIPTION:

The CIO Collaborative offers a best practice-based template for creating an IT Disaster Preparedness and Business Continuity (IT DP/BC) Plan. The template provides a framework for preparing for, preventing, and responding to potential threats to your IT systems that range from human errors to catastrophic natural disasters. It also provides a framework for restoring system availability as quickly as possible in a planned manner.

RESULTS:

This methodology results in identification of mission critical technology systems and potential threats to the normal operation of these systems, as well as determination and implementation of measures for ensuring maximum availability of IT systems.

AVAILABILITY:

1. As a “do it yourself” project where we provide the template and your team completes the Plan following our best practice-based framework.
ONE TIME FEE \$750
2. As a limited consulting engagement where our firm initiates the DP/BC effort, conducts a meeting with departments, and then performs a final review of the Plan drafted by your team.
FIXED FEE \$4,500
3. As a full service engagement to kick off and facilitate the entire DP/BC Plan development process including setting milestones and due dates, meeting with departments, assembling information, and drafting the Plan.
FIXED FEE based on organization size and complexity

RELATED SERVICES:

The CIO Collaborative also offers consulting services to update the DP/BC Plan on an annual basis and conduct table top exercises to ensure that your Plan will work when needed. Costs for these services are based on complexity of the IT DP/BC Plan, the size and complexity of the organization, and the number and frequency of table top exercises desired.

Development of a DP/BC Plan can be done in conjunction with IT Strategic Planning consulting services.



DO IT YOURSELF & MORE

Conducting IT Demand Management

DESCRIPTION:

The CIO Collaborative offers a best practice-based automated toolset to assist organizations with objectively evaluating existing and proposed IT initiatives. The evaluation criteria used in this process is comprehensive, going beyond traditional return on investment (ROI) models. It is also specific to your organization, ensuring alignment of IT initiatives with your organization's needs and strategic direction.

RESULTS:

This engagement results in an objective score for every IT project evaluated through this methodology. This score allows you to easily distinguish between projects that should move forward in the approval and funding process and those that should not.

AVAILABILITY:

1. As a "do it yourself" project where we provide the templates and your team completes the process following our best practice-based framework.
ONE TIME FEE \$1,500

The DIY IT Demand Management toolset is FREE to members in good standing of GMIS International! Visit www.gmis.org to join.

2. As a limited consulting engagement where our firm initiates the prioritization effort, conducts a meeting with staff involved in the process, and then performs a final review of the outcome determined by your team.
FIXED FEE \$5,500
3. As a full service engagement to kick off and facilitate the entire IT demand management process including setting milestones and due dates, meeting with departments, assembling information, and drafting final recommendations.
FIXED FEE based on organization size and complexity

RELATED SERVICES:

The toolset and consulting services are also available in conjunction with the IT Governance, IT Strategic Planning, Service Level Agreement, Business Process Review and Improvement, and/or Defining Requirements consulting services.



DO IT YOURSELF & MORE

Performing an IT Skills Inventory

DESCRIPTION:

The CIO Collaborative offers a best practice-based toolset to identify the skills of your IT team. Using an automated self assessment survey tool that can be customized to your environment, a skills inventory can be completed in record time.

RESULTS:

The findings are summarized in a report that is provided along with the raw data in spreadsheet format. This information can be used to support resource allocation plans and department reorganizations, as well as, identify staffing and training requirements.

AVAILABILITY:

1. As a “do it yourself” project where we initiate the IT skills inventory using our standard survey with no customization. You are provided a summary report and the raw data in Excel spreadsheet format for further evaluation and formatting by your team.

ONE TIME FEE \$2,500

The DIY IT Skills Inventory is FREE to members in good standing of GMIS International! Visit www.gmis.org to join.

2. As a limited consulting engagement where our firm initiates the skills inventory effort, provides moderate customization of the self assessment survey tool, manages the collection of data, and then summarizes the results, providing you with a report and formatted data in spreadsheet format.

FIXED FEE \$7,500

3. As a full service engagement to kick off and facilitate the entire IT skills inventory development process including setting milestones and due dates, customizing the self assessment survey tool, initiating and managing data collection, summarizing the results and providing you with a final report and formatted data in spreadsheet format.

FIXED FEE based on organization size and complexity

RELATED SERVICES:

The IT Skills Inventory can be performed in conjunction with IT Governance and/or SWOT Assessment consulting services.



DO IT YOURSELF & MORE

Implementing an IT Project Management Process

DESCRIPTION:

The CIO Collaborative offers consulting services to assist your organization with implementing a disciplined IT project management process, complete with workflow diagrams, end to end process definitions, and forms and templates, all based on proven best practices and procedures.

RESULTS:

This engagement focuses on reviewing and documenting your IT project process, tailoring templates to meet your organizations needs, and educating your team so that they can successfully use the project management process.

AVAILABILITY:

1. As a “do it yourself” effort in which we provide the templates for your team to customize and implement.

ONE TIME FEE \$3,500

2. As a limited consulting engagement where our firm initiates the implementation effort, conducts a meeting with staff to determine the “to be” project management process complete with a workflow diagram, performs moderate customization of forms and templates, and conducts a single training session for your team.

FIXED FEE \$8,500

3. As a full service engagement to kick off and facilitate the entire project management process implementation including setting milestones and due dates, meeting with key staff to define and diagram the process, customizing forms and templates, completing documentation, and training staff.

FIXED FEE based on organization size and complexity

RELATED SERVICES:

Implementation of the project management process in your organization can be done in conjunction with project management consulting services.



FIXED PRICE/DELIVERABLE BASED

Conducting IT Strategic Planning

DESCRIPTION:

The CIO Collaborative offers consulting services to assist your organization with development of an IT Strategic Plan that incorporates needs from the customers IT serves – other departments and agencies. Services include:

- Familiarizing your organization with a best practice based planning methodology for conducting departmental planning sessions;
- Conducting two (2) initial departmental planning sessions to demonstrate the methodology;
- Summarizing the results of the two initial planning sessions;
- Coaching your staff to conduct the remaining departmental planning sessions;
- Reviewing summaries of the remaining departmental planning sessions and identifying cross functional (organization-wide and multi-departmental) opportunities;
- Conducting one (1) cross functional planning session;
- Summarizing the results of the cross functional planning session;
- Coaching your staff to conduct the remaining cross functional planning sessions; and
- Reviewing summaries of the remaining cross functional planning sessions and identifying proposed recommendations.

RESULTS:

This engagement results in the development of departmental/agency level plans as well as identification of cross functional IT initiatives. The results can be used in project prioritization, budget development, and resource allocation, as well as driving development of IT's strategic plan. Our approach also ensures that your team can conduct future IT planning efforts to keep your IT Plan up-to-date.

AVAILABILITY:

1. As a limited consulting engagement with services as outlined above.
FIXED FEE based on organization size and complexity
2. As a full service, extended engagement where our team conducts all planning sessions, and drafts all summaries and the final report.
FIXED FEE based on organization size and complexity

RELATED SERVICES:

These services can be provided in conjunction with IT Governance, IT Demand Management, DP/BC Planning, Service Level Agreement, Business Process Review & Improvements, and/or IT SWOT Assessment consulting services.



FIXED PRICE/DELIVERABLE BASED

Establishing IT Service Level Agreements

DESCRIPTION:

The CIO Collaborative offers consulting services to assist your organization with establishing service level agreements (SLAs) between IT and its customers – the other departments and agencies in your organization. The focus of this engagement is to clarify and document the services IT provides and its support and response time commitments. Services include:

- Familiarizing your organization with a best practice based SLA template;
- Assisting with establishment of one (1) SLA with a single customer department or agency including facilitating an initial meeting, drafting a proposed SLA, reviewing same with the CIO, forwarding same for review and comment by the department/agency, and completing final modifications based on feedback; and
- Coaching your staff so that they can conduct the remaining SLA meetings and draft the appropriate SLAs using the standard template.

RESULTS:

This engagement results in the development of understandable agreements between IT and its customers. These agreements set expectations and help manage demand for IT resources. Our approach ensures that your team can draft SLAs and keep them up-to-date.

AVAILABILITY:

1. As a limited consulting engagement with services as outlined above.
FIXED FEE based on organization size and complexity
2. As a full service engagement where our team conducts all meetings with customer departments, drafts all proposed SLAs, incorporates feedback, and completes all final modifications.
FIXED FEE based on organization size and complexity

RELATED SERVICES:

SLA services can be provided in conjunction with IT Demand Management, IT Governance, IT SWOT Assessment, and/or IT Strategic Planning consulting services.



FIXED PRICE/DELIVERABLE BASED

Establishing IT Governance

DESCRIPTION:

The CIO Collaborative offers best practice based consulting services to assist your organization with establishing or improving its IT Governance. This consulting engagement includes:

- Familiarizing the organization with the process for determining the best approach for IT governance;
- Interviewing the organizations leadership and CIO, as well as, other key personnel to identify existing decision making bodies and processes;
- Drafting a proposed IT Governance model and process and reviewing same with the CIO;
- Presenting the IT Governance proposal to the organization's leadership for feedback and approval;
- Making final adjustments to the IT Governance proposal based on feedback; and
- Facilitating an initial meeting of the IT Governance body.

RESULTS:

This engagement results in implementation of a well defined, participative decision making process that aligns IT services and work programs with the organization's needs and strategy.

AVAILABILITY:

The CIO Collaborative's IT governance consulting services are available only as a fixed price, deliverable based engagement.

FIXED FEE based on organization size and complexity

RELATED SERVICES:

Establishing IT Governance can be done in conjunction with IT Demand Management, an IT SWOT Assessment, IT Skills Inventory, IT Strategic Planning and/or Service Level Agreements consulting services.



FIXED PRICE/DELIVERABLE BASED

Performing an IT SWOT Assessment

DESCRIPTION:

The CIO Collaborative offers consulting services to assist your organization with identifying its IT related strengths, weaknesses, opportunities and threats (SWOT).

RESULTS:

Using a proven methodology, this assessment results in a summary of findings and a list of recommendations that aid in IT planning and business process improvements, identifying and addressing customer service issues, and supports reorganization of resources to meet evolving needs.

AVAILABILITY:

The CIO Collaborative's IT SWOT Assessment services are available only as a fixed price, deliverable based engagement.

FIXED FEE based on organization size and complexity

RELATED SERVICES:

An IT SWOT Assessment can be conducted in conjunction with IT Governance, IT Skills, Inventory, IT Strategic Planning, and/or SLA consulting services.

It can also be expanded to include obtaining customer feedback via on-line survey instruments.

FIXED PRICE/DELIVERABLE BASED

Performing Business Process Review & Improvements

DESCRIPTION:

The CIO Collaborative offers consulting services to assist your organization with reviewing and improving your organization's business processes. The focus of this engagement is to assess and document current IT capabilities for major business processes selected by you. As part of the engagement, opportunities will be identified where the use of existing IT capabilities or the application of new IT capabilities will improve the selected business processes. This engagement can be performed in an iterative manner, being repeated as many times as desired to review and make recommendations for all your business processes.

RESULTS:

The key deliverable for each cycle of this engagement is a document that includes:

- As-is diagrams for a set of selected business processes;
- Descriptions of IT capabilities and systems that are currently in use or planned for use for these processes;
- Descriptions of IT capabilities that are available to client but not currently in use or planned for use for these business processes; and
- To-be business process diagrams and recommendations for improvements for a set of selected business processes.

AVAILABILITY:

The CIO Collaborative's business process review and improvements consulting services are available only as a fixed price, deliverable based engagement.

FIXED FEE based on the number of business processes to be considered, as well as organization size and complexity

RELATED SERVICES:

Business process review and improvement services can be provided in conjunction with IT Strategic Planning and IT Demand Management consulting services.



FIXED PRICE/DELIVERABLE BASED

Defining IT Requirements

DESCRIPTION:

The CIO Collaborative offers consulting services to assist your organization with determining your IT related needs and requirements. Services include:

- Defining the scope of the project;
- Identifying key stakeholders;
- Developing a project schedule;
- Conducting proof of concept pilot studies if desired;
- Identifying potential vendors;
- Assisting in the procurement process;
- Conducting Steering Committee meetings;
- Delivering a Project Charter, high level project time line and cost estimates, proof of concept pilot(s) reviews, and Requirements Document.

RESULTS:

This engagement results in the development of an IT Requirements Document that clearly articulates your business needs and can be used as a basis for procurement or development of an IT solution.

AVAILABILITY:

The CIO Collaborative's Needs Assessment consulting services are available only as a fixed price, deliverable based engagement.

FIXED FEE based on the size and complexity of the IT project and the range of services desired

RELATED SERVICES:

The CIO Collaborative can also assist with actual procurement activities including developing detailed procurement specifications, developing weighted evaluation criteria, conducting vendor evaluations, and assisting with contract negotiations.

Defining IT Requirements services can be provided in conjunction with Project Management and/or IT Demand Management consulting services.



ON-GOING SUPPORT

Providing IT Project Management Services

DESCRIPTION:

The CIO Collaborative offers project management services for IT related projects that are provided in accordance with best practice procedures and standards.

Services include:

- Identification of project phases and deliverables based upon documentation and information provided by the client;
- Identification of necessary resources and assignment of responsibilities;
- Project coordination among key stakeholders and participating agencies;
- Day-to-day management and coordination to ensure completion of deliverables and adherence to time lines; and
- Coordination and facilitation of reviews and approvals as necessary to meet project deliverables.

Standard project management tasks include:

- Developing a project scope and time line;
- Creating and executing project work plans with revisions if appropriate to meet changing needs and requirements;
- Managing day-to-day operational aspects of the project and scope;
- Effectively applying a best practice based project management methodology and enforcing project standards;
- Preparing for and facilitating procurement of software, hardware, and services to meet project needs;
- Reviewing deliverables before passing them to client;
- Preparing for project reviews and quality assurance procedures;
- Minimizing exposure and risk on project;
- Coordinating with key stakeholders and participating agencies to ensure integration and on-going support as necessary;
- Ensuring project documents are complete, current, and stored appropriately; and
- Managing project budget.

RESULTS:

Our project management services ensure your IT related projects are delivered on time, within budget, and according to agreed upon specifications.

AVAILABILITY:

The CIO Collaborative's IT project management services are available only as a fixed price, deliverable based engagement.

FIXED FEE based on project size and complexity



REPORTS & DATA

National Public Sector IT Salary Survey Report

DESCRIPTION:

The first *National Public Sector IT Salary Survey Report* is based on data collected in late 2006 and early 2007 for 13 IT positions. With input from over 150 public sector organizations, ranging in size from just under 20,000 to over 36 million residents, and analysis by population size, region of the country, and type of government, it is the most comprehensive salary report available to public sector organizations!

The Report includes participant profiles, key findings, overall results for each position, results analyzed by region, organization size, and organization type, and a comparison of public sector salaries to salaries for all industries. It also includes definitions and details and the data tables on which the results are based.

AVAILABILITY:

An electronic version of The *National Public Sector IT Salary Survey Report* is available for purchase.

ONE TIME FEE \$249

The Report and supporting data in Excel spreadsheet format is FREE to members in good standing of GMIS International! Visit www.gmis.org to join.



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