



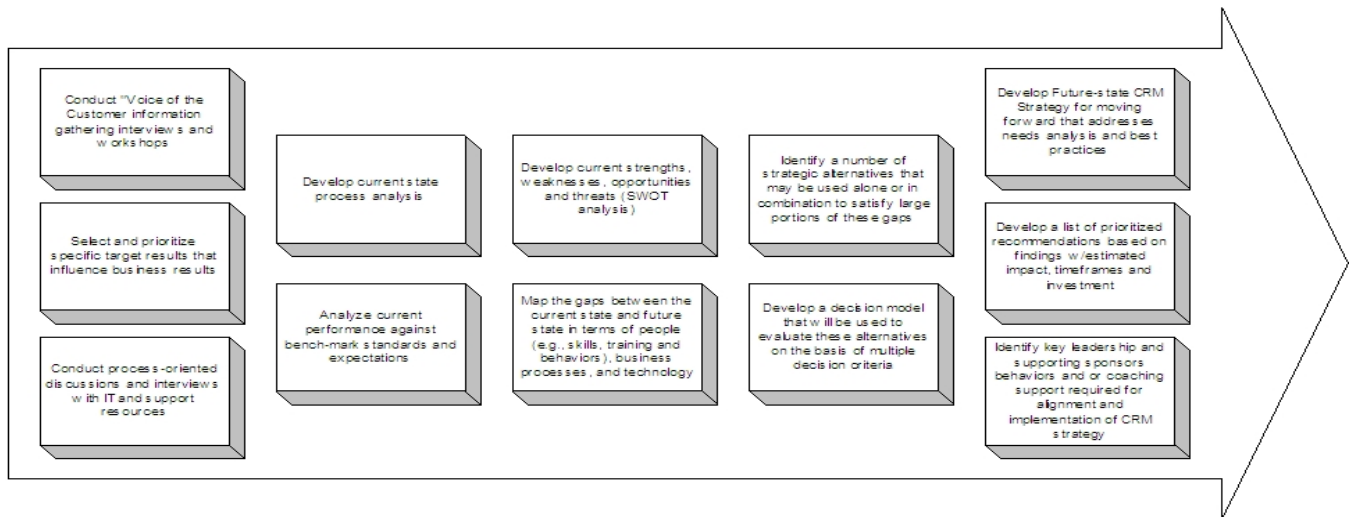
**SERVICE OVERVIEW:
BUSINESS PROCESS REENGINEERING (BPR) SERVICES**

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David L. Boone possesses 15+ years of BUSINESS PROCESS REENGINEERING (BPR) experience with over 20 successful BPR projects completed. He is SIX SIGMA BLACK BELT and IIBA CBAP (Business Analyst) certified (CBAP #11458). He gained Big 4 experience as a consultant at KPMG CONSULTING, and has been facilitating BPR efforts since 1994, when he was part of the CSC organization implementing the Reengineering the Corporation authors' initial project teams involved in the National Performance Review. David holds a Systems Management (STEM-certified) graduate degree, and has attained Professional Scrum Master I certification from Scrum.org with experience in Agile/Scrum and waterfall methodologies. David is a member of the Business Architecture Guild.

David often organizes BPR initiatives into a global blueprinting phase used to gain an overall vision and objectives for a process area or cluster, followed by smaller initiatives intended to break down the overall effort into 6-12 week efforts focused on a single process or group of processes. Each effort has a phase dedicated to organizing the project team and defining the vision and case for action; another phase focused on defining the current state (as-is) process and identifying "hot spots" (areas for future improvement); a third phase dedicated to establishing the future state (to-be) process, and a fourth phase focused on establishing the transition strategy for getting to the future state, focusing on front-loading the Return on Investment (ROI).



The diagram above depicts a typical flow for a BPR effort following the initial team identification / vision / case for action. David captured the results of this effort in two document deliverables:

The Gap Analysis Deliverable contained the following sections: Executive Summary; Voice of the Customer (VOC) Interview and Survey Findings; Current Process Summary with Performance Benchmarks, Strengths, Weaknesses, Opportunities, Threats (SWOT); Future Process Summary with Performance Targets; Gap Summary including People, Business Process, Technology; Identification of Immediate, High-Impact Initiatives ("Low-Hanging Fruit"); Next Steps. Activity Based Costing (ABC) / Value Engineering (VE) and Critical Path Analysis / Critical Path Method (CPM) and/or other quantitative or qualitative analytical techniques may also be used.

The Phased Strategy Deliverable contained the following sections: Future State CRM Strategy Summary; Identification of Strategic Alternatives; Decision Model and Evaluation Process; Shortlist of Strategic Alternatives with Estimated Timeframes and Investment Cost Model; David's Recommendations and Rationale; Appendices.