



Entry points to Decision Management

A good Decision Management adoption strategy defines a gradual roadmap allowing more manageable integration of processes, methodologies and technologies.

One of the most challenging roadmap decisions is selecting an appropriate entry point for adoption. However, companies often struggle with the uncertainty of identifying a suitable entry point that supports the business, organization and technical infrastructure of the enterprise.

Our research identifies three common entry points that serve as a general foundation for launching a Decision Management adoption initiative.

Entry points to Decision Management adoption are critical because they often determine the depth to which the company can successfully integrate the approaches and technologies.

Choosing a good entry point is like making a good first impression – chances are you only get to make one. In our discussions with companies with limited success implementing Decision Management, many managers feel as if their chosen entry point put them on the wrong path from the start.

Our research shows that successful adoptions generally start at one of three entry points.

Preliminary adoption

A preliminary adoption usually begins with a readiness assessment to identify and analyze impacts to the business and technical groups. Feasibility studies are also common, ensuring that the approaches and technologies will solve the types of challenges facing the enterprise. However at this stage, specific implementation targets have not yet been identified.

Following the assessment and feasibility stage, pilot projects help the organizations understand the requirements for a successful implementation, including:

- Performance, scalability, security and manageability
- Organizational structure and necessary alignment
- Ability to target specific areas of interest within the enterprise

A pilot includes one full life cycle of rule discovery, documentation, development and deployment.

Line of business adoption

It is not uncommon for an organization to adopt Decision Management based on existing challenges in a particular line of business. Perhaps the line of business is considered least risky and therefore able to be transformed with minimal impact to the enterprise. Or perhaps the line of business is critical to success and must be transformed with high priority.

Independent of the reasoning, line of business adoption allows an organization to define focused, critical success factors and metrics, and assess the applicability of Decision Management to solve problems and address challenges.

Enterprise adoption

Enterprise adoption is the most complex option simply because of the underlying requirements necessary for success. However it can also produce the most lasting results. It requires an enterprise-wide commitment; every line of business, organization and functional group must be dedicated to transforming their processes to leverage Decision Management capabilities.

Robust governance is necessary for monitoring, prioritizing and authorizing changes, plans and projects. Additionally, the enterprise must develop a strong architectural foundation such as SOA to support the requirements for Decision Service deployment throughout the infrastructure.

Consider these options as you identify an entry point for your adoption initiative.

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