

## From Requirements to Assets: 20 years of IT Product Delivery Against the Odds

	<b>RISK</b>	<b>COMPLEXITY</b>	<b>DIFFICULTY</b>
<b>To Own</b>	Non-obsolescence; Support partners	Quality Assurance	Protection of Property; Compliance w/ other assets & apps
<b>To Maintain</b>	Process compliance planning & re-engineering	Application management	Integration & administration
<b>To Operate</b>	Performance engineering & tuning	Training; Custom configuration	Workflow automation
<b>To Implement</b>	Change Management & operations support	Project management	Resource Management
<b>To Acquire</b>	Resource conservation	Selection process	TCO & ROI projections

Did customers know what they needed? Did providers solve the right problems?

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