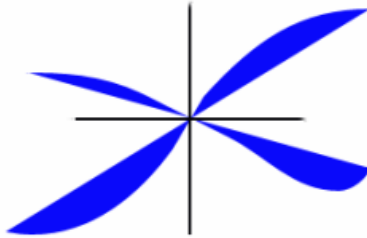


Introduction

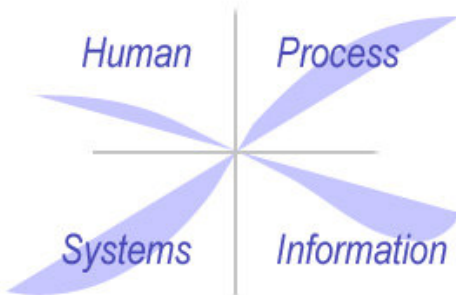
Inflection Point Solutions (IPS) signals its corporate mission in its name: An “inflection point” is a point on a curve at which the curvature or concavity *dramatically* changes.



The IPS logo below is a representation of this concept designed to convey the power of *positive change* that organizations enjoy when information systems effectively integrate with the human and business processes they were created to serve.

Proactive*8™

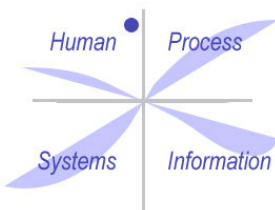
Proactive*8 is an 8-step methodology that IPS employs in assisting management and project teams to anticipate future information-system needs, issues, and changes required for the organization to thrive and flourish with all four quadrants in dynamic balance.



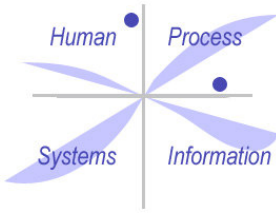
Proactive*8 is a *cumulative* method that moves through the four quadrants gathering momentum and increasing visibility as each step is fulfilled. The progression of most methodologies is linear in nature, but a slight adjustment to include milestone “breathers” or “review” between steps to allow backward and forward consideration of lessons learned and anticipated risk keeps the guiding vision fresh and clear and lets the participants accumulate valuable insights that might otherwise be lost or overlooked.

Without a periodic, cumulative consideration of each step in the light of all other *applicable* steps (not all steps are applicable to all projects), blind spots or omission may occur and impede vision. Using the IPS logo divided into quadrants as a visual springboard, the following paragraphs discuss how each of the steps in the **Proactive*8** methodology may be applied *as applicable* to various information and organizational projects to help achieve and exceed objectives, yet maintain balance in the process. As presented herein, this methodology may be applied to projects entirely oriented within any one quadrant or those that span more than one quadrant.

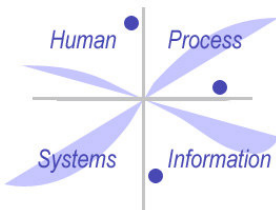
- 1. Assess and Analyze** The IPS mission: “To help you create positive changes in the way your organization conducts its business.” IPS professionals seek first to understand specific information systems (IS) and organizational (ORG) needs as they relate to integration, assess those needs to identified existing or planned systems and processes, then analyze those refined needs in relation to industry standards and best practice. This first Step delivers “as-is” and “to-be” views of the organization, its divisions, and its overall operations.



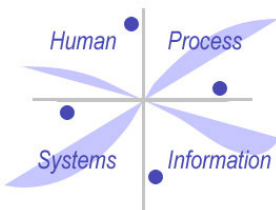
2. Requirements Gathering/Analysis Through a series of rapid Process Modeling (PM) sessions or interviews as warranted, IPS analysts collect, sort, and organize a thorough set of requirements representing the organization- and/or system-focused outcomes desired. For organizational systems, care is taken to understand the human considerations first, then the processes and systems they use. For strictly system concerns, while first emphasis is on software, hardware, and/or physical systems, the qualifying measure is still meeting human needs.



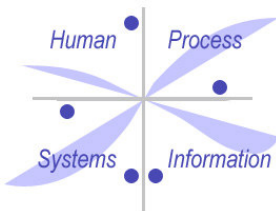
3. Selection or Design Depending on the nature of the project, Step 3 involves the Design of an outcome (e.g., systems interface; database design/model, etc.) or the Selection of a vendor supplied system. IPS is highly skilled in the design of systems, databases, and emerging utility integration platforms (e.g., EAI) and equally in the full life cycle review and selection of commercially available products (i.e., specification and RFP development, respondent analysis, vendor selection criteria and industry review, and procurement facilitation). Depending on the breadth and scope of a specific concern, the appropriate path is chosen, designed or specification prepared, presented for review, and developed or selected. This step benefits from the understandings gained in Steps 1 and 2 and delivers its outcomes in the collective light of those insights.



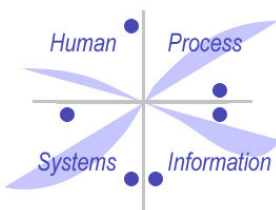
4. Implementation/Configuration With over 16 years of continuous IS implementation and configuration experience, IPS consultants seek to minimize interruptions to operations and maximize the benefits of the latest tools and procedures. Using Open Implementation (OI) best practices to fully leverage your system- and subject-matter experts, your users' observations and in-depth process knowledge, and your management team's strategic vision, OI visibility promotes acumen and accuracy.



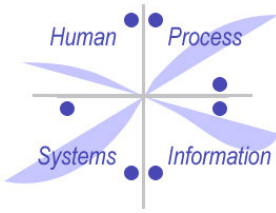
5. Integration and Interfacing Meeting system integration and/or interface needs is a crucial component of successful IS and ORG projects. Human systems often require as much or more care and attention during this step as the technical systems. The direction of steps now reverses to move back through the quadrants, offering added opportunity to reassess and evaluate previous and future steps, then to iterate, test, and finalize integration/interface elements into a more complete and satisfactory design.



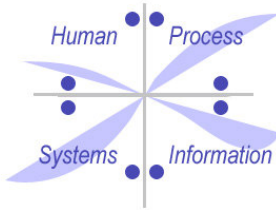
6. Data Population/Migration/Integration Testing This "information" step builds on the foundation for data needs addressed during steps 1 and 2. A precise and definitive scope is determined for the data to populate the system—whether new or migrating. Steps 3 through 5 iterated the Data Plan through design and testing, preparing for execution in this step. The IPS Data Toolbox is designed to ensure safe accomplishment of this mission-critical process. We understand how important your data is and protect it accordingly.



7. Change Management This step recognizes the need to anticipate and plan for “change” issues generated by the project. Successful Change Management revolves around the principles of awareness, preparation, and openness. As with steps 4, 5, and 6, a comprehensive plan is formulated to address everyone’s issues noted from the beginning of Step 1. By asking and listening carefully, and taking considered action, the impacts of change can be mostly positive as you move toward the inflection point.



8. Training and Support No project is complete until the users can effectively use the system(s) implemented; until maintenance of the new system is fully thought out and provided for; until all aspects of training and support are assessed, addressed, and specific long-term plans are in place. IPS management is committed to this crowning step, as it usually makes or breaks a project’s lasting success, and of course, determines whether or not we will have another opportunity to serve you.



The **Proactive*8** cumulative methodology and our experience in applying it helps your projects to run smoother, with more unified and complete outcomes, and with more attention paid to balancing and satisfying both human and system requirements.

IPS application of this overall methodology and work approach is crafted for each project and outlined in a formal Work Plan. Within each Work Plan are the supporting Project Management principals and activities acting as the mechanism for incremental success. IPS has extensive experience working with these projects and this industry in preparation of such Work Plans and applies a task oriented approach; incorporating our methodology within the day-to-day realities of project execution including scheduling, client resource considerations, technical details, project expectations, milestones and deliverables, overall sequencing of the work activities.