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## Overview

Sub-discipline Benefits Realisation (205) is concerned with the competencies required to ensure that the commercial and strategic objectives of an organisation are supported by IT enabled business change initiatives, including reducing environmental impact through adoption of green IT.

Working in the Lead Professional (2056) role will involve:

- Designing and implementing benefits realisation strategy and programmes for IT enabled systems (2056.01);
- **Reviewing and managing benefits realisation programmes for IT enabled systems (2056.02);** and
- Manage relationships during benefits realisation programmes for IT enabled systems (2056.03)

**Performance  
criteria**

*You must be able to:*

- P1 review the quality and effectiveness of benefits realisation activities for an organisation and any external providers involved in their delivery, taking action where appropriate
- P2 identify proactively any deviation between projected and actual benefits realised by a business change programme for IT enabled systems
- P3 identify, in a timely manner, the most appropriate actions to be taken in the event of benefits realised from business change programmes for IT enabled systems being incorrect, incomplete, or inadequate for the business needs
- P4 make sound decisions on the most appropriate financial and non financial analyses to be applied to benefits realisation activities, using judgement and experience to ensure that business and compliance needs are being met
- P5 advise and guide other individuals on all aspects of benefits realisation activities, including best practice, through application of own experience and knowledge

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to identify any deviation between projected and actual costs and benefits realised by a business change programme for IT enabled systems
- K2 how to identify opportunities to improve the quality and effectiveness of benefits realisation activities
- K3 how to identify and select what actions may be taken in the event of:
  - K3.1 actual costs and benefits deviating from those projected in the business case
  - K3.2 the benefits realised from a business change programme being incorrect, incomplete, or inadequate for the business needs
- K4 how to monitor and review the effectiveness and quality of external providers of benefits realisation services
- K5 how to manage actions arising as a result of a decision not to proceed with a programme's benefits realisation being made
- K6 how to manage issues arising as a result of benefits realisation activities
- K7 how to manage external factors that may impact on benefits realisation activities
- K8 how to review the effectiveness and quality of benefits realisation activities across programmes
- K9 how to take action and measures in the event of external providers not providing the appropriate quality of benefits realisation services
- K10 how to make decisions on the results provided by monitoring benefits realisation activities across programmes
- K11 how to make decisions and advise and guide others on:
  - K11.1 the actions that may be taken in the event of benefits realised from programmes not meeting the business needs

K11.2 the most appropriate financial and non financial analyses to be applied to benefits realisation activities

K12 how to advise and guide others on all aspects of benefits realisation activities, including best practice

K13 how to improve the effectiveness and quality of benefits realisation activities within an organisation

ESKITP2056.02

## Review and manage benefits realisation programmes for IT enabled systems

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