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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
- **Managing relationships during benefits realisation programmes for IT enabled systems (2056.03)**

**Performance  
criteria**

*You must be able to:*

- P1 review and agree the business case developed by other individuals for any proposed business change programme for IT enabled systems
- P2 identify when and how to use external providers of benefits realisation services, and which providers to use, applying knowledge of the organisational culture
- P3 negotiate and agree appropriate decisions, actions, and approaches that are required by other individuals across the organisation during any programme benefits realisation activities

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to review the projected costs and benefits documented in the business case for any proposed business change programme for IT enabled systems
- K2 how to review proposals, relating to the business opportunities, to create and generate hard and soft benefits through the implementation of strategic change to an organisation, its products and services, or its market place
- K3 how to make decisions on:
  - K3.1 when and how to use external providers of benefits realisation services
  - K3.2 which external providers of benefits realisation services to use
- K4 how to negotiate with external providers of benefits realisation services
- K5 how to negotiate with sponsors, stakeholders, and external bodies on whether benefits have been realised
- K6 how to agree strategy, policies, plans, procedures, standards, tools, and techniques relating to benefits realisation activities
- K7 how to agree contractual arrangements with external providers of benefits realisation services
- K8 how to approve the actions, approaches, and decisions required to realise benefits for any business change programme for IT enabled systems to meet the business needs
- K9 how to approve the business case for any proposed business change programme for IT enabled systems

## ESKITP2056.03

### Manage relationships during benefits realisation programmes for IT enabled systems

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