

Project Management

Impact 21 Group manages all projects with a team approach so that each client has multiple touch points. Each project is assigned a project sponsor, responsible for the overall success of the project and ensuring that resources, timelines and budgets are met. In addition, all projects are assigned an Impact 21 Group Project Manager, responsible for the day-to-day management of the project, defining and communicating project deliverables and accountabilities, establishing detailed tasks, schedules and resource allocations and managing competing priorities. Most projects will also have Subject Matter Experts and/or Project Resources assigned from Impact 21 Group to conduct specific activities to support the project. All Impact 21 Group project resources work seamlessly with client resources and project/business alignment teams to integrate the project into existing business operations and ensure sustainability is achieved.

Business Alignment Methodology

Impact 21 Group utilizes a phased project management approach, bringing clients much needed focus on business alignment, change management and measured returns. In order to optimize resources, retailers must require the business departments to take an active role in defining reporting requirements, policies and process workflows. Utilizing a disciplined approach, Impact 21 Group will ensure effective system procedures; testing, training and support are in place to fully leverage technologies and automation before, during and after implementation. Impact 21 Group will also provide analysis and alignment of current IT and business strategies to manage competing priorities and work efforts that are in place to ensure a controlled testing and implementation environment.

A summary of Impact 21 Group's **Business Alignment Methodology** for Project Management is shown below:

Phase	Key Objectives	Core Elements
<p>Discover & Educate</p>	<p>Analyze business requirements and educate the organization on strategy, process and/or technology gaps resulting in business issues</p>	<ul style="list-style-type: none"> ■ Strategy Development ■ Project Planning & Management ■ Requirements Analysis ■ Change Readiness Assessment ■ Sponsorship and Stakeholder Engagements ■ Design & Prepare Planning
<p>Design & Prepare</p>	<p>Resolve gaps by establishing best practice policies, workflows and procedures to prepare for next steps</p>	<ul style="list-style-type: none"> ■ Manage competing priorities ■ Metrics & Reporting ■ Communications ■ Content Management ■ Learning & Development ■ Deploy & Implementation Planning
<p>Deploy & Implement</p>	<p>Cascade change to processes and technologies with a new approach to learning & implementation. Consistent and measureable pilot and implementation processes</p>	<ul style="list-style-type: none"> ■ Metrics & Reporting ■ Communications ■ Learning & Development ■ Implementation Resources ■ Sustain & Evaluate Planning
<p>Sustain & Evaluate</p>	<p>Measure on-going results and respond to changes required to resolve</p>	<ul style="list-style-type: none"> ■ Measure performance against goals ■ Cross-functional alignment ■ Renew and Refine based on Key Learning

World-Class Portal

All Impact 21 Group projects are managed using a world-class performance/project management portal, which is web-based and available 24/7 to all project and client resources. The portal tracks the progress of the project across all phases and provides a “quick-view” for senior management to determine progress and view metrics.

All deliverables and project tasks are assigned and tracked until completion using the portal functionality and all content/documents associated with the project are linked to the specific area where they apply.

There is no need for Microsoft Project software or strings of emails working on documents or approving content. All version control and assignments are managed on the portal and there is “one version of the plan” available for everyone to view any time throughout the project duration.