



LexisNexis® Enterprise Solutions Professional Services Delivery Methodology

LexisNexis® Enterprise Solutions

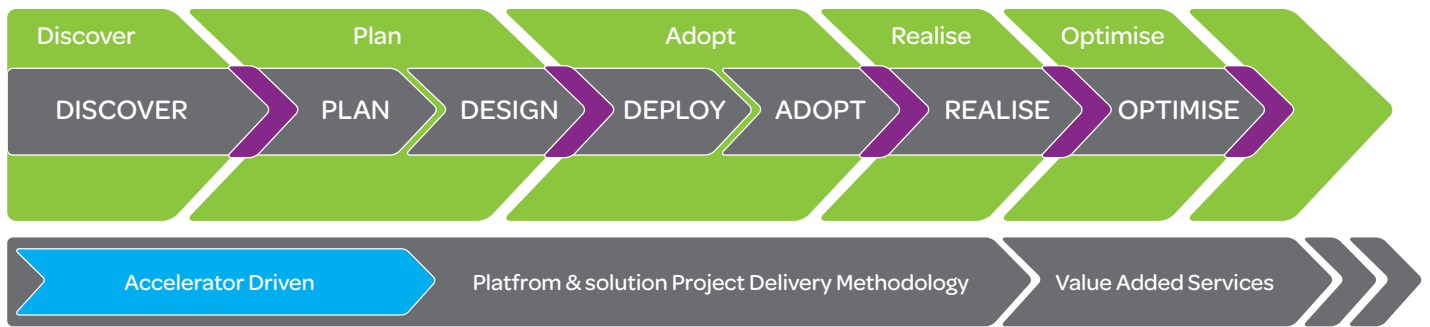
The LexisNexis Delivery Methodology follows a four stage lifecycle, where the delivery of your procured solution will follow a **DISCOVER, PLAN, ADOPT** and **REALISE** methodology.



When the delivered solution is in operational use additional **OPTIMISE** products and services are available to tune the existing solution to meet the changing needs of your business and allow you to increase the value of your solution and its support of your evolution cycle.

The LexisNexis Implementation Methodology includes Programme management disciplines, such as Risk Management, Scope Management, Issue Management, Time and Cost Management, Resource Management, Communication Management, Quality Management, and Procurement Management across the implementation phases.

The LexisNexis Implementation Methodology



DISCOVER your Options

DISCOVER - The Discover phase is the first phase of your implementation Programme, which normally starts during the decision making process.

This phase comprises the identification of stakeholders, establishment of major Programme objectives and requirements, deliverables, success criteria, Programme organisation, quality management objectives, timelines and Programme duration.

The primary deliverables for this phase include:

- Schedule1/Statement of Work (SOW)
- Business Requirements Specification (BRS)
- Commercial Proposal
- A high level Project Plan

PLAN your Transition

Whilst planning your transition, it is imperative that stakeholders can visualise the proposed solution and the journey through to realisation of the solution. This phase is broken into two sub phases as below:

PLAN - LexisNexis Professional Services can provide services to construct and manage a Programme charter and plan that will deliver the Programme to meet the agreed objectives.

The plan phase begins with the Programme Kick-Off meeting to present an overview of the Programme vision, scope, objectives, deliverables and benefits. Following this meeting, the Programme team finalises the Programme charter and the Programme plan. The functional consultants conduct business process workshops and document the future state business processes as gaps against the delivered accelerator templates. Gathering and documenting the business requirements provide important input to the accelerator gap documentation. The plan phase also defines training requirements, development standards (if applicable), quality and testing processes.

The major deliverables for the Plan phase include:

- Programme charter (PID) and Programme Plan
- Risk and Issue Register
- Change Control and Communication Plan
- Functional (and non-functional) Requirements Specification (FRS)
- Future State configuration (as a gap to the accelerator provided)
- Quality and Testing Standards
- Infrastructure Scope and Development Standards
- Integration, Interface and Data Migration Requirements

PLAN your Transition (Continued)

DESIGN - LexisNexis Professional Services can provide solution design services to define the tailoring of the delivered product to meet the requirements agreed as part of the contractual deliverables utilising a “design to test” methodology.

The Design phase defines ways to implement the business and functional requirements and the acceptance thereof. This phase includes documented configuration gaps against delivered accelerators for the outlined future state configuration and Functional Requirements Specifications (FRS). The design phase also includes documentation of Functional Design Specifications (FDS) and Technical Design Specifications (TDS) for each system modification identified as “gap” in the accelerator gap analysis, documentation of Technical Infrastructure Design, Data Migration Design, and identifying Core Team Training requirements.

The major deliverables for the Design Phase include the following:

- Core Team Training
- Functional Design Specification for Accelerators
- Functional Design Specification for Accelerator Gaps (Configuration Change)
- Data Model Design Specification (DMDS)
- Acceptance Test Specification (aligned with Design Specifications)
- Functional Design Specifications for Business Requirements
- Functional Design Specification for Integration and Interface Requirements
- Functional Design Specification for Data Migration Requirements
- Technical Design Specification
- Process Test Scenarios and Non-Production Environment Specification

ADOPT your solution

DEPLOY - LexisNexis can provide services to install, configure, commission and handover the procured product and associated solution elements.

If the procured solution requires amendments to accelerator templates or if you are leveraging one of our application development products, LexisNexis Professional Services will apply the specified configurations and/or develop the application requirements ready for your adoption and realisation.

The Deploy phase builds the procured platform as outlined in the design specifications including changes to “best fit” template accelerators, development of customisations, integrations and interfaces.

The major deliverables of this phase include the following: LexisNexis will also leverage its data migration utilities to transfer the specific data required to run your solution against a pre-defined format and will highlight data quality metrics to provide you the opportunity to clean any data corruption identified prior to leveraging your solution within your business.

- Final Process Models and Final System Configuration
- Custom Code Development (if required)
- Data Acceptance, Process and Integration Testing (if required)
- Testing Performance and User Acceptance Scripts (updates only)
- Security and Advanced Administrator Training
- Business Intelligence and Reporting Deliverables
- Training for the customer’s IT resources
- Organisational Change Management Utilities (e-learning, documentation, training courses)

ADOPT your solution (Continued)

ADOPT - LexisNexis can provide a number of organisational change management utilities and services in support of your organisational change management programme that will support your adoption of the delivered solution.

Training and education in the use of the product will be imperative to the success of this Programme.

This phase prepares the system and organisation for a successful transition to the new solution. The Adopt phase includes End User Training, Performance Testing, User Acceptance Testing and the preparation of the actual Go-live in the Production environment.

The major deliverables of this phase include the following:

- Go-live Plan
- Train the Trainer (TTT) courses
- Pilot End User Training (normally conducted by customer resources)
- Production Environment Readiness Plan
- Data migration Readiness Review and pre-acceptance
- Go-live Schedule (detailed)
- Introduction of Support Relationships and handover process

REALISE your Investment

REALISE - LexisNexis can provide services to ensure that your transition to the new solution is a well managed operational activity and hence allow the realisation of the investment made.

We will provide a number of pre and post Go-live activities to ensure a smooth transition and also provide on-site advice and guidance during the early use of the solution. We will also ensure that you are transitioned to our Support Services Team to provide continuity of service support offerings and a channel to receive software maintenance releases.

The major deliverables of this phase include the following:

- End User Training (normally conducted by customer resources)
- Test & Trial Data migrations (data cleansing is specifically excluded)
- Final Data migration (cut-over to production use)
- Production Environment Readiness Acceptance
- Solution Readiness Review and Acceptance
- Organisational Readiness Review and Acceptance
- Data Quality (post migration) Readiness Review and Acceptance
- Programme transitions to the support
- Solution "live" report/Programme Closure Report
- Post Go-live Advice and Guidance during initial use period

OPTIMISE your Business

OPTIMISE - LexisNexis can provide a number of services, additional product modules and new solutions to integrate with your delivered solution.

These optimisation services can range from system health checks, through global rollout services of a delivered solution and new solution delivery to support your evolution programmes in leveraging LexisNexis solutions to achieve business objectives. Deliverables for optimisation services will be defined in your Programme plan if utilising for global rollout of your existing solution or new scopes of work will be defined and agreed.

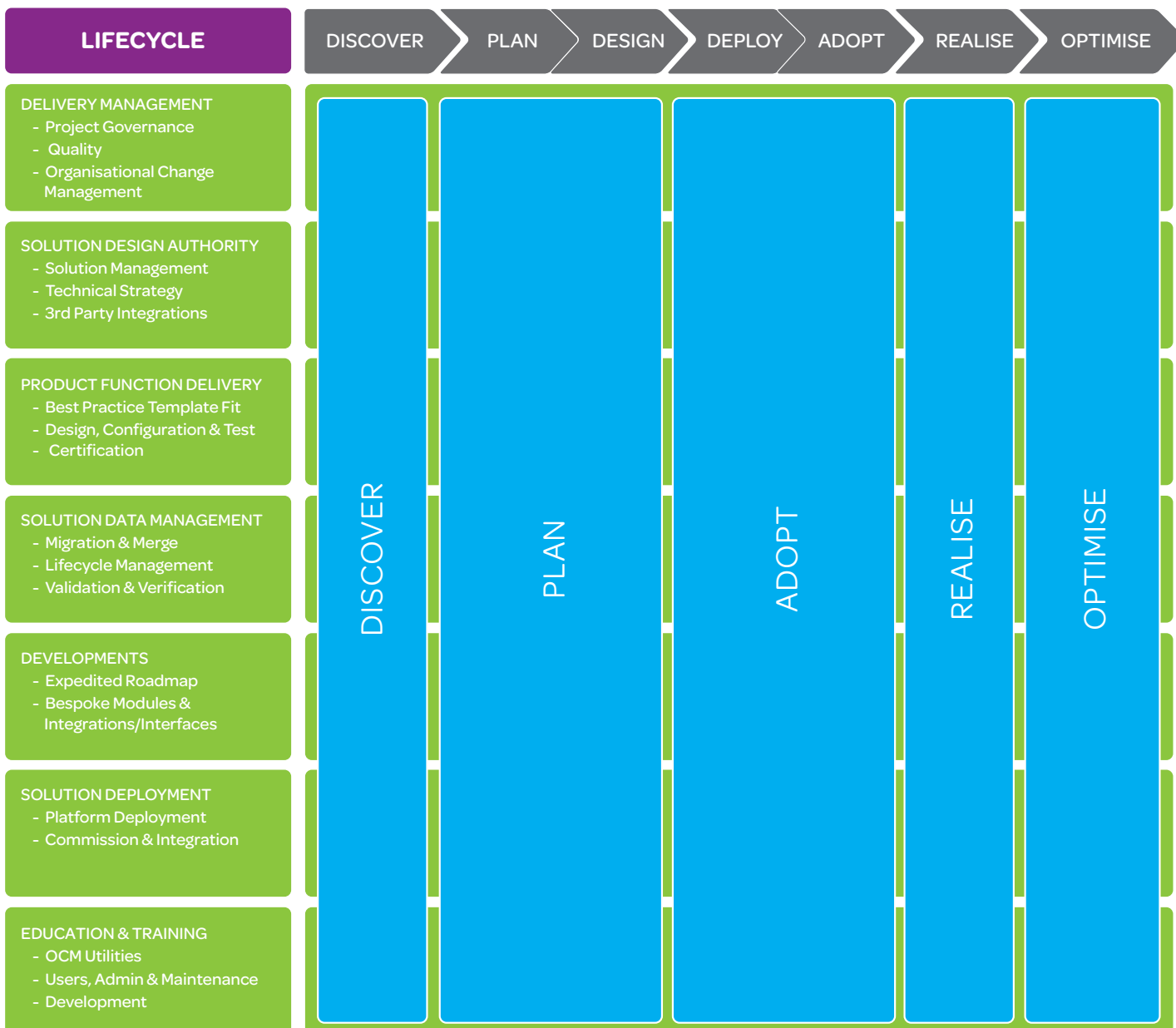
Methodology Matrix

The matrix below summarises the various functional areas covered within the work stream management of the delivery of LexisNexis platforms and solutions, with the primary elements being:

- Organisation:**
- Program Management & Governance
 - Training Analysis and Organisational Change Management Utilities
 - Business Process Analysis against Market accelerator templates and fit/gap definition

- Solution:**
- Requirements and Configuration
 - Custom Coding
 - Quality and Testing

- Technology:**
- Infrastructure & Environment
 - Interfaces & Integrations
 - Data Migration



For more information

To find out more about **LexisNexis Professional Services Delivery** and to discuss your firm's specific business requirements, please visit www.lexisnexis.co.uk/enterprisesolutions, email psinfo@lexisnexis.co.uk or call +44 (0) 1132 262065 to speak to a LexisNexis Enterprise Solutions consultant.

LexisNexis Leeds Office - Arndale House, Otley Road, Leeds, LS6 2UU. United Kingdom.

LexisNexis Twyford Office, 4 The Pavilions, Ruscombe Business Park, Twyford, RG10 9NN. United Kingdom.

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