

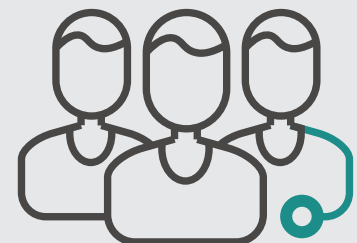
Application Modernisation Business Case Checklist



As an organisation with digital aspirations to modernise legacy applications, a critical step is to build a business case for approval and buy in from leadership. The potential impact on the broader business requires thoughtful consideration into the risks, benefits and costs associated with transformation.

Check out our checklist for some considerations to include in your upcoming Business Case for Application Modernisation.

- ✓ Is my business case succinct?
- ✓ Do I have a glossary of terms for any technical or system names that are not commonly understood or used?
- ✓ Does the business case present evidence and facts?
- ✓ Do I have a clear sponsor who is senior in my organisation and will be a strong advocate to help me get my business case over the line?



STRATEGY: Is the strategic contribution & alignment to the organisation clearly defined?

- ✓ Ensure you showcase clear alignment with organisational goals and KPIs.
- ✓ Show key stakeholders that your transformation priorities clearly align with organisational strategy and financial objectives.
- ✓ The project should also align with the overall technology strategy of the business or, if it doesn't, the reason for the departure.
- ✓ Showcase product team alignment and how this may be the future way of working.

RISKS: Have I identified the risks of the business case and shown which current risks are being addressed?

- ✓ Showcase which organisation or system risks are being addressed.
- ✓ Identify any risks to achieving the business case by covering any dangers but with a focus on the upside. Ensure you use value add terminology.
- ✓ Communicate the consequences of not investing in this business case.

CUSTOMER/STAKEHOLDER: (Internal & External): How will my customers and/or stakeholders be affected?

- ✓ Show how the project will benefit key stakeholders including customers and employees.
- ✓ Showcase any customer feedback supporting change relevant to the project.
- ✓ Identify changes in customer interaction and any changes in the customer journey.
- ✓ Engage all the internal stakeholders across the various departments to ensure they are onboard and advocate for you, including your sales, marketing & operational teams.

BENEFITS/OPPORTUNITIES: What benefits have I identified and are all the stated benefits measurable with those measures included?

- ✓ Focus on the value-add benefits and outline how realistic of achieving.
- ✓ Outline the financial benefits to the organisation in investing.
- ✓ Ensure the benefits are future focused and more than what you have today.
- ✓ Have you considered hard and soft benefits?

AGILITY: How does this business case make the organisation more agile, i.e be able to move quicker to meet market demands?

- ✓ Showcase how the modernisation enables the organisation to create new products, or add new features more quickly than before.
- ✓ Consider how it enables you to address customer feedback more quickly into your applications.
- ✓ Showcase how your modernised solution leverages automation opportunities to reduce risk or improve the customer experience.



CAPABILITY: What future capability will this afford us?

- ✓ Showcase how modernising legacy apps will give the organisation the capability lift to be able to move fast and have the ability to innovate in future.



EXECUTION: What is the plan for execution including possible timelines?

- ✓ Ensure you link the process to agile execution / learning.
- ✓ Break down the process into smaller parts / stages, showcasing how the project can be implemented in a staged approach with clear milestones.
- ✓ Outline parts of the process which are essential and others that may be lower priority.
- ✓ Do you have an option for a pilot, or lower risk approach to prove the benefits before a wider rollout?

FINANCIALS: What is the ROI and TCO, and have I clearly modeled it?

- ✓ Clearly outline the total cost of ownership. Include all upfront, and ongoing costs including cloud consumption, SaaS licenses, ongoing support and enhancement.
- ✓ Ensure you provide "options", so if the board is keen to test the waters before fully committing the spend, they have a "next steps" without saying "No".
- ✓ Ensure you model the costs over 3, 5 and 7 years or other sufficiently long periods if relevant.
- ✓ Are you clear on when the business will start to get a return on the investment? Is there a return in 12 months or less?
- ✓ Showcase what will be saved by decommissioning all systems.

BUSINESS OUTCOME: What is the overall business outcome in implementing the business case?

- ✓ Exclude technical jargon and ensure the business outcome language aligns with the organisational mission and values.

TECHNICAL: How will this help achieve technical goals and is there a solid plan?

- ✓ Consider what systems will be decommissioned by the business case moving forward and how that reduces your ongoing technical debt as well as ongoing opex and capex budgets.
- ✓ Outline how your organisation benchmarks against the current environment and where things are heading.
- ✓ Consider alternative options such as low-code alternatives or possibility of re-purposing features in other platforms.
- ✓ Outline if you own the relative aspects of IP that are needed and, even if SaaS or PaaS, are you happy with the risk and optionality in the architecture.



Are you ready to embark on your application modernisation journey?

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