

Requirements Center of Excellence Outsourcing in Complex Organizations



- IAG's client is one of the best known institutions in mortgage financing in the United States; and a highly regulated organization with a need to deliver systems efficiently. IAG was approached to provide a turn-key requirements center of excellence when this client needed to make aggressive improvement in its business processes and the performance of these processes in business requirements discovery and management. Within eight weeks, our client was able to report to the board that the processes of the company in requirements discovery and management were now compliant with the needs of the regulatory agencies, as a result of having a fully staffed center of excellence functioning to educate the organization, provide key staff to critical projects, implement the framework of processes and templates to govern requirements discovery and management, and implement the infrastructure needed to make the COE work efficiently within the confines of this complex company.
- IAG's staff ran the requirements discovery session for up to 10 larger scale projects concurrently; the requirements from the first pilot project delivered had the dubious honor of being the first project in the history of the company to be deemed complete and accurate by the auditing and compliance process on the first try. IAG and the client are working hard to embed the experience with the methods and practices into the client organization in an effort to help this client internalize the IAG capabilities. To this end, IAG has trained something in excess of 200 resident analysts, while also focusing our attentions on a handful of 40 select members that will take over the IAG roles over time.