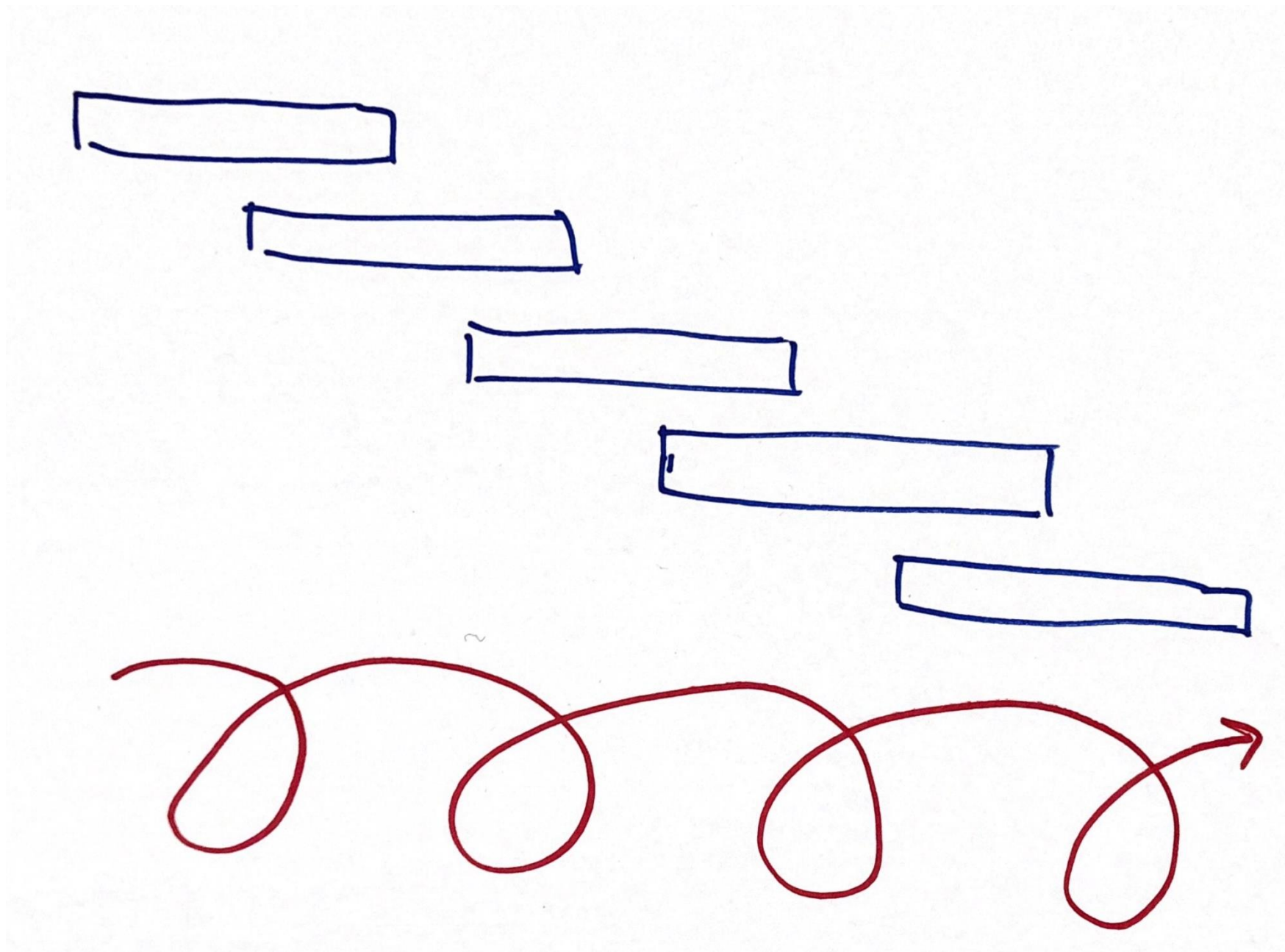


SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC)

- term used in systems engineering, information systems and software engineering to describe a process for **planning, creating, testing, and deploying** an information system
- composed of a number of **clearly defined and distinct work phases** which are used by systems engineers and systems developers to **plan for, design, build, test, and deliver** information systems



DIRECT MAIL

GIFT
PROCESSING

PEER
TO
PEER

CORPORATE
RELATIONS

GRANTS
MANAGEMENT

DONOR SERVICES

EVENTS
MANAGEMENT

DIGITAL
MARKETING

FOUNDATIONS

MAJOR
GIFTS



&

Google

2ND SPRINT: DESIGN A NEW ONBOARDING EXPERIENCE

WELCOME
+ 
INTRO

HR

TRAINING

FINANCE

SYSTEMS
+
SECURITY

EVERY TWO WEEKS...

AUGUST 1



AUGUST 15



AUGUST 29



SEPTEMBER 12



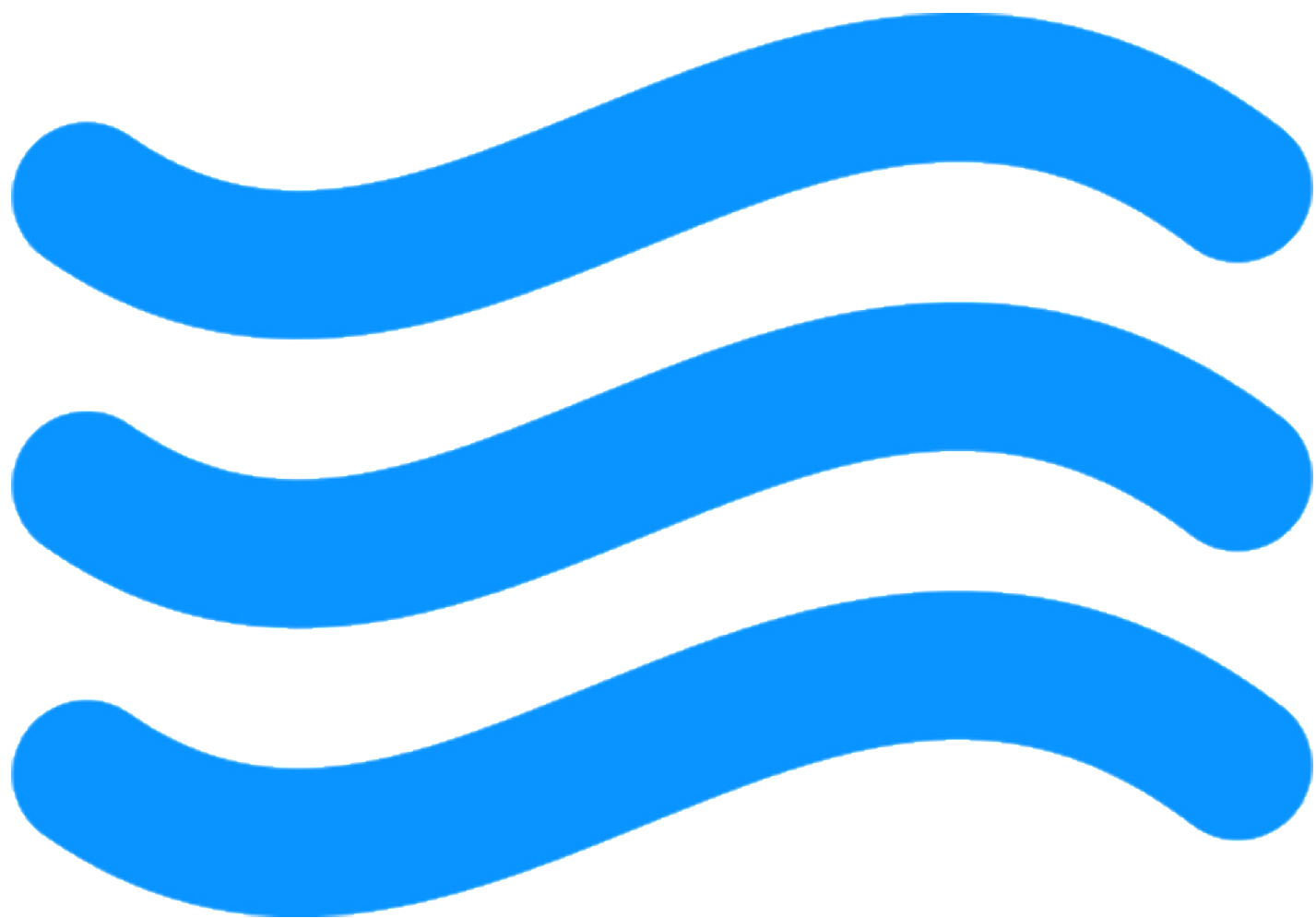
SEPTEMBER 26

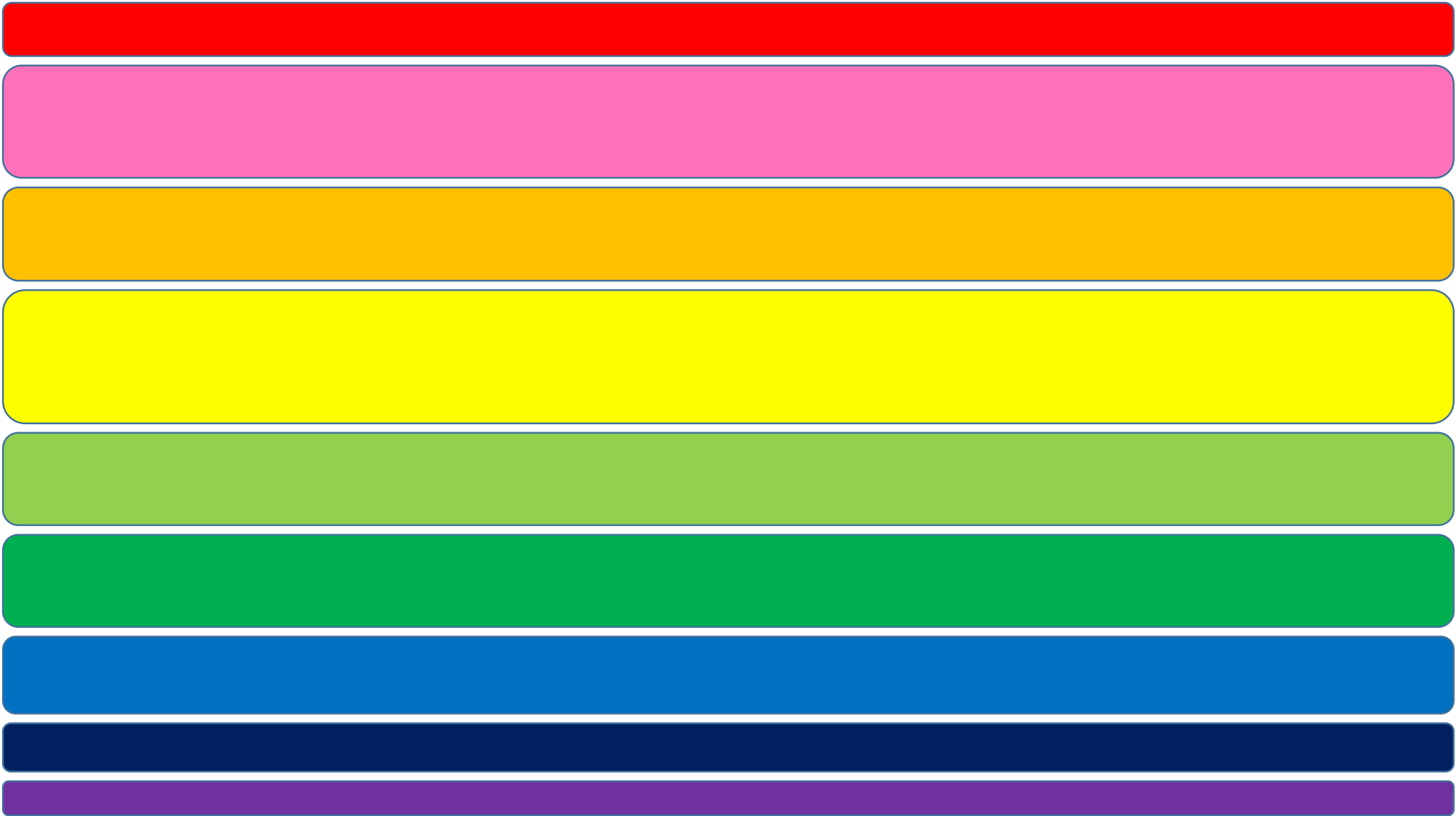


OCTOBER 10



U I A W





CONTACT MANAGEMENT,
GRANTS & ACCOUNTING

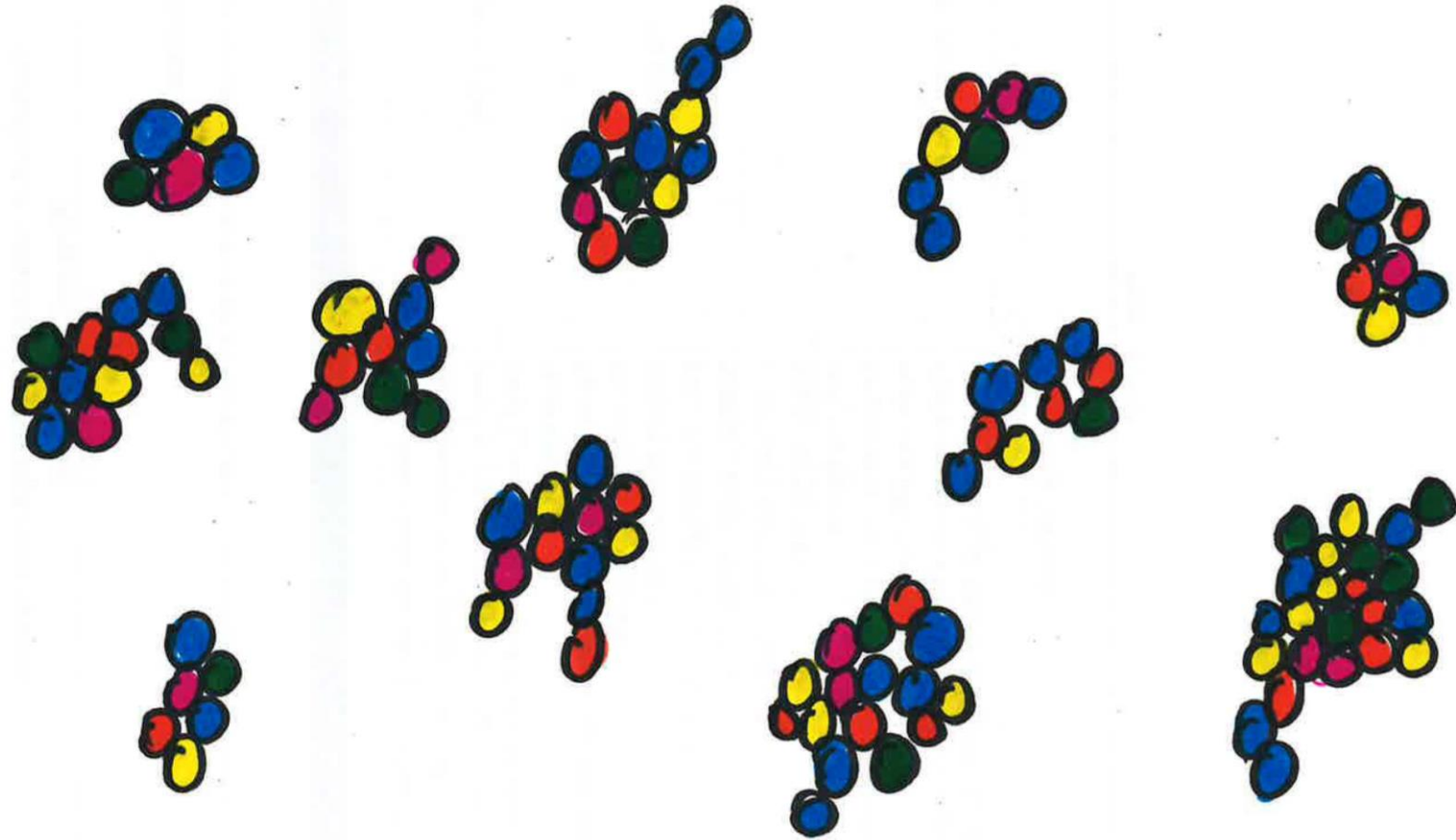
HUMAN RESOURCES INFO SYSTEMS

INTRANET & WEB DEVELOPMENT

INFORMATION SECURITY

INFRASTRUCTURE

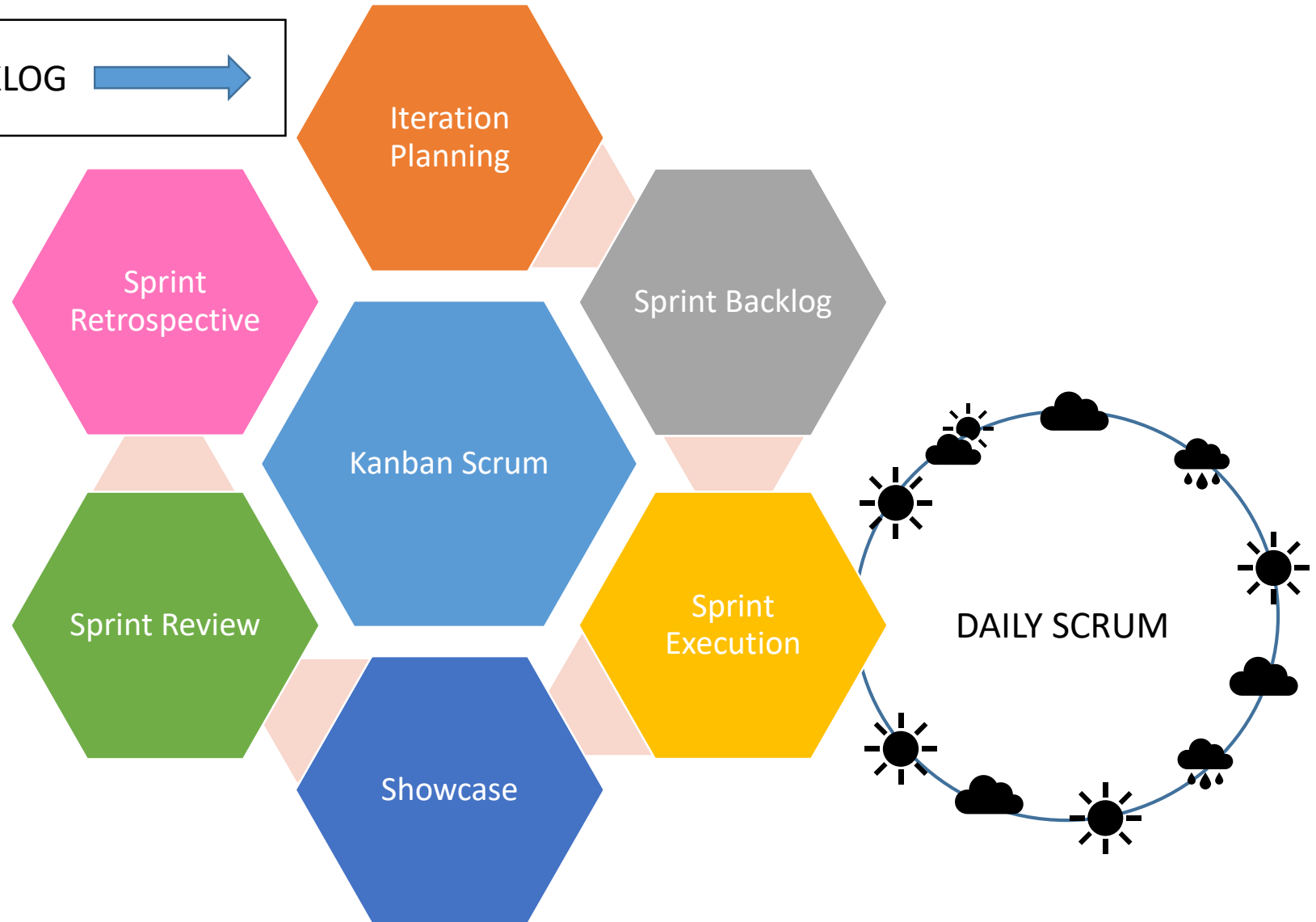
FOCUS ON WHAT GETS DONE



TO DO	DOING	BLOCKED	TEST	SIGN OFF	DONE!
421	311	618	619	39	622
36	32	86	37	621	398
12	22		38		510
413			481		511
			479		205
			119		118

- LIMITS ON WIP
- VISUALIZED TOP DOWN PRIORITIES
- CHANGE CONTROL

WORKSTREAM BACKLOG



Change Management Policy Statement:

Changes to MSF-USA production systems, including software, databases and cloud computing environments, must be supported by documentation and performed under a consistent change management process to ensure requests are properly authorized and documented.

- all requests logged in ticketing system
- workflow established to identify + execute emergency changes
- segregation of duties for test + production environments
- changes made to test + prod environments quality-controlled by someone other than change-maker

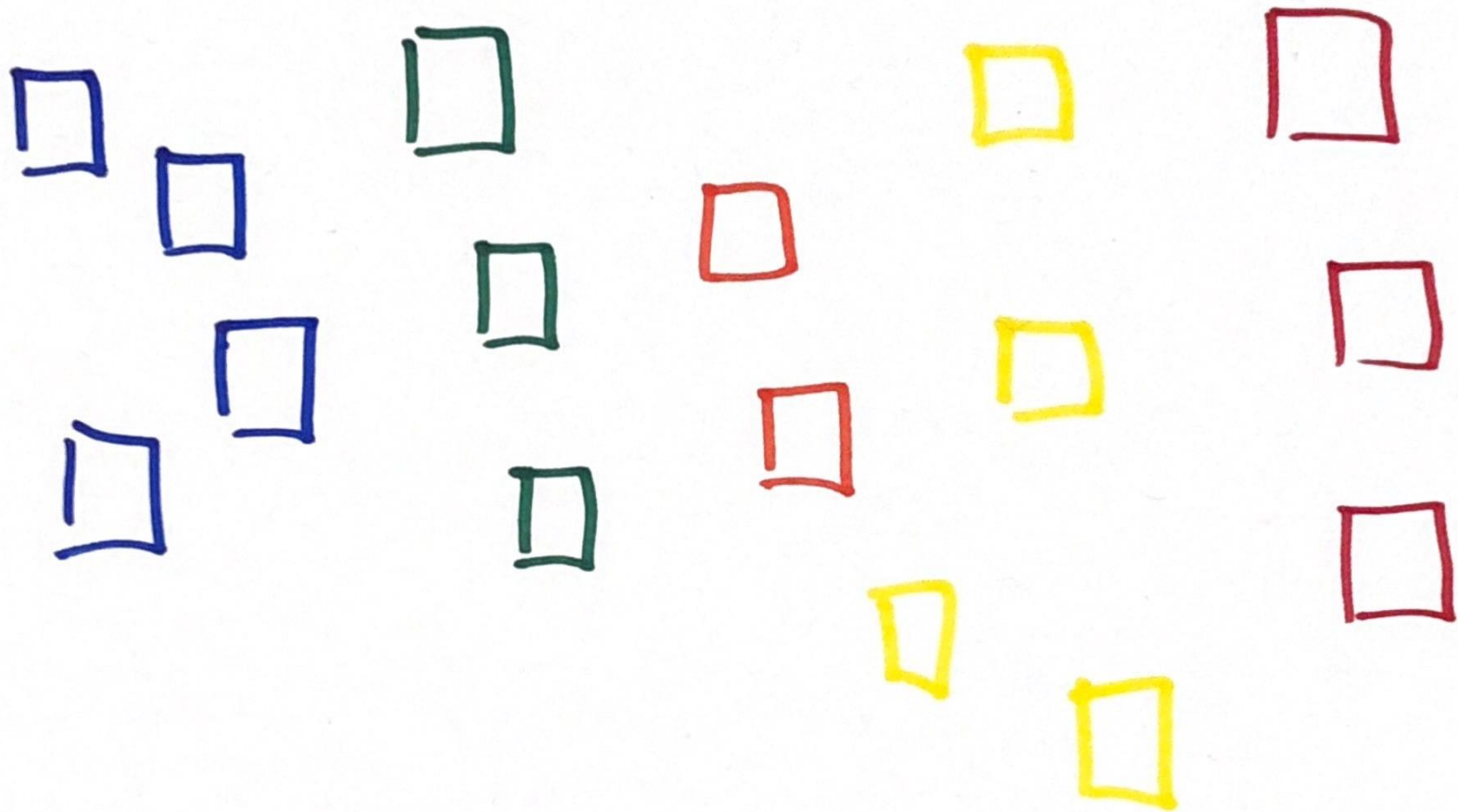
- ☒ all requests logged in ticketing system
- ☒ workflow established to identify + execute emergency changes
- ☒ segregation of duties for test + production environments
- ☒ changes made to test + prod environments quality-controlled by someone other than change-maker

✓ access to production environments granted on principle of least privilege

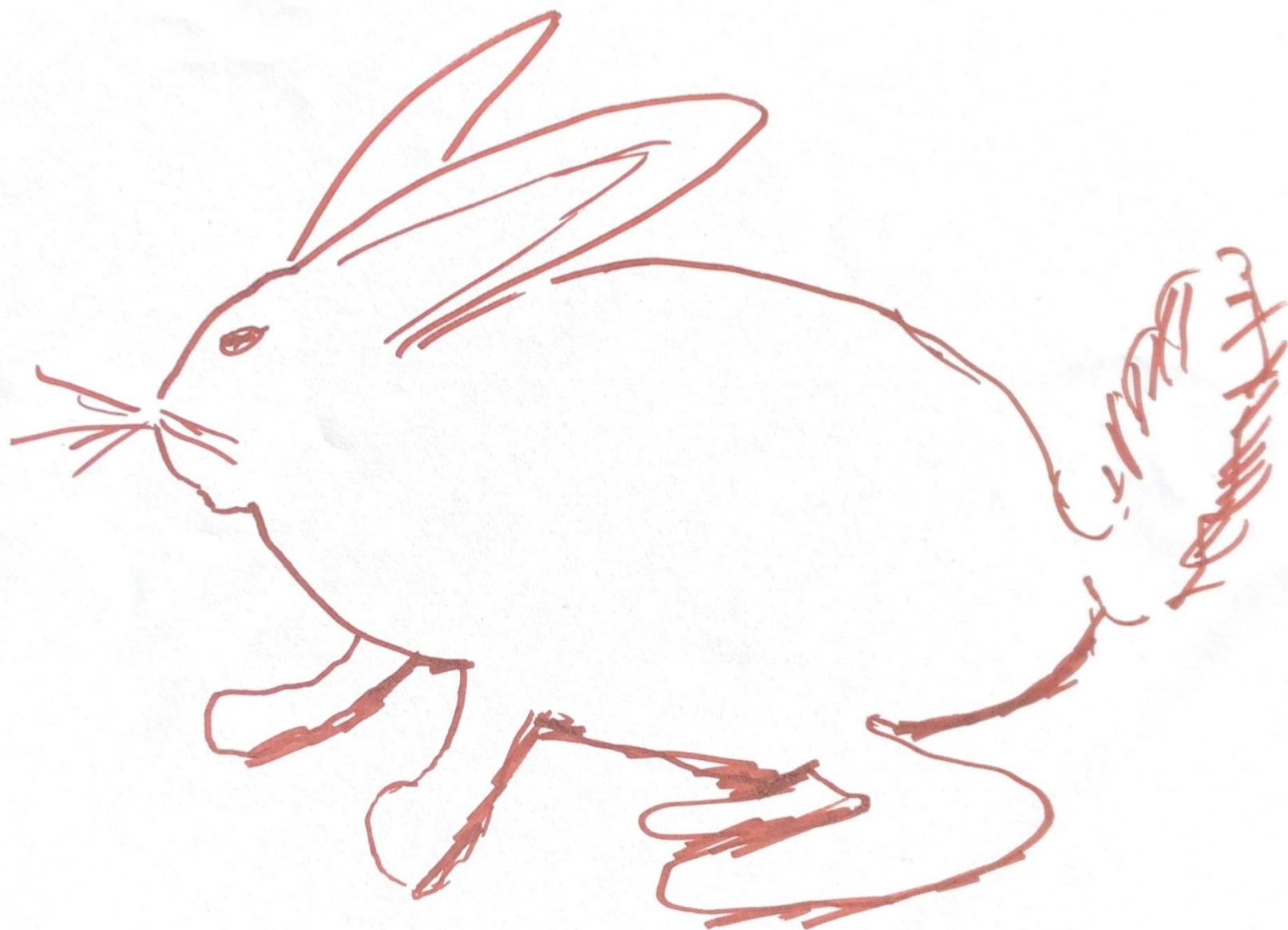
✓ changes must be communicated to all relevant parties

✓ user-acceptance testing, roll-back process + business owner approval must be in place before deploying changes to production environment

AT THE END OF EVERY SPRINT:



NEAT PILES OF TINY, AUTHORIZED,
DOCUMENTED CHANGES



Flowers



Clover

Weeds and grasses

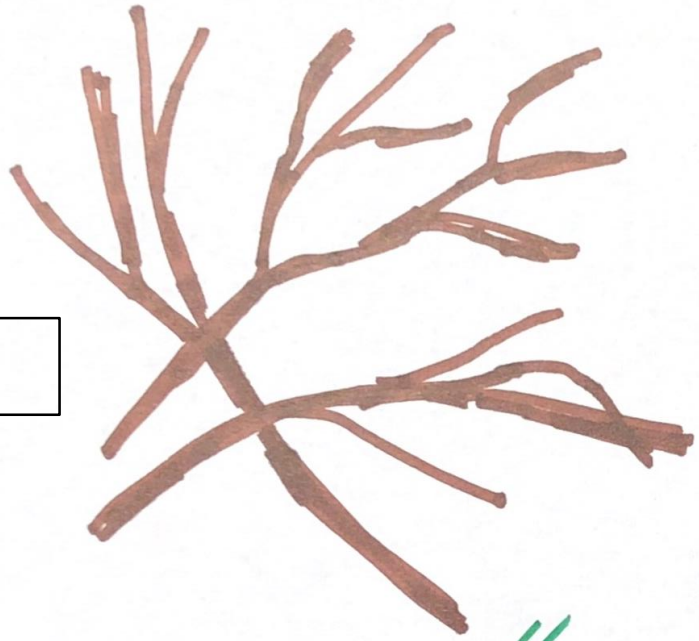


Vegetables



Plant stalks

Twigs



Buds

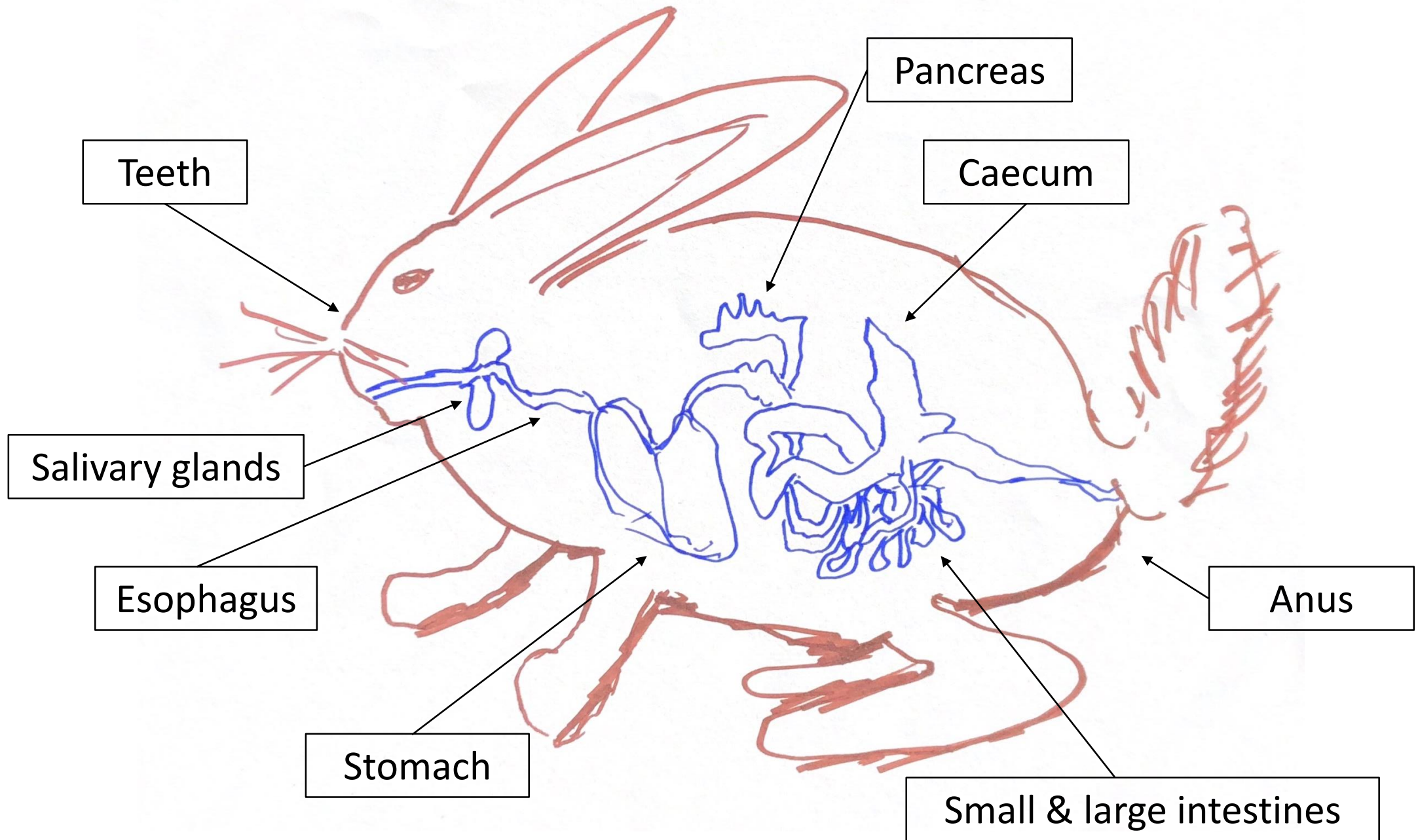


Pine needles & cones



Bark





Data transformation

Application
development

Software
procurement

Policy
development

Network configuration

Break-fix



Grant applications

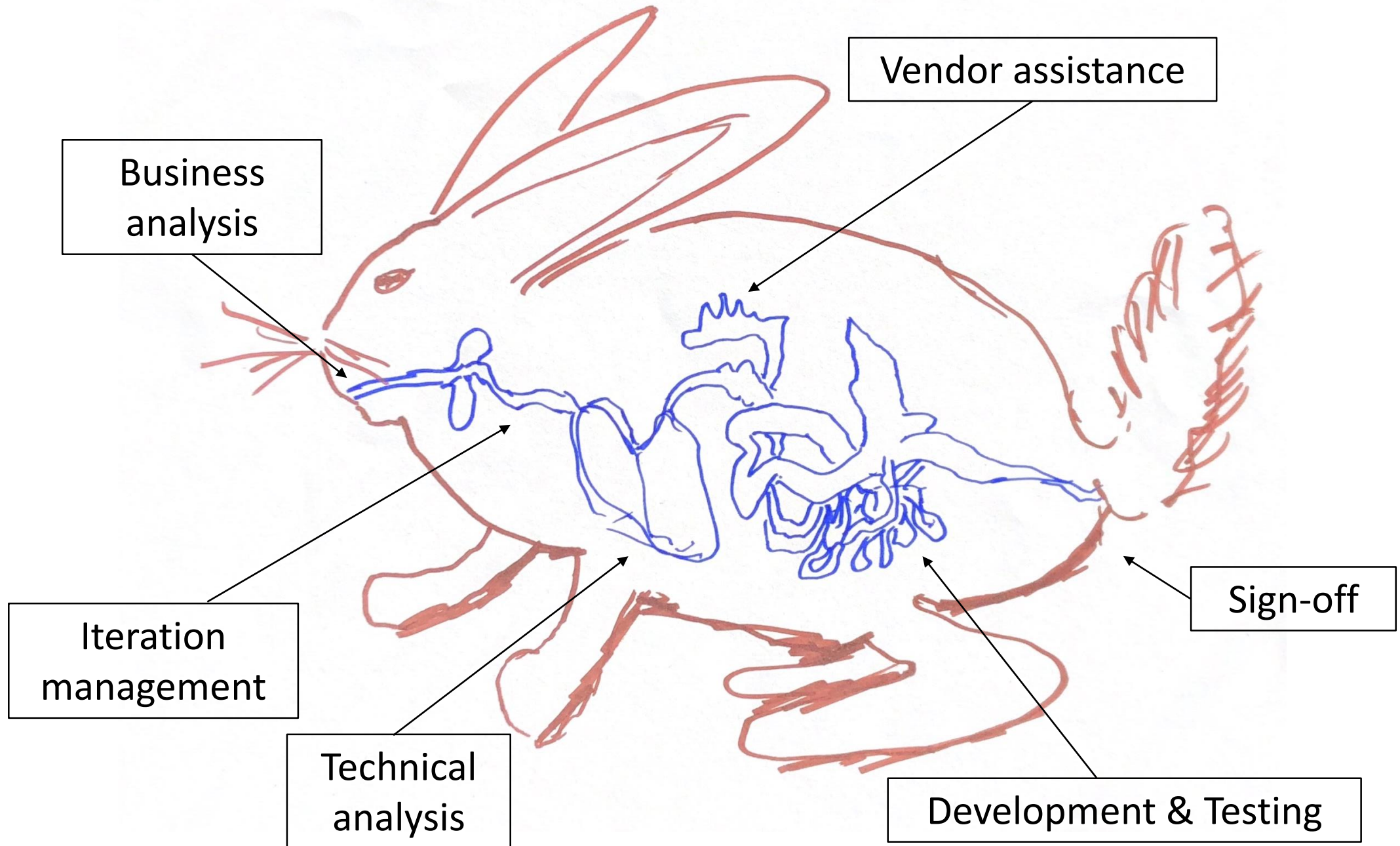


Escalated help-desk tickets



Vulnerability resolution



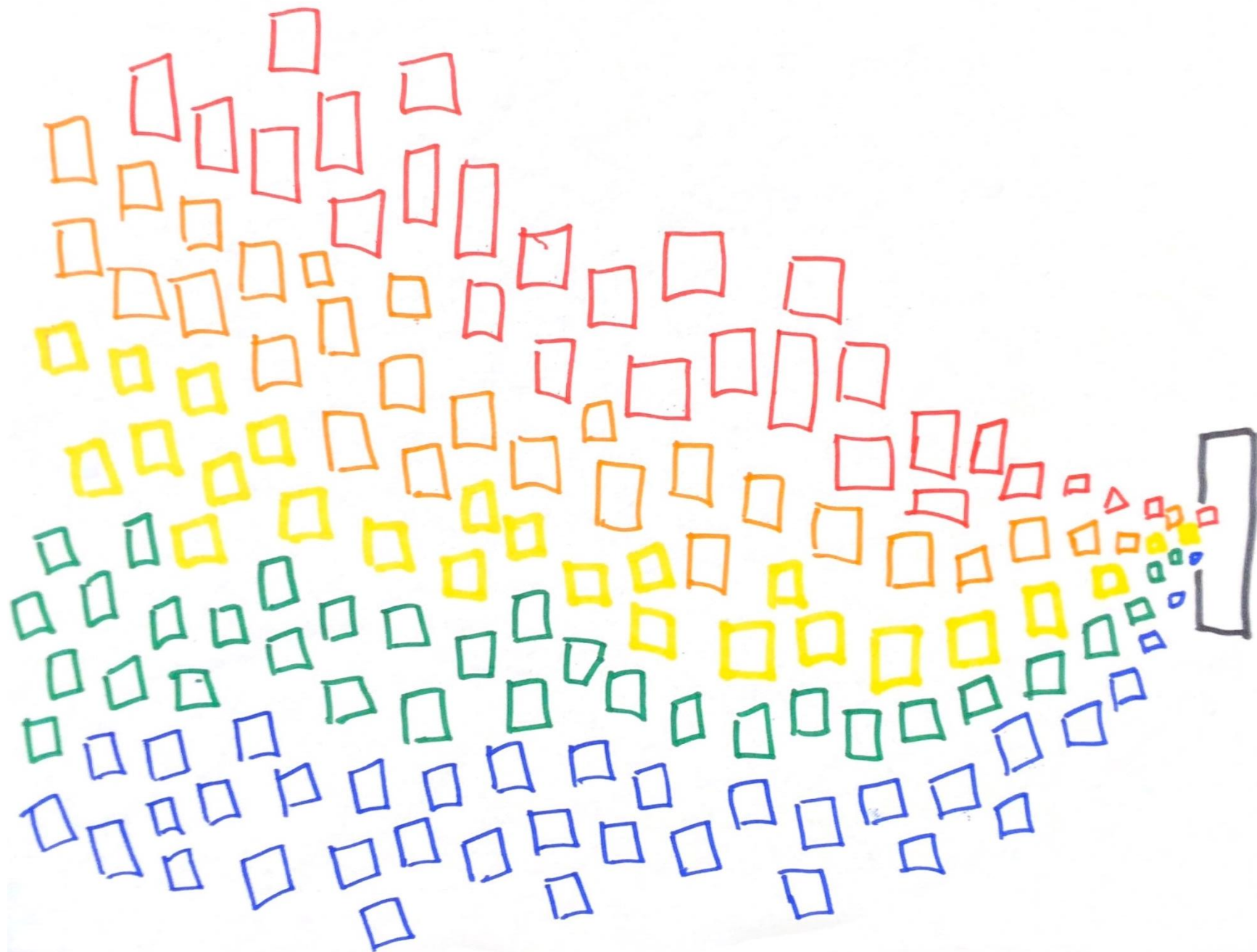


Information Systems – STRATEGIC GOALS

- **Consolidate systems infrastructure** to reduce complexity of maintenance and provide a solid foundation for building enterprise-level application architecture
- Develop **robust information security** architecture, including comprehensive policies, procedures and training
- **Enable users to work easily** on existing and new systems, **helping themselves** whenever possible

Information Systems – STRATEGIC GOALS (2)

- Give people, teams, and groups the ability to **collaborate more easily** with improved means of sharing information
- Enable users to **make data-driven decisions** and take appropriate actions by providing access to appropriate data when and where they are needed
- **Support the global movement** in high-level strategic projects for systems development





We will optimize our systems infrastructure

MoS: Reduction in time spent on maintenance

MoS: Reduction in cognitive overhead

By having the ability to test changes

Create Test AD environment

By consolidating redundant or outmoded applications and hardware

Create test DB for program department to Microsoft Dynamics

Deploy new storage device on network

Replace end-of-life network hardware

Convert dwb.org email address to exchange

Migrate PST files to Azure

By streamlining and routinizing our infrastructure maintenance procedures

NEW: Implement cloud based backup solution

Create asset inventory

Create maintenance schedules and procedures

By monitoring and alerting on network activity

Deploy new network monitoring technology

By providing faster, easier scalability

Transform to Cloud file management

We will ensure robust information security

MoS: Decrease in problem areas from Deloitte Report - 2018

MoS: Decreasing the number of people that have access to sensitive assets that shouldn't

MoS: Increase # of people who participate in security training

MoS: reduction in risks that were identified by threat modeling

By decreasing our vulnerability to cyber attacks

Enhance Active Directory security

Create data classification policy & procedure

By classifying data and other assets within the organization

By segmenting our network

Deploy network access control

By instituting comprehensive security training

By improving our ability to detect network intrusions

Pilot Darktrace for Network Security Monitoring

By defining intrusion scenarios creating response plans

Create incident response plan

By ensuring business continuity

Develop business continuity plan

Replace backup exec appliance

We will enable users to work easily on existing and new systems, helping themselves whenever possible

MoS: Increase in usability ratings (office survey)

By providing resources that help people to use our systems

Create an FAQ for the Office

Establish an FAQ for Helpdesk

Document departmental operations and processes

By creating clear sightlines into help desk ticket status

By ensuring alignment between disparate systems

Synchronize ROI & Dynamic CRM

By providing user-friendly solutions

Enable automated transcription of voicemail messages

Choose new/redeployed CRM system with focus on usability

Optimize Staff Evaluation Procedures

By reducing login friction

By providing the public an easier way to interact with MSF

Enabling new marketing initiatives in CRM

Advise on the rebuild of doctorswithoutborders.org

By increasing satisfaction with help desk responsiveness

By making it easier for users to restore their own files

We will give people, teams, and groups the ability to collaborate more easily with improved means of sharing information

MoS: Increase in usability ratings

By enabling users to work more effectively remotely

Streamline procedures for establishing remote access

Deploy standardized remote session help desk support

By delivering a seamless conference room experience

By guaranteeing seamless access to collaboration technology

Centralize booking and support for Goto Meeting and Goto Webinar through the help desk

Make Skype for biz fabulous

Provide fabulous wifi experience

By making onboarding a more seamless experience for all stakeholders

Improve onboarding experience for new and existing staff

Pilot OKTA for single sign-on

Streamline systems access procedures

By using the office move as an opportunity for improving collaboration

Select new IT/AV hardware for 40 Rector Street

By providing workflow automation

Build pilot to support ultrasound video review

By providing easier ways to keep track of your contacts

Determine Procedures for Maintaining MSF's Global Address Lists

We will support the MSF movement's high-level strategic projects for systems development

By supporting the international messaging and identity management projects

By doing all that we can to support the Symphony pilot

Enable pilot of Symphony HRIS

By piloting technologies which can be scaled and extended to other sections

By developing joint business plans for strategic technical partners in the private sector

Google joint business plan

Microsoft joint business plan

By getting involved in international discussions on systems development and working groups

Support build of new Association website

Support development of international fundraising systems working group

Support development of shared IT services, Czech Republic

Enable Association mgmt. in CRM

By ensuring that MSF-USA can deploy its critical operations no matter what happens

We will enable users to make data-driven decisions

MoS: Allowing Department Heads have more confidence in the soundness of their decisions

MoS: Better forecasting

By providing relevant actionable data about donors

By providing visibility into our needs for contact mgmt

Conduct a CRM & grants Mgmt. discovery

By supporting department initiatives to clean up data and data structures

Support the financial remediation project



