



Methodology

SilverLining Partners LLC

www.silverliningpartners.com

“To succeed is to have planned.”

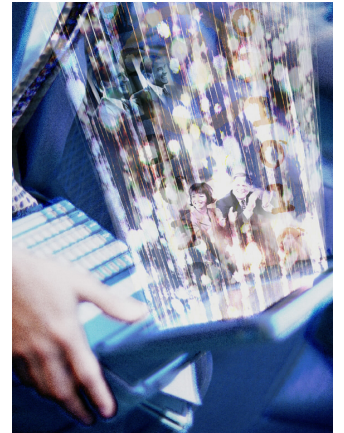
All engagements by SilverLining follow a stringent 5 step process to ensure quality and accuracy in project design and delivery. The process is as follows:

STEP 1: DEVELOP A CLIENT PLAN

The Statement of Work becomes the functional outline of the scope of the engagement. It will include project definition, deliverables, timelines and resource commitments. Long term engagements will be carved into priority-driven, achievable segments to ensure overall success. This phase is most critical for client input. Needs, expectations and measurement requirements must be clearly articulated to the SilverLining team in order to formulate an accurate Statement of Work and to fine-tune the projects value.

STEP 2: ASSESSMENT

The most critical phase is the assessment. SilverLining’s assessment team will take special care to ensure the entire scope of the engagement is evaluated, discussed and potential solutions are accepted or discarded based upon the requirements of the clients business. When needed, internal and external interviews and research will be conducted to complete and validate the assessment phase. Out of scope findings will be documented for the client’s attention and action.



STEP 3: CREATE THE SOLUTION

Driven from the Assessment and agreed to SOW, the SilverLining Subject Matter Expert (SME) team will develop a packaged solution. The solution will contain all deliverables in a clearly defined format for use within the client corporation. We also will evaluate our clients readiness factor to successfully implement the solution(s) presented, considering factors such as readiness, personnel shortage/overages, and skill sets.

STEP 4: PRESENT

All solutions are presented for final acceptance by the client. The presentation will include all SilverLining team-members that participated in the development of the solution. This is the time where SME’s can participate with the clients staff in an interactive environment to ensure the quality and completeness of the overall solution. This is also the time where SilverLining Partners will offer its assessment of the value of the overall implementation program.

STEP 5: IMPLEMENT

Many solutions will require implementation. SilverLining Partners is capable of not only developing the solution but providing the resources to fully implement the solution on behalf of the client.