USE CASES

How DMI Helps

Six goals our clients bring to us, and how each DMI service line delivers.

01

PROGRAM & PORTFOLIO MANAGEMENT

"We want our initiatives aligned and our partners accountable."

THE GOAL

Leadership wants one view of the portfolio, clear priorities for people and budget, and vendors and teams that know exactly who owns each decision.

HOW WE HELP

We stand up or strengthen the PMO: intake and prioritization, executive steering, risk and issue management, and a governance matrix that sets clear vendor and client ownership.

WHAT YOU GET

One view of the portfolio, clear ownership, and vendors held to agreed rules.

Related: **Customer Service Digitization; Healthcare System Implementation**

02

ERP MODERNIZATION

"We're modernizing our ERP and need a confident go-live."

THE GOAL

A multi-year HR and Finance platform rollout is underway, and leadership wants confidence in every milestone through go-live.

HOW WE HELP

We lead the program alongside your systems integrator: phased deployment planning, business process redesign, testing and cutover readiness, a structured Go/No-Go process, and post-go-live stabilization.

WHAT YOU GET

A clear path to go-live, decisions made on facts, and a partner accountable to you.

Related: **Municipal Workday ERP Implementation**

03

DIGITAL TRANSFORMATION & CUSTOMER EXPERIENCE

"We need to get a critical launch back on track."

THE SITUATION

A customer-facing platform is behind schedule, security findings are open, and the launch date is close.

HOW WE HELP

We take on governance across all workstreams, set clear launch criteria, track security remediation to closure before Go/No-Go, and plan what ships at launch and what follows in later releases.

WHAT YOU GET

A launch you can stand behind and a release roadmap for what comes next.

Related: **Municipal Water Utility Customer Portal**

04

AI STRATEGY & GOVERNANCE

"We want to adopt AI responsibly and see real value."

THE GOAL

Leadership wants to move from AI experiments to approved use cases, with clear policy, oversight and measurable results.

HOW WE HELP

We prioritize use cases, build an AI inventory and governance framework with risk-tiered controls aligned with the NIST AI Risk Management Framework, support solution evaluation, and manage pilots with clear value measures.

WHAT YOU GET

AI use that is governed, accountable and tied to measurable results.

Related: **Applied in DMI's own operations; ISO/IEC 42001 certification in progress**

05

ORGANIZATIONAL CHANGE MANAGEMENT

"We want our people to embrace the new system."

THE GOAL

A new system is coming, and leadership wants employees and customers to understand what's changing, why and when, and to use it with confidence.

HOW WE HELP

Led by Prosci-certified leadership: change impact assessment, sponsorship and stakeholder engagement, communications and training strategy, development and delivery, and adoption measurement built into the go-live plan.

WHAT YOU GET

People who understand the change, use the new system, and keep the benefits coming after go-live.

Related: **Municipal Workday ERP Implementation; Municipal Water Utility Customer Portal**

06

FRACTIONAL EXECUTIVE LEADERSHIP

"We need senior leadership for a critical initiative."

THE GOAL

A major initiative needs an experienced technology or operations leader now, for a defined period, without a permanent hire.

HOW WE HELP

Fractional CIO, CTO or transformation leadership on a part-time or engagement basis: strategy and roadmap development, interim program oversight, and coaching to build your internal leaders.

WHAT YOU GET

Executive-level experience without a permanent hire, and stronger leaders when we step back.

Related: **Fractional leadership for a talent strategy startup**

Have a similar goal? Let's talk.

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