

Priority Setter

RAPID REZ

1. State Situation

2. List Issues, Problems, Challenges And Concerns

Criteria

Criterion	Criterion	Criterion
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3. Generate Action Steps

1

2

3

4

5

6

Criterion	Criterion	Criterion

1

2

3

4

ASK: Which issue is CORE, and if resolved, would resolve most of the other issues as well?
 Build your solution based on actions to be implemented over a period of time to address the CORE ISSUE identified.

ASK: What is the problem situation you would like to address?
Agree on one area only.

ASK: Focusing on your problem situation, what are the current concerns you are having within this problem situation? **ASK:** What issues and challenges are you currently experiencing in this problem situation?
Rule: Be specific and phrase as an issue

Criteria - ASK: What is important to you in this Situation? (Type input into "criterion" space) [**LIST:** A maximum of three only]
Evaluation of Issues - ASK: How does each concern, issue or problem impact the criteria? Rate H (High), M (Medium) or L (Low)
Rule: Evaluate one criterion at a time – Identify (H) first, then (L) and lastly (M)



1. State the Purpose

Purpose

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Stakeholders

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ASK: *What is the ultimate purpose why these requirements are needed?*

Stakeholders: *What stakeholders have a vested interest in these requirements?*



2. Generate Requirements

Results to Achieve

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Problems to Remove

--

Risks to Avoid

--

Resources + Restrictions

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ASK: {Relative to All STAKEHOLDERS}:

- *What are the results you would like to achieve in this problem situation?*
- *What existing problems do you want to see removed in this problem situation?*
- *What future risks do you need to avoid in this problem situation?*
- *What TIME & MONEY do you need and are there any restrictions that are out of your control?*

3. List Key Requirements

Crystallize and Consolidate 3-5 requirements ASK:
Looking at all the requirements which requirements are important and KEY in this problem situation?

1	
2	
3	
4	
5	

{OPTIONAL} Determine Weights:

Once you have the key requirements, get the stakeholders to agree on each item's weight between 1 to 10.

ASK: *Which requirement is the most important, give it a high weight. Which requirement is least important, give it an appropriate weight. Weight the others within the range.*

1. State Problem

2. Conduct Problem/Challenge Discovery

3. Refocus Problem

Factors/Stakeholders

Factors/Stakeholders

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Factors/Stakeholders

Factors/Stakeholders

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Common Themes & Core Issues

1	
2	
3	
4	
5	

Action Steps

1	
2	
3	
4	
5	

ASK:
What is the complex/vague problem statement? What is the performance issue or challenge you are facing?

What is your concern, what are you worried about?

ASK: How does the problem or challenge influence or affect the Factors or Stakeholder?

Reverse the question by asking:

ASK: How does the Factor or Stakeholder influence or contribute to the problem or challenge?

Rule: Record short, concise but specific statements

ASK: *What one concept/word/core issue or theme will describe most of the elements listed? Or*

ASK: *What is your shared understanding of the problem and what are the ways forward and next steps?*

1. State Purpose & Requirements

Purpose Statement

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Key Requirements

1
2
3
4

ASK: What is the ultimate purpose of this solution?
ASK: What are the 3 - 4 most important requirements for this solution?

2. Generate and Evaluate Actions

Requirement 1: Possible Actions

1
2
3

Requirement 2: Possible Actions

1
2
3

Requirement 3: Possible Actions

1
2
3

Requirement 4: Possible Actions

1
2
3

For each KEY REQUIREMENT ASK: What action can you take to meet or satisfy this specific requirement? [Try to generate at least 2-3 actions per requirement]
RULE: It must be doable, cost effective actions that could be handled within the existing budgets and infrastructure.

3. Build the Solution

Combine Actions

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ASK: Which 3-4 actions, when combined will provide us with the most holistic solution to meet all requirements listed?
Build: The solution based on actions to be implemented over a period of time.

Risk Analyzer

RAPID REZ

1. Identify Risks

2. Plan Protection

3. Generate Action Plan

1. Identify Risks			2. Plan Protection			3. Generate Action Plan		
Potential Problems	P	S	Likely Reasons	Mitigating Actions	Action Steps	Resp	D/L	
1			1.1					
			1.2					
			1.3					
2			2.1					
			2.2					
			2.3					
3			3.1					
			3.2					
			3.3					
4			4.1					
			4.2					
			4.3					
5			5.1					
			5.2					

ASK: What could go wrong? or What is the ultimate effect you are worried about? [Be specific as possible]
ASK: What is the likelihood this risk will occur? Rate [P]
ASK: What is the business impact if it does occur? Rate [Seriousness] Rate in terms of: H>75%, M>50, L<50%

LIKELY REASONS - ASK: What reasons would cause this Potential Problem to occur? Or Why do you say this Potential Problem could occur? [Maximum three specific plausible reasons]

MITIGATING ACTION - ASK: What avoiding action can you take to eliminate or reduce this reason causing the risk? **AND ASK:** What can you do to deal with or reduce the effects if this risk if it does occur?

ACTION STEPS ASK: What mitigation actions should you include in your final plan?

IDENTIFY: Cost effective & Extraordinary actions, but list very specific actions



Process Continuity Analyzer

RAPID REZ

1. Evaluate Process

Inputs	Stages	outputs
	↓	
	↓	
	↓	
	↓	
	↓	

2. Plan Protection

Vulnerabilities	Remedial Actions

3. Develop Action Plan

Action Step	Resp	D/L

ASK: What is the business process to be analyzed? What are the major steps/phases in the business process?

ASK: What are the critical inputs needed to perform the process step successfully?

ASK: What are the critical outputs this step will produce if it is performed successfully?

ASK: Which Input/output is a weakness area and could cause a problem?

ASK: What could go wrong in this 'weakness' area? What could derail the business process at this step/phase? **ASK:** What could you do to address and/or avoid the weakness and its associated risks? or What could be done to reduce the probability of the risk occurring?

ASK: Which actions are practical and cost effective and will have the highest impact in protecting the business process?

ASK: Who is best qualified and what deadline?

