

**QUALITY CONTROL
PROOFREADING SIGNOFF**

DESCRIPTION ADAPSO QUESTIONAIRE
 PROJECT CODE SMKT-51
 AUTHOR DOUG WILDER

DATE TO PROOFREADER	TO BE PROOFED BY	INITIAL	DATE
<u>7/31</u>	<u>Anne</u>	<u>R</u>	<u>7/31</u>
<u>7/31</u>	<u>ANDREA</u>	<u>AJ</u>	<u>7/31</u>
<u>7/31</u>	<u>DOUG WILDER</u>		
FINAL Q.C.			

READY FOR PRINTER

INPUT

PRODUCTION WORK ORDER

(Please fill out both sides)

DATE IN: July 26 1989 DATE DUE: _____ PROJECT CODE: SMKT-51AUTHORIZED BY: [Signature] NEW REPEAT REPEAT W/CHANGE

WORK SPECIFICATIONS

DATE OF PRESENTATION: _____

Additional Information _____

- 35mm Slides _____
- Foils _____
- Exhibits _____
- Questionnaire _____
- Letter _____
- Business Card _____
- Note Paper _____
- Newsletter _____
- News Release _____
- Form _____
- Brochure _____
- Cover Design _____
- Other _____

Number of pages submitted _____ Text
_____ Graphics

PRINTING SPECIFICATIONS

- Quantity/Slides/Foils _____
- Quantity/Hard Copy _____
- Paper Size 8 1/2 X 11
- Finished Size _____ X _____
- Number of Pages _____
- Outside Printer _____
- Photocopy _____
- Single side _____
- Double side _____
- Three hole punch _____
- Velobind punch _____
- Trim to _____ X _____
- Binding _____
- Cover _____
- Paper Color _____
- Ink Color _____
- Copyright Paper _____
- Fold 1/2 fold 1/3 fold
- Pad _____
- Saddle Stitch _____
- Box _____
- Shrink Wrap _____
- Staple Corner 2 on side _____

SPECIAL INSTRUCTIONS

Return draft for reviews
TO DOUG W. / DC by
TUESDAY 8/1

MAILING SPECIFICATIONS

Envelope: No. 10 9 x 12 10 x 13 Reply Envelope Quantity _____
 First Class Bulk Address Labels (Zip Code Order)

Enclosures:

- Letter _____
- Questionnaire _____
- Newsletter _____
- News Release _____
- Form _____
- Brochure _____
- Business Reply Envelope _____
- Other _____

Distribution:

- | | Quantity |
|--|----------|
| <input type="checkbox"/> Initial Mailing | _____ |
| <input type="checkbox"/> Shelf Stock | _____ |
| <input type="checkbox"/> NJ | _____ |
| <input type="checkbox"/> DC | _____ |
| <input type="checkbox"/> London | _____ |
| <input type="checkbox"/> Paris | _____ |
| <input type="checkbox"/> Japan | _____ |

TOTAL _____

MAIL _____ COPIES DIRECTLY TO:

INPUT[®]

8298 Old Courthouse Rd., Vienna, VA 22182 (703) 847-6870

Fax (703) 847-6872

DOUGLAS R. WILDER
Manager,
Systems Integration Program

Andrea,

Please draft per our discussion and send to me for proofing. It will be reviewed at a committee meeting for changes which should be minimal.

I have asked ADAPSO to handle mailing and will also see if they will do reproduction.

Thank;

Doyle

Conch

I just converted the document
to word. I did not format
it at all

D.

SYSTEMS INTEGRATION MYTHS

This questionnaire is designed to collect the opinions of the ADAPSO Information Systems Integration Section membership regarding many of the major issues or "myths" regarding systems integration. The results of this survey will be presented in the session titled "Systems Integration Myths" at the October ADAPSO Meeting in Orlando, Florida.

Please provide the following information to help us summarize the study results:

Your organization is a:

Check one

Hardware Vendor _____

Software Vendor _____

Professional Services Firm _____

Aerospace Company _____

Communication Company _____

Facilities Management Firm _____

Systems Integrator _____

Other (Describe) _____

Approximate Annual Corporate Revenue _____

Company Name (optional) _____

Your Name (optional) _____

Your Title (optional) _____



Please provide your responses to the following statements and questions. For each response circle the number that best expresses your opinion on a range of 1 to 5, with "1" representing Strongly Disagree and "5" representing Strongly Agree.

	Strongly Disagree		Neutral		Strongly Agree
	1	2	3	4	5
1. A systems integration project must have the following characteristics:					
a. A prime contractor who is totally responsible for the success of the contract					1 2 3 4 5
b. The prime contractor must be an outside vendor, not part of the internal information systems organization.					1 2 3 4 5
c. Be a fixed price contract					1 2 3 4 5
d. Provide a unique custom solution					1 2 3 4 5
e. Have a contract value over \$1,000,000					1 2 3 4 5
2. To be defined as a systems integrator, a vendor must take prime contractor responsibility.					1 2 3 4 5
3. To be a systems integrator, a vendor must have the following capabilities/products:					
a. Business consulting skills					1 2 3 4 5
b. System design and architecture skills					1 2 3 4 5
c. Program/project management skills					1 2 3 4 5
d. Vertical Industry knowledge					1 2 3 4 5
e. Hardware products					1 2 3 4 5
f. Software products					1 2 3 4 5
g. Software development skills					1 2 3 4 5
h. Facilities management & operations skills					1 2 3 4 5
4. Systems integration is not a new concept, it's just changes in terms and conditions, pricing and assumption of risk and responsibility for success.					1 2 3 4 5



5. Commercial customers are buying SI because:

	Commercial	Federal
a. They lack the technical skills	1 2 3 4 5	1 2 3 4 5
b. They lack project/program management skills	1 2 3 4 5	1 2 3 4 5
c. Integrators can do the job for less cost	1 2 3 4 5	1 2 3 4 5
d. Integrators can do the job faster	1 2 3 4 5	1 2 3 4 5
e. Integrators can be more responsive to project changes	1 2 3 4 5	1 2 3 4 5
f. Integrators do not add to the permanent staff	1 2 3 4 5	1 2 3 4 5
g. Other, please identify _____	1 2 3 4 5	1 2 3 4 5
_____	1 2 3 4 5	1 2 3 4 5

6. The following customers/buyers understand what systems integration is and the benefits of using it.

	Understand What SI Is	Understand SI Benefits
a. Federal	1 2 3 4 5	1 2 3 4 5
b. Commercial	1 2 3 4 5	1 2 3 4 5
c. State & Local Governments	1 2 3 4 5	1 2 3 4 5
d. Colleges/Universities	1 2 3 4 5	1 2 3 4 5

7. The following customers/buyers believe that "Systems integration means loss of control"

a. Information processing organizations	1 2 3 4 5
b. Executive management	1 2 3 4 5
c. End user management	1 2 3 4 5

8. Commercial customers are willing to turn over the development of "mission critical" applications to systems integrators.

1 2 3 4 5



9. Most customers/buyers understand:

Commercial

Government

- | | | |
|---|-----------|-----------|
| a. How to buy systems integration | 1 2 3 4 5 | 1 2 3 4 5 |
| b. How to participate effectively in systems integration projects | 1 2 3 4 5 | 1 2 3 4 5 |

10. Systems integration projects are successful when:

- | | | |
|--|--|-----------|
| a. Clients provide complete technical specifications | | 1 2 3 4 5 |
| b. Clients provide functional specifications only | | 1 2 3 4 5 |
| c. Clients establish project offices as interfaces to the integrator | | 1 2 3 4 5 |
| d. The vendor does the entire job without client involvement | | 1 2 3 4 5 |
| e. The vendor has a well disciplined project/program management system | | 1 2 3 4 5 |
| f. Other (Describe) _____ | | 1 2 3 4 5 |
| _____ | | 1 2 3 4 5 |

11. The major causes of systems integration failures are:

- | | | |
|--|--|-----------|
| a. Integrators do not understand the client's business | | 1 2 3 4 5 |
| b. Clients fail to provide an adequate specification | | 1 2 3 4 5 |
| c. Integrators bid and commit to jobs that have inadequate specifications and fail to seek timely clarification | | 1 2 3 4 5 |
| d. Integrators bid and commit to jobs that are beyond their resources and capabilities | | 1 2 3 4 5 |
| e. Clients ask for excessive functionality and "grand designs" without understanding the resources and commitment required to achieve them | | 1 2 3 4 5 |
| f. End users are not involved in the specification | | 1 2 3 4 5 |
| g. Clients do not remain involved in the implementation process | | 1 2 3 4 5 |
| h. Integrators do not have adequate project/program management systems | | 1 2 3 4 5 |
| i. Integrators do not have incentives for efficient performance as they are not responsible for day-to-day operations | | 1 2 3 4 5 |



- j. Other (Please describe) _____ 1 2 3 4 5
 _____ 1 2 3 4 5
12. Small projects are more successful than large ones (including "Grand Designs" as defined by Frank McDonough of GSA) 1 2 3 4 5
13. Federal systems integrators are not very successful in the commercial market. 1 2 3 4 5
14. Commercial systems integrators are not very successful in the federal market. 1 2 3 4 5
15. "Vendor hardware independence" is important to long term success in the systems integration market. 1 2 3 4 5
16. Commercial customers, excluding state and local governments, generally:
- a. Issue bid solicitations to all vendors 1 2 3 4 5
 - b. Issue bid solicitations only to a short list of preselected vendors 1 2 3 4 5
 - c. Don't issue bid solicitations 1 2 3 4 5
17. Commercial systems integration will:
- a. Be increasingly accepted by commercial customers 1 2 3 4 5
 - b. Grow rapidly 1 2 3 4 5
18. Commercial systems projects, while relatively small today, will become much larger as SI customers become more comfortable with the concept. 1 2 3 4 5
19. Systems integrations customers/clients can be as successful as vendors in managing the integration of large complex systems. 1 2 3 4 5
20. Systems operations/facilities management will experience significant growth as buyers include them as natural components of, or follow-on to, systems integration projects. 1 2 3 4 5
21. Downsizing of large scale systems integration programs to a number of smaller discrete projects is an effective way of lowering the risk of failure. 1 2 3 4 5



22. If you believe that there are important "myths" that aren't covered in this questionnaire please add up to three in the spaces below and rate your agreement or disagreement with them.

1. _____ 1 2 3 4 5

2. _____ 1 2 3 4 5

3. _____ 1 2 3 4 5

23. Please identify what you believe will be the three most important developments in systems integration over the next five years.

1. _____

2. _____

3. _____



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Strongly Disagree	Neutral	Strongly Agree
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	4	5

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2. To be defined as a systems integrator a vendor must take prime contractor responsibility. 1 2 3 4 5



3. To be a systems integrator a vendor must have the following capabilities/products:

- | | | | | | |
|--|---|---|---|---|---|
| a. Business consulting skills | 1 | 2 | 3 | 4 | 5 |
| b. System design and architecture skills | 1 | 2 | 3 | 4 | 5 |
| c. Program/project management skills | 1 | 2 | 3 | 4 | 5 |
| d. Vertical Industry knowledge | 1 | 2 | 3 | 4 | 5 |
| e. Hardware products | 1 | 2 | 3 | 4 | 5 |
| f. Software products | 1 | 2 | 3 | 4 | 5 |
| g. Software development skills | 1 | 2 | 3 | 4 | 5 |
| h. Facilities management & operations skills | 1 | 2 | 3 | 4 | 5 |

4. Systems integration is not a new concept, it's just changes in terms and conditions, pricing and assumption of risk and responsibility for success. 1 2 3 4 5

5. Commercial customers are buying SI because:

- | | Commercial | Federal |
|--|------------|-----------|
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| d. Integrators can do the job faster | 1 2 3 4 5 | 1 2 3 4 5 |
| e. Integrators can be more responsive to project changes | 1 2 3 4 5 | 1 2 3 4 5 |
| f. Integrators do not add to the permanent staff. | 1 2 3 4 5 | 1 2 3 4 5 |
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| _____ | 1 2 3 4 5 | 1 2 3 4 5 |



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_____	1 2 3 4 5



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 - j. Other (Please describe) _____ 1 2 3 4 5
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- 1. _____ 1 2 3 4 5
- 2. _____ 1 2 3 4 5
- 3. _____ 1 2 3 4 5

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- 2. _____
- 3. _____

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