

**Online Business Systems, Inc. – Jerry Holcombe, Director of Business Consulting**

## PHILOSOPHY STATEMENT

We live by one word – Innovate. For over 25 years we have been guiding our clients through designing and implementing the right solution, transforming their complex processes and vast amounts of data into strategic information to make them smarter, faster and far more agile. We accomplish this through our Planning, Transforming and Managing services.

Within Online's Business Consulting Practice, Organizational Change Management (OCM) has become a key service offering to clients. Online applies OCM best practices developed by Prosci – the world leading organization for OCM and Business Process Re-engineering (BPR) research – to provide our customers with a comprehensive change management plan that:

- Aligns with organizational strategy and project objectives
- Involves key stakeholders and motivates them to support the project
- Ensures that all employees understand the program objectives in a manner that resonates with their personal business objectives
- Maximizes uptake of new technologies and business processes

Our change management program recognizes that successfully managing change requires planning and diligence. We assist organizations to prepare themselves to undertake change, manage the change lifecycle and follow through with a structured program for monitoring and ensuring that the targeted synergies have been realized. Failure to address any of these steps can quickly erode an organization's ability to deliver tangible long-term benefits. We partner with our clients and engage key stakeholders to ensure the impact of the change on business units is well understood. We solicit feedback to gain an understanding of the organization's pre-disposition to change, and work with our clients to ensure that the requisite internal support structures are in place before tackling the change.

## AREAS OF EXPERTISE/RESULTS

- Business Analysis & Organizational Review
- Organizational Restructuring
- Change Management
- Business Process Improvement
- Strategic Planning

## EXPERIENCE / SELECTED PROJECTS

- Online led an engagement with Integra Telecom to develop an Enterprise Portal Strategic Roadmap. This strategic initiative identified high-level business and technical requirements, and assessed implementation solution alternatives resulting in recommendations and roadmap for the implementation of an enterprise portal to be used by Integra customers, partners, and internal staff.
- Online led an engagement at the Oregon State Treasury that assessed the Cash Management Application Architecture. The assessment was triggered by a key vendor indicating the likelihood of not supporting one of their near end-of-life products that is a core application within the Cash Management system.
- Online worked with Pierce County to design a system structure to allow for changes in business process improvement along with designing a system for ease of maintenance, collaboration with others, and interfacing with external systems.

## CREDENTIALS

- B.A. – Advanced Program
- Director of Business Consulting
- Project Management Professional (PMP)
- Business Process Modeling and Business Analysis
- ITIL V3 Foundation
- ProSci – Organizational Change Management
- Six Sigma – Green Belt
- Cloud Computing: Foundation
- Cloud Computing: Virtualization Specialist
- Cloud Computing: PaaS Specialist

## SELECTED CLIENTS

- Oregon State Police
- Pierce County
- Integra Telecom
- Oregon Lottery
- CanWest
- Manitoba Telecom

Contact the Alliance at 206-616-8461 OR [alliance@u.washington.edu](mailto:alliance@u.washington.edu).