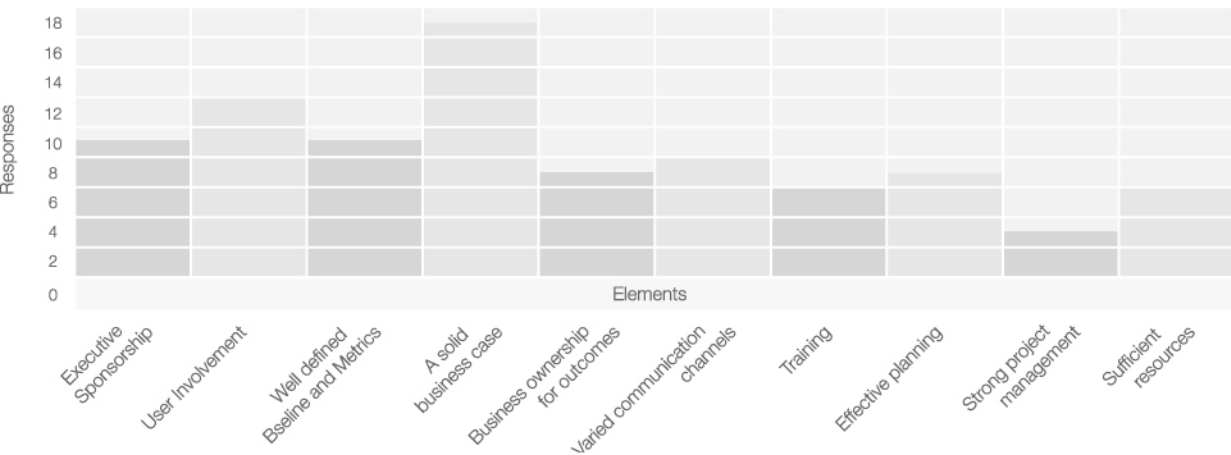


Table 4 - Best Practice Elements



Element Breakdown

Executive Sponsorship	9	Varied communication channels	8
User Involvement	12	Training	6
Well defined Baseline and Metrics	9	Effective planning	7
A solid business case	17	Strong project management	3
Business ownership for outcomes	7	Sufficient resources	6