

# The IT Foundation - FAQ

*The First Step in Making Business Critical IT Decisions*

## **Frequently Asked Questions**

### **1. What is the IT Foundation?**

A. It is the first step your company should take when it comes to making a critical IT decision for your business. The IT Foundation is a one day process that delivers the decision criteria you need to make the right decision for your business when it comes to investing in IT.

### **2. What is the process?**

A. It is a one day (approx five hours) "round table" discussion process led by our certified professionals. The process has nine parts that cover all facets of your business from background and history to objectives and action plan.

### **3. What is the deliverable?**

A. The deliverable is a printed summary of the entire discussion which include your criteria for critical IT decisions and an action plan prioritized for immediate action according to what you must do, what you should do, and what you could do.

### **4. Who needs to be involved from my organization?**

A. The engagement is designed for two to three participants. The participants should be comprised of top management from both business and IT with IT not having more than one participant. Business participants should include the highest levels of management.

### **5. How long is the engagement?**

A. Approximately five hours of session time. The engagement begins at 8:00 and ends no later than 2:30 in the afternoon. Lunch is included as part of the engagement.

### **6. How can you do all of this in one day?**

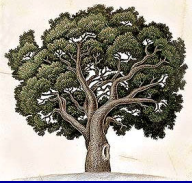
A. Our trained and certified consultants and our process tool enables us to get right to heart of your organization and its issues with no wasted time.

### **7. What makes you the expert on my business?**

A. We are not experts at what you do. We are experts at what we do. And what we do is act as the catalyst for mining and articulating the answers for critical IT decisions that lie within your business and we deliver them to you in a format that enables you to take immediate action.

**Computer Breakthrough, Inc.**

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**8. How many of these have you done before?**

A. Each one of our professionals are trained, certified and experienced. But having said that, quantity does not equate to quality in our business. We approach each one of our customers as if it were the first time. This enables us to avoid the tendency of many firms to “pigeonhole” your company through categorization and similarity. Furthermore our power is in our process. Our process is focused on you and your team because that is where the answers are – and not with any pre-conceived solution from a consultant.

**9. Do you specialize in any particular type of business?**

A. Our specialization is in our product and the time it takes us to deliver actionable results to you. We are not limited to any particular sector of business because our focus is on you and your team.

**10. What is the price?**

A. \$6,500.00 including lunch and morning starters.

**11. What are your objectives?**

A. Our objectives are twofold; the first to provide you more value in just one day with the criteria you need to make critical IT decisions for your business, and second to establish a relationship with you as your trusted and unbiased IT advisor.

**12. How does the guaranteed results work?**

A. If you are not fully satisfied with the results of the engagement, simply write on your invoice “I am not satisfied” and your account will be credited for the full amount. No questions asked.

**13. How do I get started?**

A. By giving us your verbal agreement and setting an engagement date now. That’s all there is to it. We will provide you with a brief pre-engagement memo that enables you to choose your other participants and prepares them for what to expect.

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