



## B2E Checklist

If you're planning e-commerce capabilities for your intranet, review the B2E Checklist to help you create an internal Web environment that streamlines the flow of information and transactions.

1. What prompted interest in providing e-commerce capabilities on your intranet?

What are your current "points of pain? " How do they relate to your business goals?

2. What activities do you want to enable employees to do online?

Purchase office supplies? Book and pay for travel? Submit requests for reimbursements? Sign up for employee benefits and services?

3. What efficiencies could you gain by automating these processes in an online environment?

Identify the mandatory authorization and approval points. Where are the bottlenecks? Create a flow chart to compare existing and online purchasing and approval processes. What points in the process can be adapted to take advantage of automation?

4. Which of your vendors would participate in offering their services online?

Health benefit providers? Banking services? Office supplies? Travel providers? How will this change your relationships with vendors? More volume discounts?

5. How will you apply business rules about authorizing purchases?

What checkpoints need to be in the online system? What technologies can provide protection for confidentiality and control over authorizations?

6. Which customers or constituents will most benefit and become the key users?

By applying robust authentication features, can you extend coverage to more employees and save more dollars or avoid costs?

7. Which departments need to be actively involved on an intranet e-commerce team?

Did you include Legal, Finance, Planning, IT, LOB, HR? Which departments stand to gain the most? What dependencies or issues could slow progress?

8. Does this project have top management support?

If not, what actions need to be taken? Do you have a process to align the IT investment with business goals and quantify the business value of making this change?

9. How will you measure success?

What are the measurable business goals? What are the critical success factors?

10. What are your existing assets?

Hardware? Software? Content, technical, training personnel? What data formats exist on your network?

What technical or process integration issues will need to be resolved?



11. What resources will you need to build a pilot?

What resource gaps will you need to fill or outsource to go forward?

12. What constitutes a "show stopper" for this project?

What are the main points of risk in enabling e-commerce activities within your organization?

13. Which executive is the chief intranet evangelist?