



# iSMS Development & Implementation

# Agenda

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- **Introduction**
  - **SMS Implementation Strategies**
  - **Industry Lessons Learned**
  - **iSMS Solution Sets**
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*“The Secret Of Getting Ahead Is Getting Started. The Secret Of Getting Started Is Breaking Your Complex Overwhelming Tasks Into Small Manageable Tasks, and Then Starting On The First One.”*

Mark Twain

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# Vertical SMS Implementation

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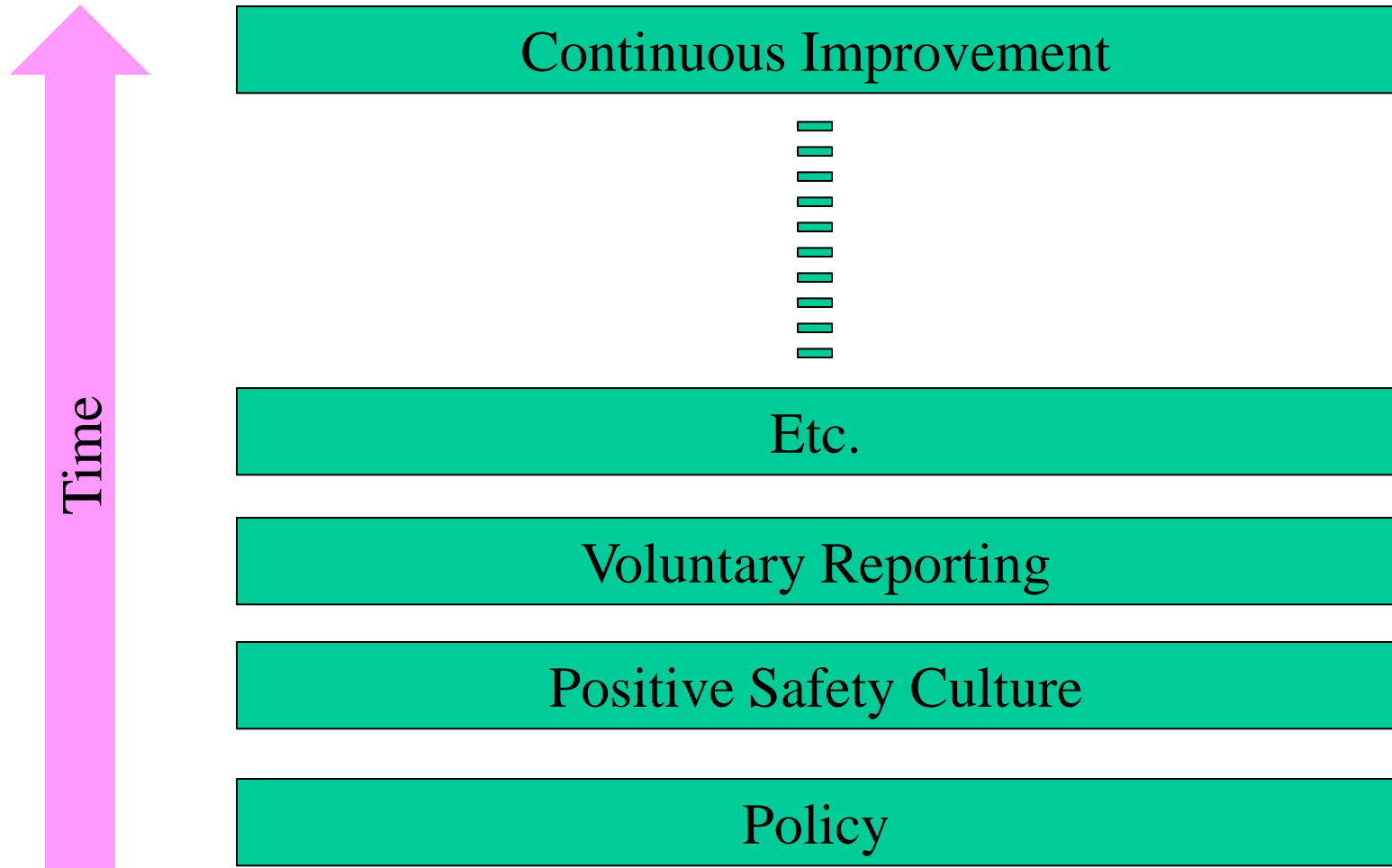
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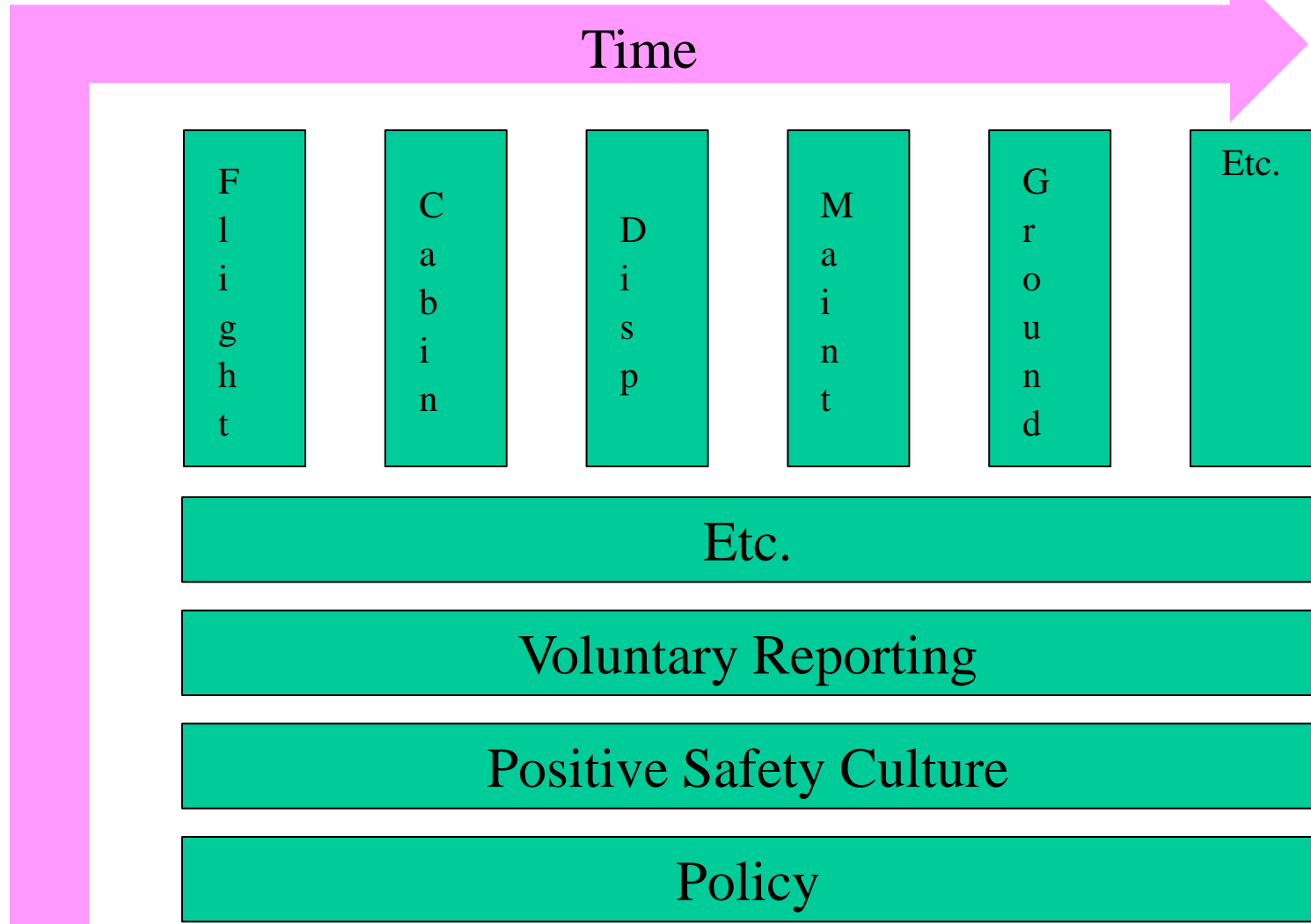
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# Horizontal SMS Implementation



# Hybrid SMS Implementation



# SMS Implementation

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- **SMS is a Three to Five Year Implementation Process**
  - **SMS Will Never Reach Full Benefits Without Human Factors**
  - **In SMS Implementation Sweat the Small Stuff**
  - **Always Ask Why until there are no More Why's**
  - **SMS is Never Complete it's Ongoing**
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# Industry Lessons Learned

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- **Measures Of SMS Maturity Are Not In Place To Ensure That Level 1, 2 & 3 SMS Gains Are Maintained and Improved As The SMS Matures**
  - **Not Taking Into Account The Need For An Integrated SMS**
  - **FAA CMO/CMT Involvement Early On**
  - **Failure To Identify and Exploit Where True Business Value Naturally Occurs During Incremental Development**
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# iSMS



# QUESTIONS?

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