



## **Education and Engagement of People**

### **Q & A**

**Q) Is a good consideration for SME's to Think Big, Start Small' to ensure they select the right tools for long term value? I do see sometimes investments in the wrong technologies to meet an immediate requirement, but longer term it's problematic**

**A) The good news is that SME firms are REALLY well placed to do great things here - keep the model simple, lots of one page strategies and communicate repeatedly**

**Q) Reena's comments regarding SME might be right, but taking the bi-modal samurai/ninja approach - which I like - as one. There will be very few technology teams in firms our size where the resource is available to service this as well as other project work and BAU**

**A) I can understand this but SME firms are tackling this. I think the trick is to remember this has to be delivered by everyone not just the IT team. You have to get the herd running as it were and keep the plans simple**