

## Appendix A. Tools for creating a clear & compelling case

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This appendix is adapted from The Center for Technology in Government's **Making Smart IT Choices**. Here we describe a variety of tools, techniques, and methods for gathering, analyzing, and organizing the information that comprises the content of your justice integration business case. Although the tools are presented in groups that deal with the same general business case topic, individual tools or techniques will be useful in more than one area.

To get the most out of the tools, think of them as general methods that may be applied at more than one stage of business case planning and development. It is sometimes helpful to have expert assistance for some of the more technical tools, but none of these **requires** an expert consultant.

Step-by-step explanations on how to use these tools are presented in **Making Smart IT Choices**, which is available in electronic and print versions. You can access the handbook on the Internet at [www.ctg.albany.edu/resources/smartit.pdf](http://www.ctg.albany.edu/resources/smartit.pdf). The print version can be ordered by calling (518) 442-3892 or writing to The Center for Technology in Government, University at Albany, State University of New York, 1535 Western Avenue, Albany, NY 12203.

**TABLE 1** HELPFUL ANALYTICAL CASE-BUILDING TOOLS

Type of Analysis	Tools
To know where you are today: assessing your current situation and comparing it to others	Environmental Scanning Self-Assessment Current/Best Practices Research Benchmarking News Analysis
To know where you want to go: articulating a vision and choosing specific objectives	Hopes & Fears Exercise Visioning Strategic Framework Consensus Building, Collaboration, & Decision Making
To know the market for your ideas: identifying and understanding your audience	Positioning Charts Stakeholder Analysis Partisan Analysis
To know how to get from here to there: identifying and evaluating options	MAU Models SWOT Analysis Cost-Benefit/Cost-Performance Analysis Risk Analysis
To know how to organize your argument: prioritizing and planning	Prioritizing Methods Strategic Planning Methods
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