Project Management Techniques as part of Process Improvement
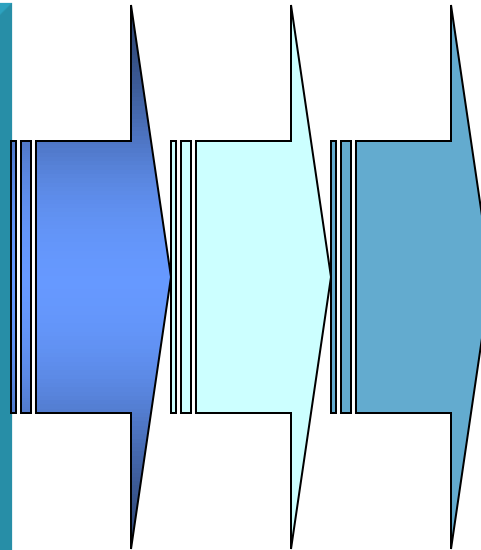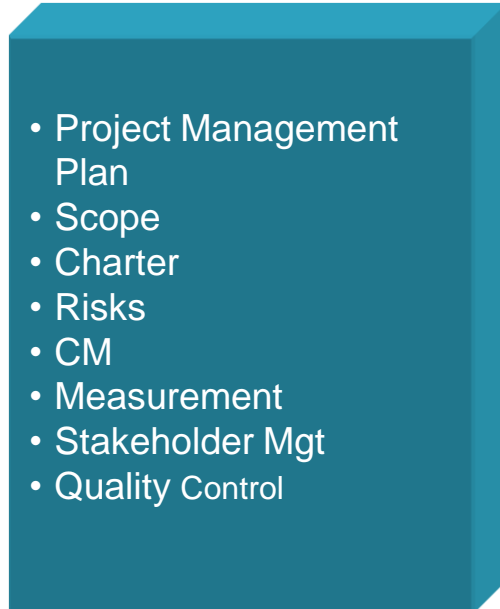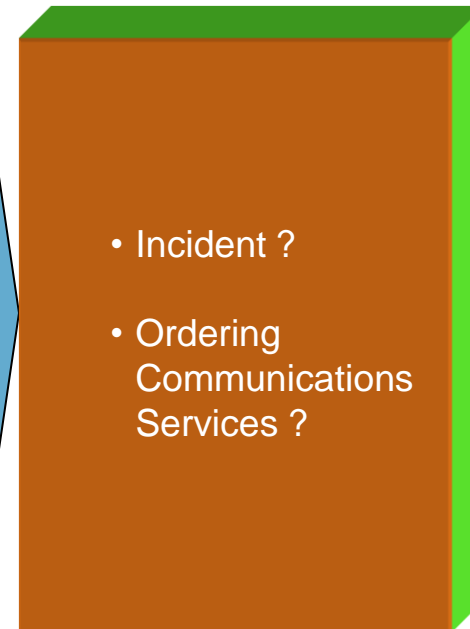
Tim Shrum

05/16/2012

Purpose

- The purpose of this presentation is to describe how Project Management played a key part in successfully completing two Process Improvement (PI) initiatives

PM Techniques Address PI Challenges

PM Techniques

- Project Management Plan
- Scope
- Charter
- Risks
- CM
- Measurement
- Stakeholder Mgt
- Quality Control

PI Challenges

- Incident ?
- Ordering Communications Services ?

The Story
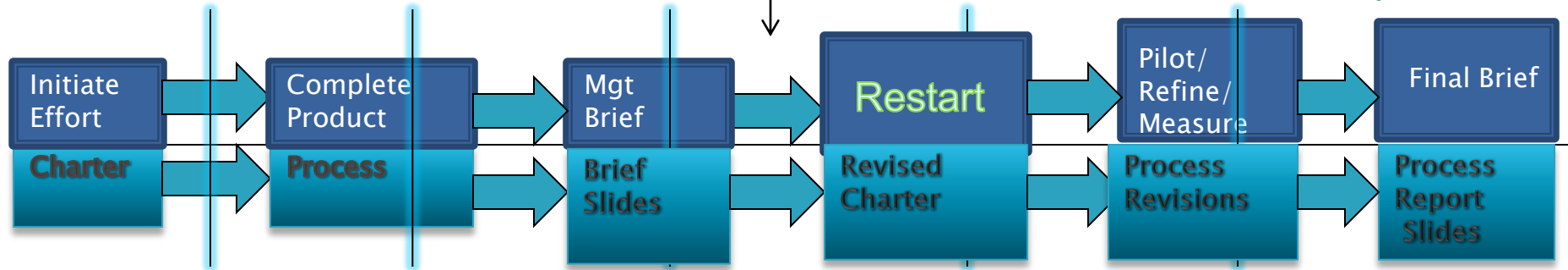
- PI Challenge 1
  - Federal Information Technology organization:
    - IT Incidents are getting lost
    - IT Incidents are disappearing in tracking tool
  - Lack of a standard way across the IT organization to manage and process incidents

Timeline 1

Delay

SUCCESS

Events

Initiate Effort	Complete Product	Mgt Brief	Restart	Pilot/ Refine/ Measure	Final Brief

Charter	Process	Brief Slides	Revised Charter	Process Revisions	Process Report Slides

Work Products

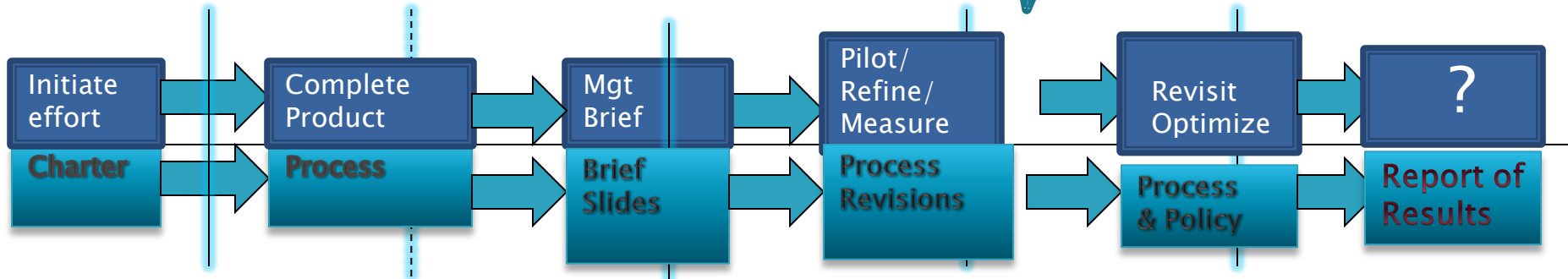**RISK MGT/STAKEHOLDER MGT/CONFIGURATION MGT/ MEASUREMENT**

Story continued

- PI Challenge 2
  - The Information Technology organization is ordering services from vendors in support of IT customers. BUT customers are only providing funding for first year and not for O&M

Timeline 2

SUCCESS

Events

Initiate effort	Complete Product	Mgt Brief	Pilot/ Refine/ Measure	Revisit Optimize	?
Charter	**Process**	Brief Slides	Process Revisions	Process & Policy	Report of Results

Work Products

RISK MGT/STAKEHOLDER MGT/CONFIGURATION MGT/SCHEDULE/POLICY

Lessons Learned from PI Challenges

- PI Challenge 1
  - Persistence
  - Relationships are key to success
  - Assimilation of process revisions and new ideas
  - Teaching and adaptability to new team members

- PI Challenge 2
  - Look for enforcement mechanisms
  - Solutions are customer's ideas
  - Organizational Change Management is key

QUESTIONS

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