



Business Intelligence



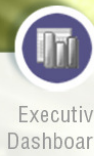
Collaboration Portals



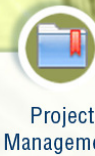
Application Development



Business Strategy



Executive Dashboards



Project Management Offices

Business Case – Georgia Department of Transportation (GDOT)

Solution Overview

Microsoft Gold Certified Partner

Blackstone & Cullen, Inc.

Scenario

Project Management Office

Industry

Public Sector

Organization Profile

Georgia Department of Transportation:

- Plans, constructs, and maintains the state's roads and bridges.
- Provides planning & financial support for other modes of transportation, such as mass transit and airports.
- Provides airport & air safety planning.
- Provides air travel to state agencies.

Information Technology Division:

- Manages the department's computer applications and computer network.
- Oversees the department's electronic processing budget, configuration, and asset management.
- Develops IT policy, standards, and strategic planning.

Situation

Information Technology Division (ITD) oversees large projects that involve big money. ITD wanted to standardize a project management process and environment.

Business Solution

Blackstone & Cullen, Inc.:

- Interviewed IT personnel;
- Helped define requirements for additional features of the ProjectLink project management environment;
- Developed a Share Point deployment strategy;

Since 1989, Blackstone & Cullen, Inc. has leveraged information technology to provide business solutions. Principal services include enterprise application integration, data warehousing, program office implementation, and custom application development.



The Georgia Department of Transportation (GDOT) Information Technology Division (ITD) teamed with Blackstone & Cullen, Inc. (BAC) to install a project management process. ITD had already determined to use Share Point Portal Server, Project Server 2002, and Project Pro 2002, but they needed a partner with experience in deployment and service delivery of these programs.

The Georgia Department of Transportation (GDOT) manages big projects that involve lots of money. Still, project management processes were loosely formed at best. Project managers were using a variety of formats: paper printouts, electronic documents in Excel, and older versions of MS Project. Daily status reports were rolled up manually.

More so than usual, the GDOT needed to manage its often very visible projects wisely and could expect scrutiny by the legislators and the press. Even the often less visible Information Technology (IT) projects needed an effective and efficient management process. The Information Technology Division (ITD) was tasked to build a collaborative IT project management process and environment that would incorporate best practices and provide a foundation for communications across GDOT. Additionally, the process needed to facilitate communications between external consultants and ITD project teams.

ITD had already determined to use Microsoft products to maintain compatibility with other applications deployed within GDOT and to other state agencies. ITD sought a Microsoft Certified contractor to advise on project management, help develop requirements, and help deploy the appropriate applications. A notable specification was that the contractor should not develop, configure, or deploy any software: Rather, the contractor was to instruct and help ITD personnel.



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- Documented the installation;
- Helped develop project templates;
- Created and modified project reporting tools;
- Configured the Project Pro “Project Guide”; and
- Produced an analytics functionality using Project Server.

Technology Deployed

SQL Server 2000
Enterprise Project Server
Project Professional
Window SharePoint Services

Solution

BAC began with a high level assessment of the current IT project management process. Next BAC analyzed the gap between current practices and best practices. Logically, BAC then documented and developed the processes necessary to bridge the gap.

Meetings with ITD managers indicated the new process was to provide:

- Executives the ability to predict impact on personnel and funds across multiple projects as scope or priorities change.
- Project managers a toolbox they could use to create, track, and maintain project schedules.
- Resource managers the ability to manage across multiple projects.
- Team members the ability to view, update, and organize tasks.

Using industry standards, Blackstone & Cullen, Inc. (BAC) advised ITD managers on best practices and the best customization of the applicable products: Project Server, Project 2002, and Share Point Portal Server.

Share Point Portal Server was customized to present project materials (documents, e-mails, server views, issue views, risk views, etc.) in a portal interface. The portal interface was also used as a communication layer to other divisions within GDOT. ITD also applied security to the various data segments, enabling instant communication of all project information to each business unit.

Benefits

- Project Server provides a collaborative infrastructure for all ITD project managers and provides reporting information for other GDOT divisions.
- Rollup view of project issues provides “at a glance” view of all issues across all projects.
- An infrastructure on which to build a true collaborative project management environment.
- Consistent information shared among executives, project managers, resource managers, team members, IT and business units.
- Enhanced communications across GDOT.
- Business processes used by resource managers to schedule tasks.
- Team members have personal views of tasks and schedules.
- Process for managing issues and risks from identification through resolution and implementation.
- Meaningful and easily accessible business process reporting available to all levels from executives to team members.
- ITD now has a process with common practices across all projects.