

TeamDynamix

PPM Software at Work: Franklin University



TeamDynamix Delivers Project and Portfolio Management Solution to Franklin University

Institution

Franklin University

Founded in 1902, Franklin University is central Ohio's leading and most experienced educator of adult students. Annually, more than 10,000 students attend Franklin, both on campus and online. Franklin offers 18 undergraduate majors and three graduate programs, including the Vantage MBA, and graduates more than 1,500 students annually.

www.Franklin.edu

The Challenges

Franklin's success in adult and online education has exponentially increased the project load on their IT staff. Then newly hired CIO, Ron Morgan, entered into a fractured IT environment and was challenged to rebuild a foundation for growth. Ron in conjunction with the PMO documented the challenges and engaged TeamDynamix to provide resolution.

Documented Challenges

1. IT spending wasn't clearly aligned with institution objectives making funding challenging resulting in a trend of maintenance work growing faster than strategic innovation.
2. Lack of visibility into true resource capacity and bottlenecks, leading to overloaded resources, project delays and missed commitments.
3. Projects often came in over budget and falling short of expectations.
4. Poor visibility into project and portfolio status.
5. Staff possessed a limited understanding of project management process and was overwhelmed by the thought of adopting detailed pm processes.
6. Maturity level of 2.5 (PEMM scale)
7. Projects were not selected according to how they align with organizational goals.
8. Reporting was typically out of date and untrustworthy
9. Multiple tools and processes increased overhead costs and created confusion among staff and management.
10. Rather than projects proceeding in a consistent, reliable manner, Franklin relied on manager talent and brute force to complete them causing negative ripple effects impacting other projects
11. Poor understanding of how each department consumed IT resources and the costs.
12. The CIOs peers did not view IT as a strategic partner.

The Solution

TeamDynamix quickly addressed Franklin's challenges with a simple easy to use web based solution.

Key elements:

1. Projects and portfolios now are prioritized objectively based upon their value to the organization which has increased the strategic role of IT.
2. Portfolios, projects, reporting, tickets and portfolio planning have been consolidated into one hosted Web-based solution. Franklin has no software or servers to maintain.
3. The CIO provides clear transparency with consistent project performance and reporting practices.
4. All resources are trained on basic project processes (B.B.P.M.) and tools to provide an environment for consistent performance.
5. Management worked to define adoptable best practices and support them with an easy-to-use technology solution.
6. Franklin has a clear evolution path to guide to long-term success and maturity.
7. Capabilities were rolled out within 60 days to enable Franklin to improve results immediately.
8. Maturity level of 4.2 progressing towards 5.5 (PEMM scale)

The Results

Within several months of usage Franklin was able to benefit from the following positive results:

1. IT and the PMO have become more strategic by objectively guiding project selection and giving leadership a clear view of resources and performance.
2. IT is viewed by internal customers as a strategic resource helping each department objectively select the best projects to meet their needs and demonstrating how the IT work directly support each departments objectives.
3. IT spending and efforts clearly aligned with achieving institutional and departmental objectives. Pet projects are now uncommon.
4. Overdue projects dropped by 35% in year 1.
5. Consistent, strong project performance.
6. Franklin selects projects that move the organization toward stated goals more quickly.
7. Executives know portfolio status at all times.
8. Resources are less burdened, allowing them to complete more projects on time and on budget.
9. CIO understands how resources are being consumed and by which departments.
10. Administrative overhead has been significantly reduced.

Software at Work is a series of case histories demonstrating the power of TeamDynamix Enterprise Project Software and Services

For more information visit TeamDynamix on the web at

www.teamdynamix.com