

case study



Client: Major Plastics Company

Project: Change Manage IT Project Management Methodology

Project Description

Chaucer was retained to act as 'agents of change' in an organisation specialising in innovative packaging for fresh food.

Chaucer's remit required the introduction of PRINCE 2 project management methodology to the IT department as a means to improve visibility of progress and roll up reporting. Hitherto this had been difficult due to the department being divided into several sections in which projects were managed differently - in addition, it was not easy to identify resource conflicts across the various IT department sections - so Chaucer was asked additionally to define and implement a resource time recording system for medium size projects. This consisted of introducing a Microsoft server and new software.

Chaucer's remit further included assessing the current projects portfolio as well as introducing PRINCE 2 to the IT department and completing PRINCE 2 training and helping to manage the process of change within the organisation.

Chaucer's Scope

- Program management and assurance
- Lotus notes integration
- Microsoft server set-up
- Project management culture
- PRINCE 2 methodology introduction
- PRINCE 2 training materials development and delivery
- Technical architecture and server set up to support new software
- Process development and documentation including management reporting tools
- Issue & risk management and mitigation
- Facilitation of meetings

Business Benefits

- The project was very successful and created a high level of transparency across the portfolio of current projects within the client's IT department.
- By introducing a new methodology the IT department were able to consider their business processes and identify areas of improvement and further - change moving the company forward in their desire for adopting best practice. The process of detailing the current project portfolio revealed a number of interdependencies and risks which were then appropriately addressed.
- Concurrent projects could be viewed simultaneously to allow for business impact to be assessed and any risks to be mitigated. Resource allocation was facilitated ensuring that the right people were allocated to the right project. This ensured that resources could be targeted at the right project at the right time to ensure that projects were delivered on time.
- Allowing Chaucer to develop the PRINCE 2 training meant that the needs of the individual organisation could be incorporated into the training - making it relevant and applicable to the organisation.
- The ability of Chaucer to deliver the new Microsoft server and software and introduce the new methodology, training and process documents simultaneously meant that the impact on the organisation was minimised.

