



VISIBILITY
ACCOUNTABILITY
TRACEABILITY
CONTROL

Project collaboration and activity management

ps-team

BIRMINGHAM CITY COUNCIL, UK

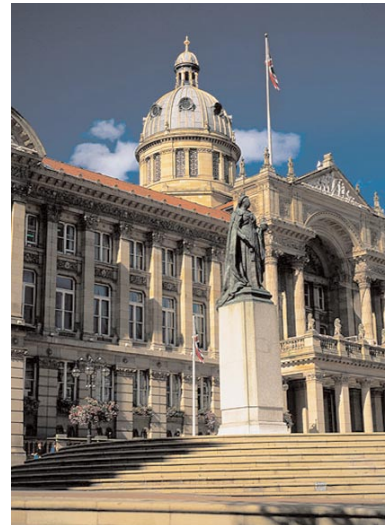
PS-Team has been implemented within the Development Directorate of Birmingham City Council (BCC) to manage and co-ordinate their IT projects. It is now being used to support a major IT system implementation in accordance with PRINCE2. BCC plan to use PS-Team to keep a full audit trail of programmes and initiatives taking place across the council and their external contractors.

The task of managing the multitude of disparate programmes and resources across the City Council is both challenging and complex. Projects can be as simple as the addition of a new bus stop; programmes can be as complex as the planning and implementation of a new shopping centre; and initiatives such as IEG (implementing Electronic Government) need to be delivered.

THE CLIENT

Birmingham City Council is the largest and most complex city council in Europe. It has formed five Strategic Directorates - Development, Resources, Social Care and Health, Education and Lifelong Learning, and Local Services.

The Development Directorate, which was one of the first Directorates to be formed, has five core service areas - Planning, Highways, Transportation Strategy, Economic Development and Urban Design. These areas work together to deliver some of the most innovative and exciting projects for the City of Birmingham. Most notably, the Development Directorate was instrumental in the internationally acclaimed Bull Ring redevelopment.



THE CHALLENGE

With so many active projects and a growing list of ideas for new projects, the City Council needed a process that ensured effective management so that the right projects would be executed in a timely manner and new ideas captured. The Development Directorate is responsible for 50 to 100 IT related projects at any one time, which become difficult to manage and keep control of. To add to the complexity of managing this information, two IT teams recently combined - with different locations, practices and cultures.



Establishing who is doing what at any one time, enabling mechanisms for reporting and keeping track of project completion deadlines was a time consuming, manual task.

The Directorate use Microsoft Project, which helps Project Managers build a list of tasks that need to be carried out in order to complete a project. But once the project commenced, activity reporting was done through voice and e-mail (Lotus Notes). Compiling a list of projects and seeing an overall picture for reporting to the appropriate steering committee was no mean task for the Programme Director.

THE SOLUTION

PS-Team is now used to track all IT projects and activities in the Development Directorate. It is the foundation for initiating new projects and assigning them to specific managers, providing the basis for the onward creation of tasks for team members.

In doing so, it provides a significant advance in processes for identifying and allocating expenditure. It also supports enhancements in the compilation of accurate reports to the Directorate's management teams, including reports on projects that are scheduled for delivery before the year-end, and projects that will still be 'work in progress'.



The implementation of PS-Team required little training as the Directorate continue to use their existing tools such as Lotus Notes and Microsoft Project along side it.

This has lead to much better visibility of what is happening, better management control, better project performance and efficiency. Also, the Head of IT can see a "matrix management" view; for example he can see all tasks relating to the "Implementing Electronic Government" initiative regardless of what other project or programme they may be included in.



CLIENT'S COMMENTS

"Perhaps the most valuable of all the potential advantages provided by PS-Team is the continuous visibility of actions,"

Les Timms, the Development Directorate's Head of IT:

"We are able to track precisely progress on each project, allocate and monitor individual responsibilities, and significantly improve control."

THE PRODUCT BACKGROUND

PS-Team is a web-based task management and team collaboration system. Fully Microsoft.NET enabled, it uses standard web and e-mail processes to transform business and project visibility, traceability and accountability. It provides a comprehensive, accessible knowledge base that maintains an audit trail of formal discussions and harnesses informal comment and contribution.

Delcam plc is an international software manufacturer, with 125 overseas sales and support centres supporting customers in more than 80 countries. Its best in class products are used by some 10,000 organisations across a wide variety of sectors, in a spectrum of applications ranging from the automotive industry to central government.

