

Managing Project Expectations with Project Portfolio Management

The City of Vaughan recognized the need for a proper solution to consistently track and manage their many projects.

Market Background

In the past 20 years, Vaughan has been transformed from a rural township to a major urban center. From 1986 to 2006, Vaughan's population grew 276% from just over 65,000 people. Vaughan became Canada's fastest growing municipality amongst those with populations greater than 100,000 people. Population projections from the Province of Ontario indicate that York Region's population will rise to 1.5 million people and the number of jobs will increase to 780,000 by 2031.

Challenge

The City had become completely reliant on its vendors for implementing solutions, resulting in loss of knowledge and skills, and inconsistent delivery. Information Technology Management (ITM) began to ask how to do things better, and how to implement solutions more consistently. After starting out by defining their PM methodology they recognized the need for a proper tool to consistently record and track information about projects.

Eclipse PPM by Upland Solution

The City of Vaughan used a soft approach; by mastering the PM methodology (PMI) within ITM, then used this methodology — tools, templates, language and concepts on external projects. After the approach became stable, it was formally introduced to directors and managers for executive level buy-in and expansion of the methodology across the organization.

The team created a manual on managing projects, which was made available on the intranet to help educate the organization about the role that project management plays.

Benefits

By utilizing Project Portfolio Management — especially Eclipse PPM — to address expectation management, they have regained control of many more projects while also enhancing the projects' value within the organization. This has restored faith in the department and altered the perception of what others expect from the department — expectations and responsibilities are now aligned.

PPM has enhanced communication and met senior management reporting needs. Overall, the City felt that people now manage expectations better by having a centralized repository to assist in streamlining the process.



INDUSTRY: Government

POPULATION: 288,000+

At a Glance

Challenges

- Inconsistent delivery
- Lack of knowledge and skills
- Consistently record and track project information

Benefits

- Enhanced communication
- Increased control over many more projects
- Expectations & responsibilities aligned
- Central repository of project information
- Improved process streamlining

Everything you need for PPM success, all in one place

Portfolio Management

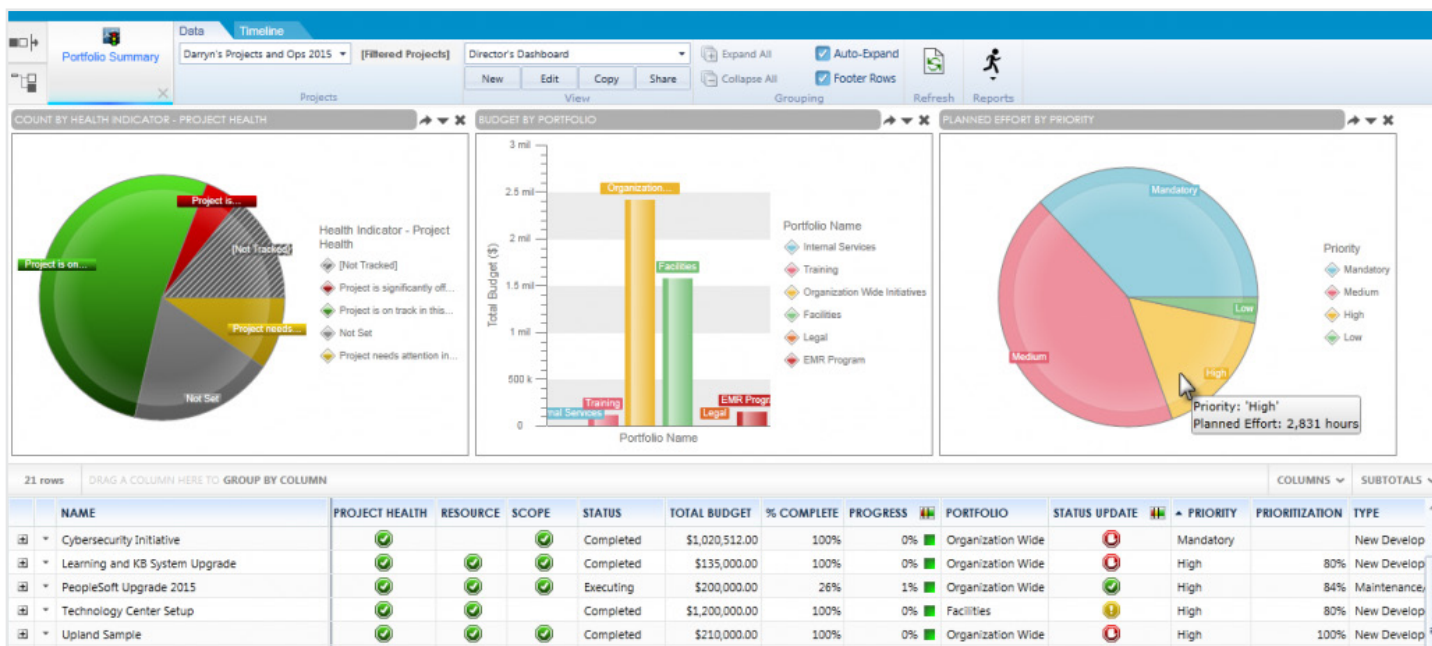
Executive Managers (CEO, CIO, COO, CFO) and Portfolio Managers may be looking at different metrics, but they all need the same thing: real-time portfolio, project, and resource information at their fingertips. Eclipse includes over 25 powerful reports that allow executives, sponsors, and project managers to quickly and easily produce valuable project, resource, financial, and portfolio information.

Project Management

Eclipse was designed to accommodate and improve your organization's entire project lifecycle. Projects are entered into Eclipse at the idea or request stage. Even the business case for the project can be built in Eclipse, evaluated, recommended, and then delivered. Projects can also be closed and rated upon completion. This intuitive project management interface is scalable, making it easy to plan and manage simple to complex projects.

Resource Management

Resource Managers need to understand who is working on what, who can take on more work and when. Without a clear picture of resource loading against projects and operational work, you get bottlenecks, burnt out resources leading to high turnover, late projects, and low quality work. Eclipse provides managers with an outline and summary of resources available, planned utilization, capacity variance, and actual time entered. This information can be displayed for a set of resources across a specified time frame or for certain projects broken down by resource.



About Eclipse PPM

Upland's Eclipse PPM is a purpose-built application for mid-market organizations seeking an easy-to-use, turnkey solution for their project management and portfolio visibility needs. Eclipse PPM helps you see, manage, and measure projects throughout the entire lifecycle, simplifying the selection and execution of multiple projects over the same resources.

About Upland

Upland Software provides Cloud Solutions across the enterprise enabling amazing customer outcomes in:

- + PROJECT & IT FINANCIAL MANAGEMENT
- + WORKFLOW AUTOMATION
- + DIGITAL ENGAGEMENT