

# Project Controls Expo – 18<sup>th</sup> Nov 2014 Emirates Stadium, London

The 6 Key Elements for Improving Project Maturity and Visibility



# About the Speaker

#### Jim Malkin



Currently the Director IPM - International for Deltek. Previously the PMO Director for General Dynamics European Land Systems where he led the implementation of professional development, process development, project management tools and practices across the business for the entire project lifecycle from business capture through to project completion. Jim has over 18 years of project management experience across many industry sectors and has been volunteering for the Association for Project Management (APM) since 2002 and is a member of the Planning, Monitoring & Control Specific Interest Group (PMC-SIG).

# **Project Controls Lifecycle**





### Project Portfolio Management

- Visibility into existing projects and pipeline
- Comprehensive and consistent data
- Resource adjustments





# Check List – Project Portfolio Management

People

- Communicate organizational goals to employees
- Train Business Development and other capture personnel on the gate process
- Role based training on where to access data that effects their work



- Consolidate project information into the portfolio level
- Proposal processes and the need for upfront analysis
- How to gain access to data past and present

Tools



- Understand the performance of the product line
- Provides information on projects, PMs, etc....who is the most profitable
- Understand business mix FP vs. CP
- Bottoms-Up Portfolio view



### Risk and Opportunity Management

- "Do more without more."
- Move to fixed-price contracts
- Minimize surprises





# **Check List – Risk and Opportunity Management**



- Provide a risk culture
- Reward reporting of risks and opportunities
- Provide role based training on risk/opportunity discipline

Processes

- Have a RIO policy in place for project/portfolio/and enterprise
- Schedule Risk Analysis (SRA) at proposal stage as well as during execution
- Mitigation steps, inclusion in EACs and Schedules
- Diagnose the schedule and understand the risk



- Collaborative risk register
- Scoring for each level of the organization
- Mitigation Plans and MR burn-down
- Optimization tools





### Change Management

- Efficient and accurate contractual changes
- "What if" analysis
- Consistent documentation





# **Check List Change Management**

People

- Train on Change Control process processes
- Communicate the need to avoid scope creep
- No hand shake agreements in this environment

Processes

- Robust change control processes
- Workflows that force adherence
- Detail out how to replan/restrucuture work
- Contract Value updated timely

Tools



- Forces compliance to the processes
- Sand box environment to do what if analysis
- Management by Exception
- Automation of the change control process (cost and schedule)



### **Forecast Accuracy**

- Project-level forecasting
- Resource planning
- Revenue plans
- Timely visibility to proactively make decisions





# **Check List - Forecast Accuracy**



- Concept Training Budgets, Schedules, and EACs
- Tools training where appropriate
- Role based training on company policy

Processes

- Establishment of Baseline (Cost and Schedule)
- Define who is responsible to complete and approve the forecast
- Frequency of Grass Roots or Bottoms-Up Forecasts
- Certifications?



- Time Phased by Resource and Element of Cost
- Capability to do What-if'ing with the ability to compare multiple forecasts
- Will easily integrate with a scheduling tool
- Methods to expediently get info into the system
- Access to the information for decision making



### Actionable Information

- Identify, plan for, evaluate, communicate and manage obstacles
- Automated alerts
- Data rich, knowledge poor
- Drill-down capability





# **Check List – Actionable Information**

People

- Encourage participation in the creation of dashboards and reports
- Define dashboards and reports that different roles require
- Train on the information in the report

Processes

- Need report generation and format change (IT)
- Define cadence so that status delivered on a defined basis
- Define the use of BI vs. Associative Tools

Tools

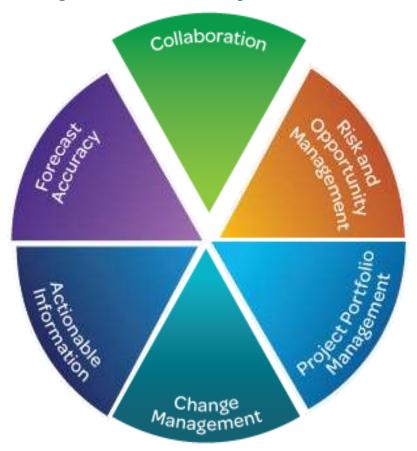


- Associative model analysis
  - Users can drill the way they think
  - KPI's delivers that are role appropriate
- Monitor project/program status and KPI



### Collaboration

- Better communication needed
- Automated business processes
- Standard Key Performance Indicators (KPIs)





# **Check List - Collaboration**

People

- People are basically social so that need a venue to socialize
- Need information to make day to day and strategic decisions
- Role based conversations with all stakeholders
- Alerts based on defined roles



- Define a business cadence that will force collaboration
- Daily, weekly, monthly, quarterly
- Workflows that allow all the stakeholders to gain insight into the process

Tools



- Tracking of conversations without maxing out email and keeping history
- Notifications of issues that effect work
- Management by Exception
- Process Enforcement and Tracking

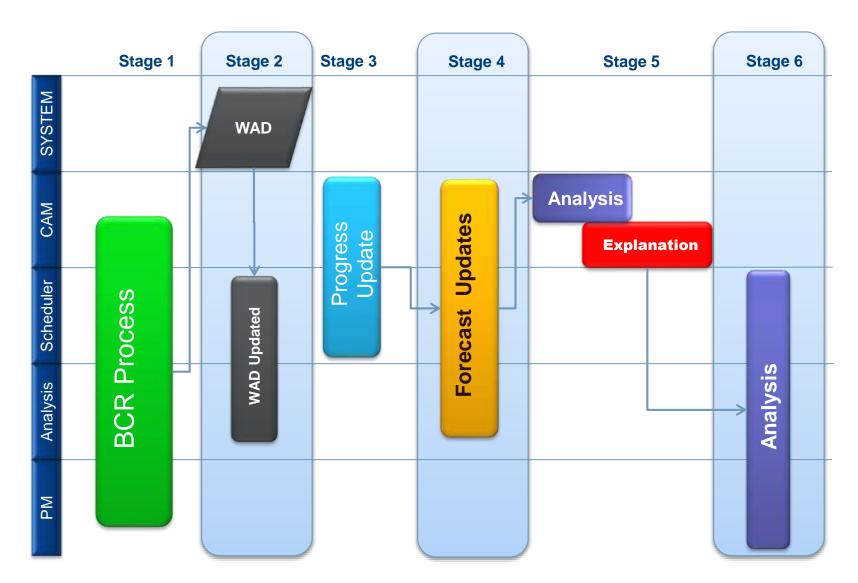


When organizations implement solutions that deliver these six elements of visibility and control, they provide their financial and program managers, as well as executives, the tools they need to improve predictability, avoid surprises and better manage profit margins.



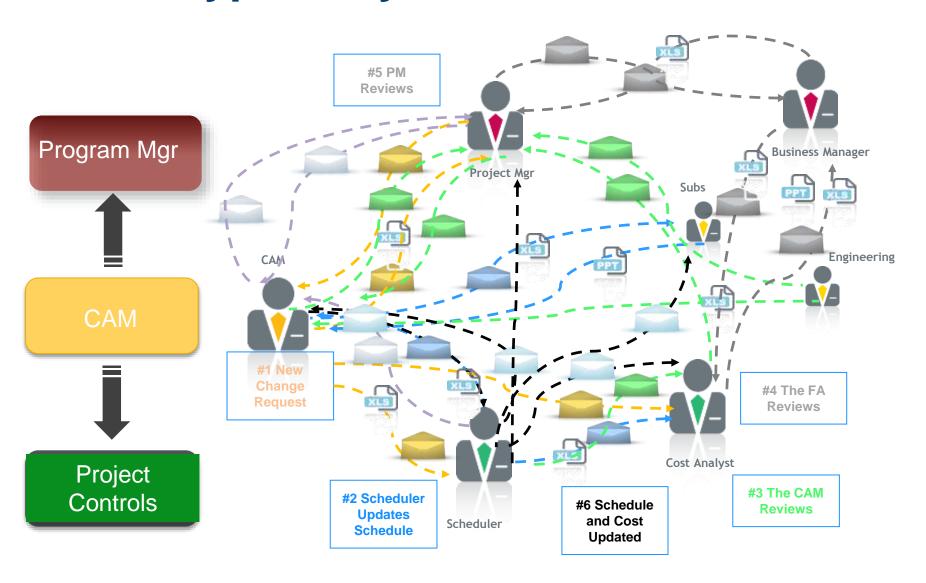


# How to introduce greater visibility





# **Initial Typical Cycle**



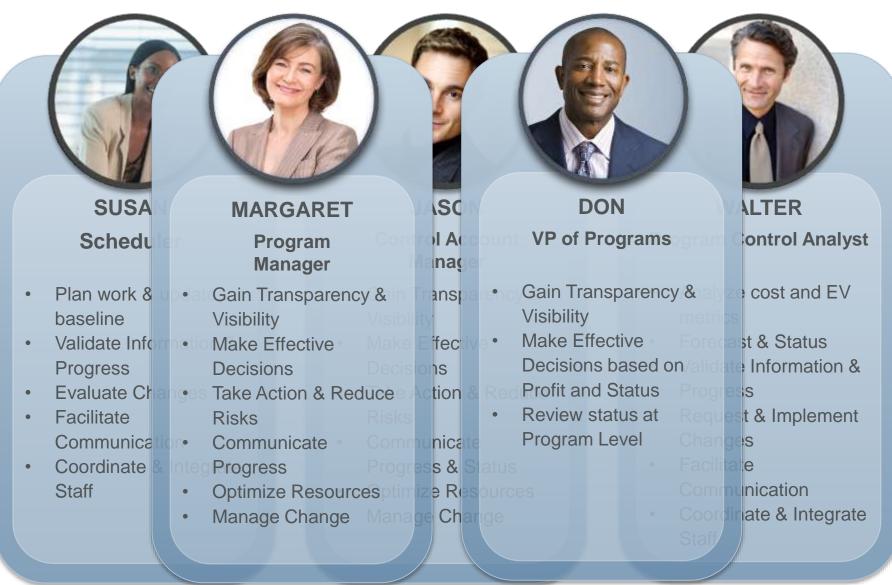


# Integrated Approach – Improved Visibility

# A PAY IN THE LIFE OF A PROJECT



# **Meet the Project Team**





# 9:00 AM

- Jason logs into Deltek PM Compass
  - Sees a personalized, interactive program command center
  - Monitors the status of the control accounts within each project that he is responsible for

## PAST DUE!

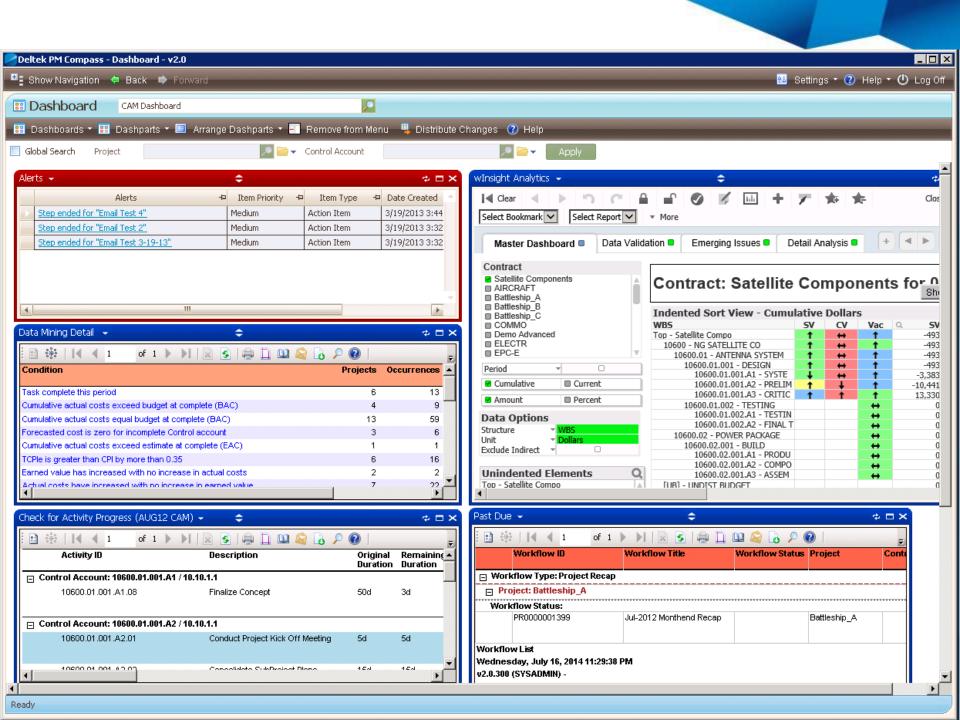
Status update due in 30 minutes.



# JASON Control Account Manager

- Gain Transparency & Visibility
- Make Effective Decisions
- Take Action & Reduce Risks
- CommunicateProgress & Status
- Optimize Resources
- Manage Change







# 9:00 AM

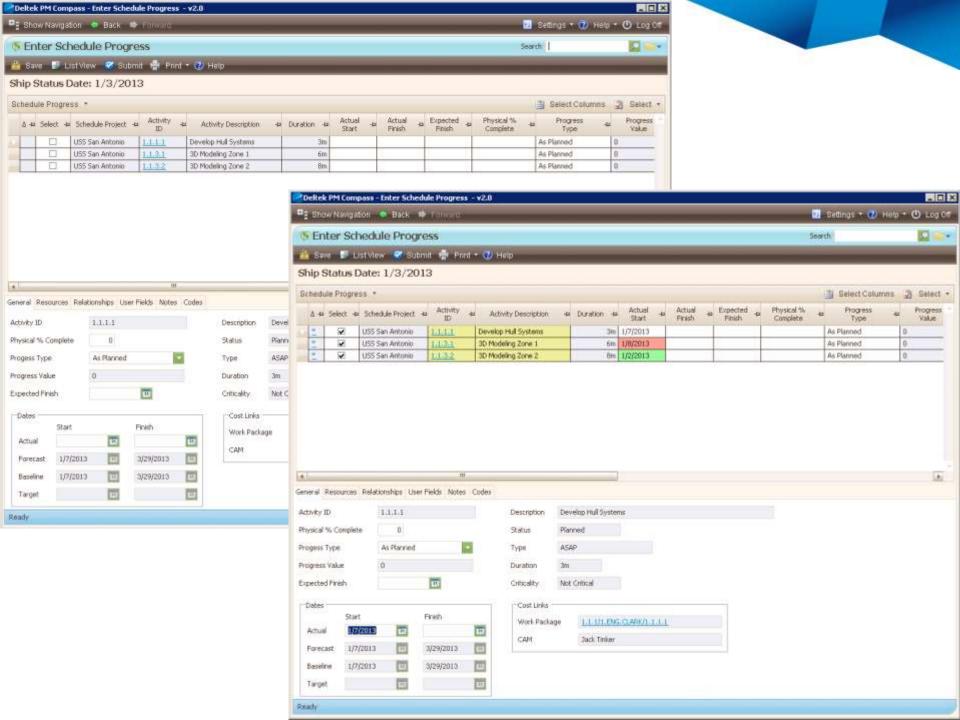
- Jason reviews and updates the status for his individual projects
  - Information is fed from the scheduling tool into PM Compass
  - Updates are made directly in PM Compass



# JASON Control Account Manager

- Gain Transparency & Visibility
- Make Effective Decisions
- Take Action & Reduce Risks
- CommunicateProgress & Status
- Optimize Resources
- Manage Change







# 9:30 AM

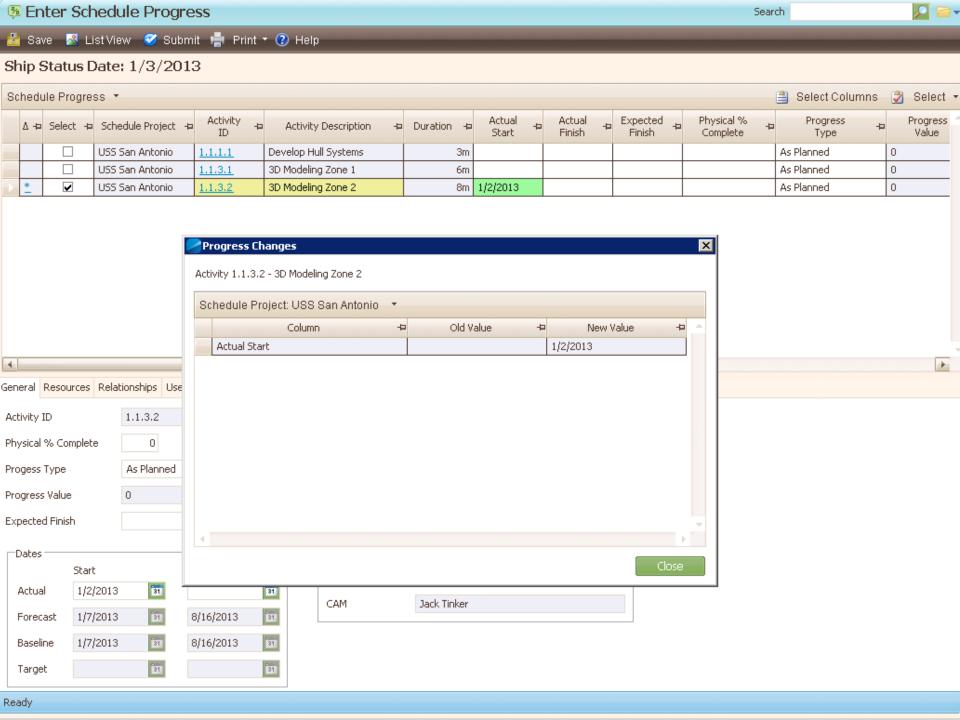
- Susan accesses the status update from Jason and other CAMS through her role-based dashboard in PM Compass
  - Reviews and accepts all proposed changes



### SUSAN Scheduler

- Plan work & update baseline
- Validate Information & Progress
- Evaluate Changes
- FacilitateCommunication
- Coordinate & Integrate
   Staff







# 9:30 AM

- Susan also
  - Evaluates the impact of changes
  - Updates the Open Plan baseline with a single click

## **ALERT!**

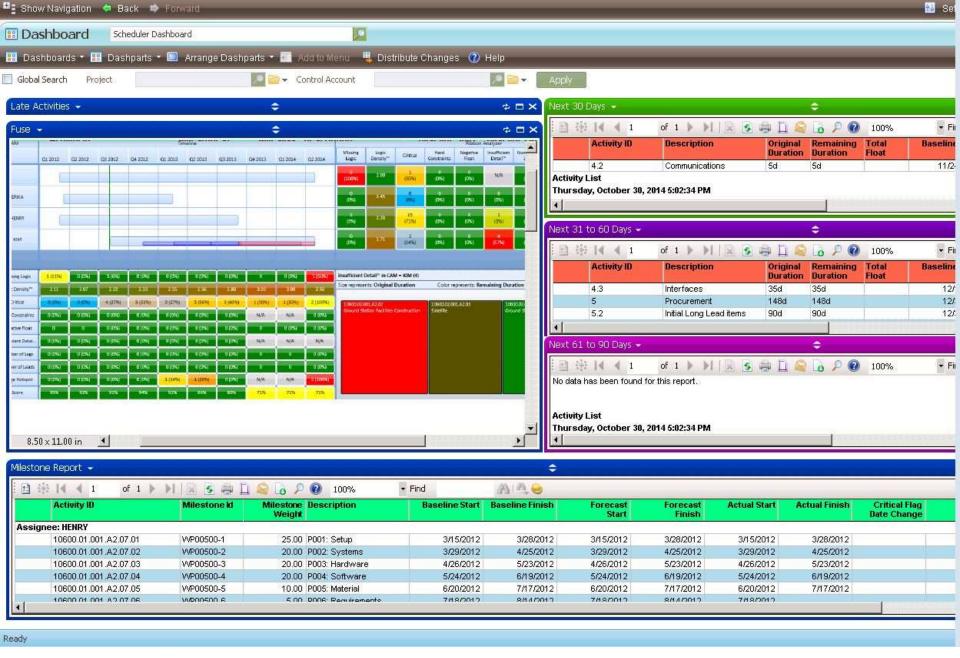
The critical path has changed!



### SUSAN Scheduler

- Plan work & update baseline
- Validate Information & Progress
- Evaluate Changes
- FacilitateCommunication
- Coordinate & Integrate
   Staff







# 10:30 AM

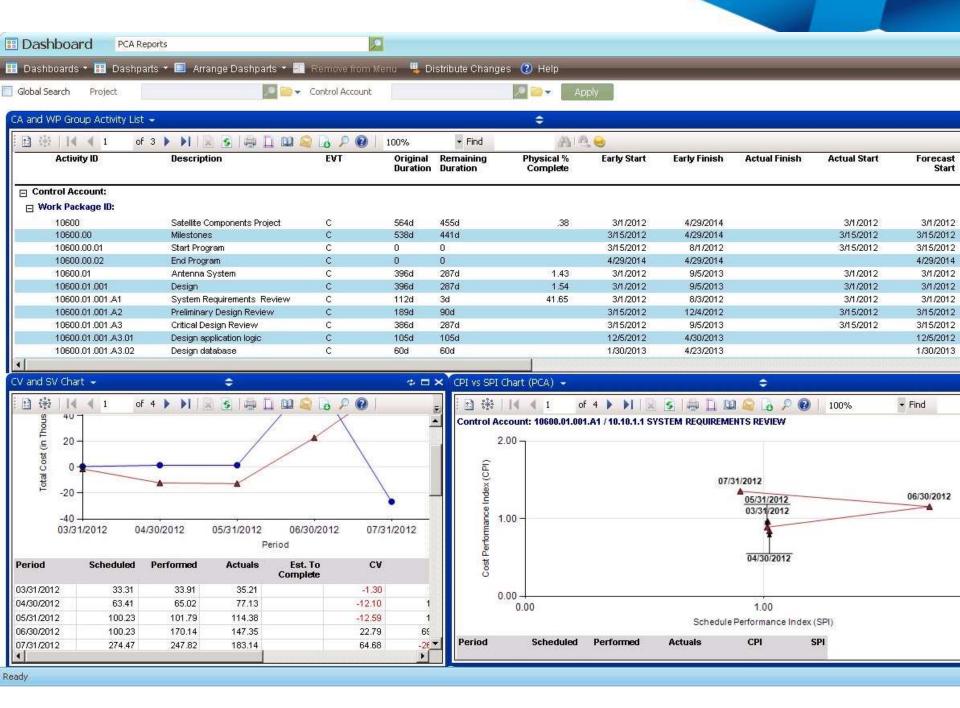
- Walter imports actuals to produce earned value metrics and analyze performance
  - Analyzes budgets, actuals and forecasts
  - Uses integration wizard to attach resources to activities
  - Recalculates added costs from schedule changes



WALTER
Program Control Analyst

- Analyze cost and EV metrics
- Forecast & Status
- Validate Information & Progress
- Request & Implement Changes
- FacilitateCommunication
- Coordinate & Integrate
   Staff







Jason checks in on the projects

## **ALERT!**

You've exceeded a threshold on your schedule. VAR required.

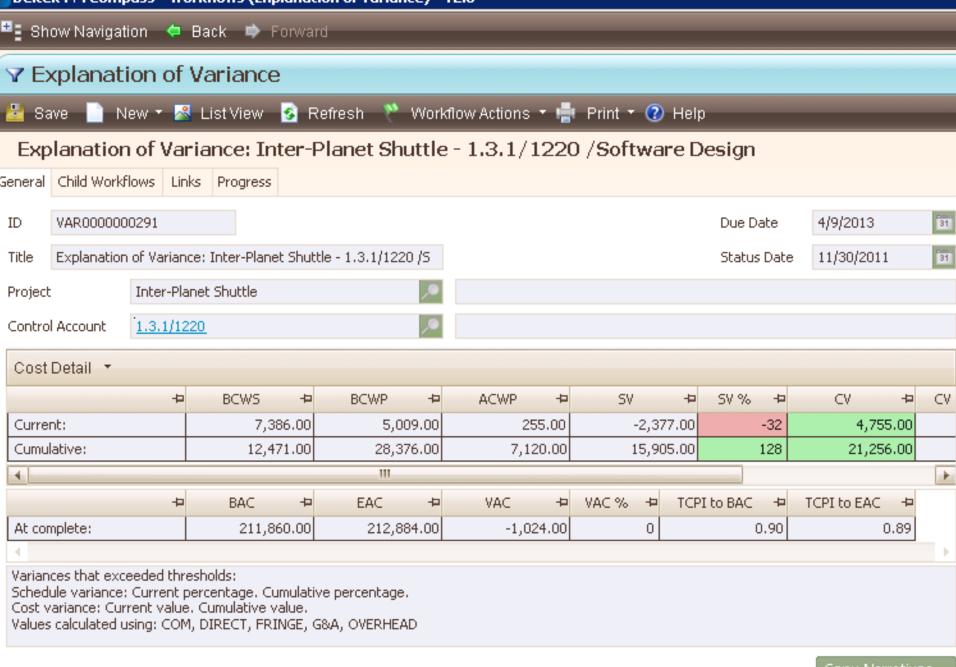
- Accesses a re-configured VAR form standardized across the business.
- Reports variance, impact and corrective action



# JASON Control Account Manager

- Gain Transparency & Visibility
- Make Effective Decisions
- Take Action & Reduce Risks
- CommunicateProgress & Status
- Optimize Resources
- Manage Change







# 1:00 PM

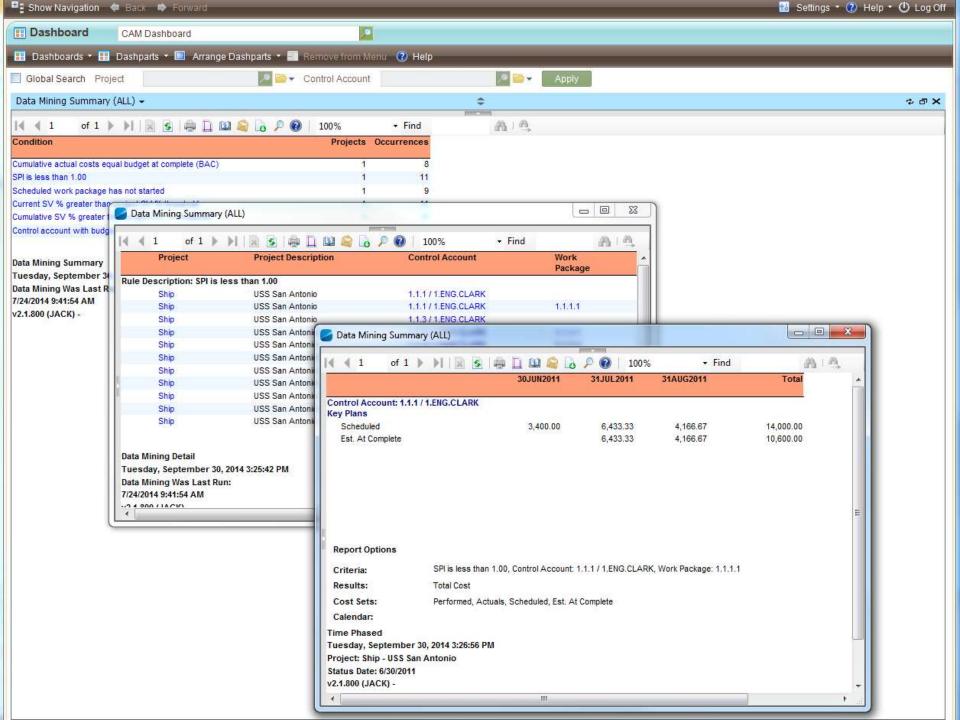
- Walter's PM Compass workspace presents him an exception report
  - Highlights anomalies and inconsistencies
  - Drill down into the details to determine reasons behind inconsistencies



WALTER
Program Control Analyst

- Analyze cost and EV metrics
- Forecast & Status
- Validate Information & Progress
- Request & Implement Changes
- FacilitateCommunication
- Coordinate & Integrate
   Staff







# 1:45 PM

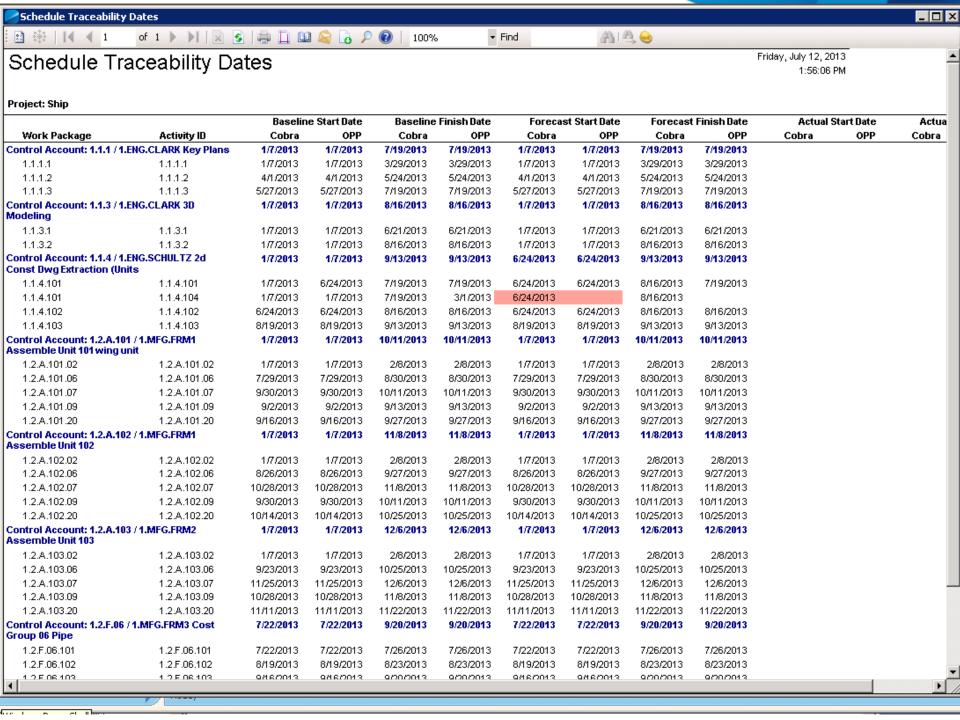
- Susan accesses a cost/schedule validation report automatically sent to her
  - Pinpoints any place where cost & schedule doesn't match
  - Enables traceability
  - Demonstrates compliance



### SUSAN Scheduler

- Plan work & update baseline
- Validate Information & Progress
- Evaluate Changes
- FacilitateCommunication
- Coordinate & Integrate
   Staff







# 2:50 PM

- Margaret views her role-based command center for project status
  - Immediately sees everything that's happened since 9:00 AM
  - Utilizes risk management tool to review mitigation steps
  - Tracks these mitigation steps as
     Jason completes them



# MARGARET Program Manager

- Gain Transparency & Visibility
- Make Effective Decisions
- Take Action & Reduce Risks
- CommunicateProgress
- Optimize Resources
- Manage Change







# 5:15 PM

- Don reviews the entire portfolio of programs in his PM Compass work space
  - Looks at profitability
  - Reviews schedule status
  - Evaluates forecast vs. actuals
  - Analyzes KPIs to evaluate high level performance trends and objectives
  - Reviews overall product line to evaluate current project mix

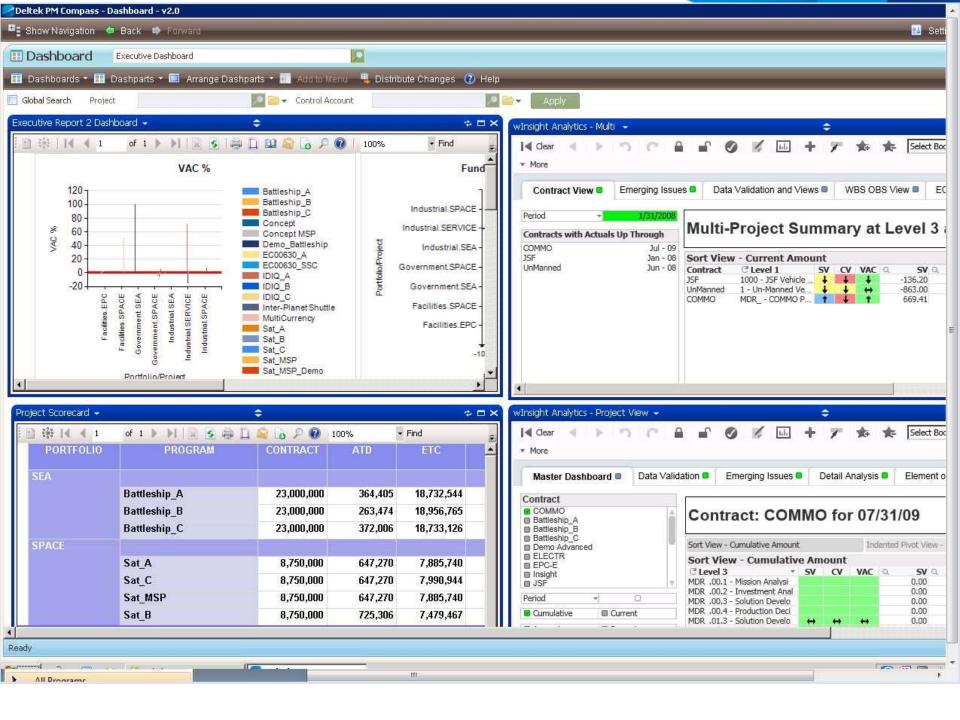


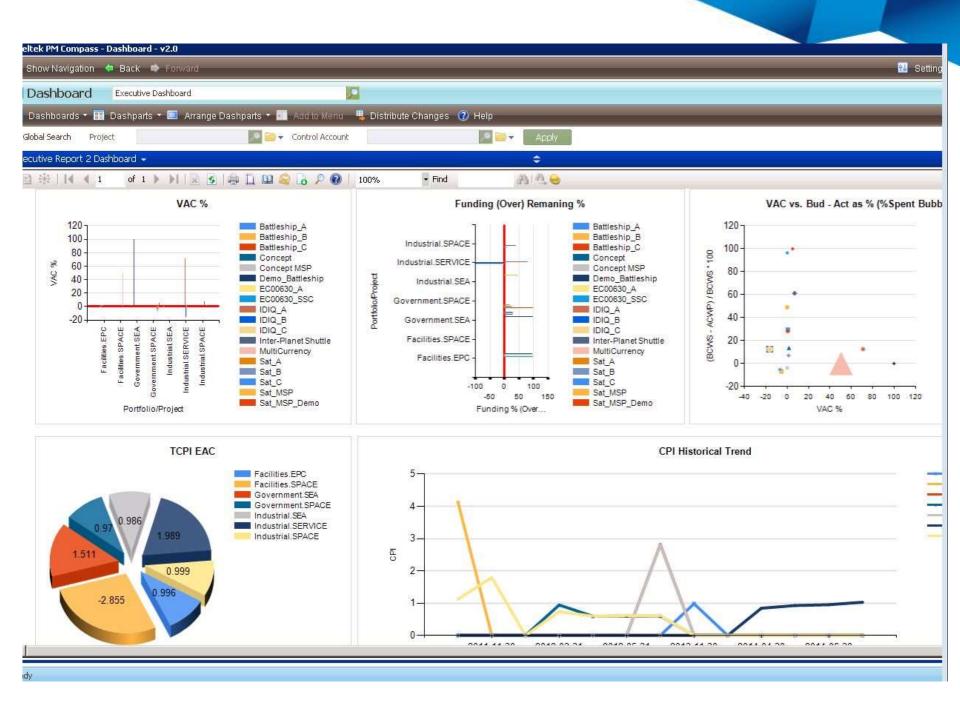
DON VP of Programs

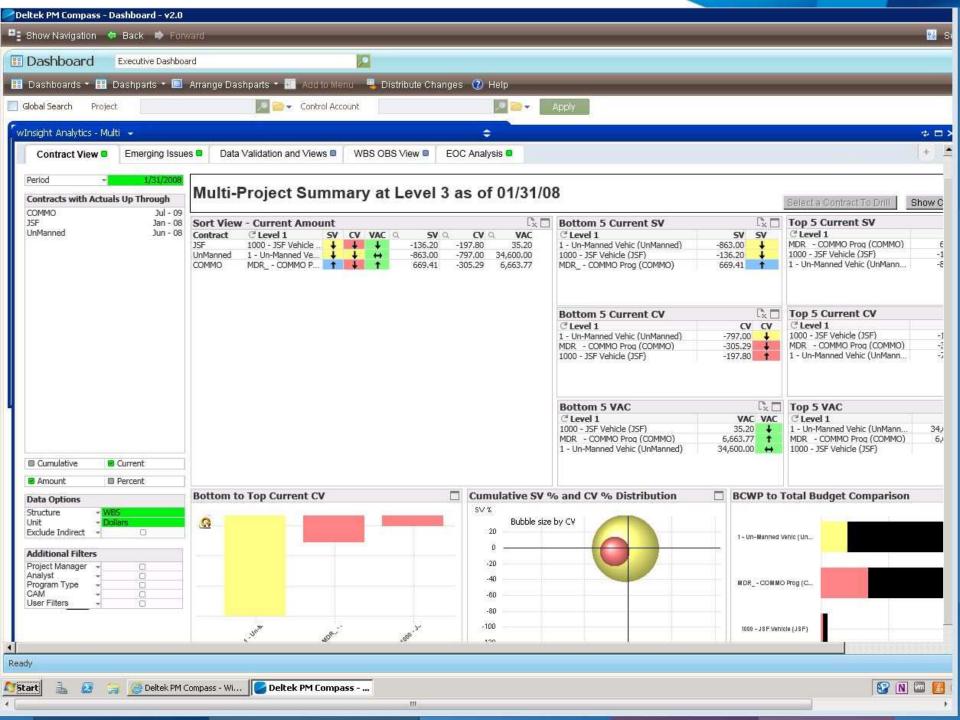
- Gain Transparency & Visibility
- Make Effective
   Decisions based on

   Profit and Status
- Review status at Program Level













# Visibility and Control Drives Business Advantages

- All stakeholders have a clear understanding of Who, What, When
- Current performance is available for course correction
- Everyone is marching with focus to achieve the same goals
- Resources are managed across the enterprise
- Automated insight into project/programs/portfolios
- Improves Control by arming Executives with decision making information





