

## Project Management Office Leads to Quicker Implementation and Adoption for State IT Agency

### Client

The Division of Information Technology for a New England State Government Agency is responsible for overseeing and delivering state-wide technology based implementations and day to day operation of systems and services.

### Executive Summary

Despite investing a significant amount of time and money into the training and certification of its project management team over the past 24 months, the client received mixed results in carrying out mid to large scale projects and did not see the expected benefits of investing in behavior changes.

### Business Challenge

Through training, employees learned how to manage a project, but the client did not employ any standards for communicating, reporting, prioritizing, and tracking these projects on an enterprise level. The organization also lacked clear expectations regarding accountability, escalation, and management's role in successful project management. Without common processes and clear expectations, adhoc project reviews were viewed as punitive, inconsistent in terms of information review and presented, and of little value in achieving any lasting behavior changes in the organization.

Based on the need to address this challenge and dramatically improve project management discipline and organizational behavior, the Information Technology organization identified Project Management Office as a solution to improve project delivery.

### Solution

Along with the leadership of the IT Division, The Revere Group supervised the implementation of an Operation's Project Management Office and facilitated an organizational change effort. The PMO established the roles, responsibilities, measurements, and expectations of the project management function along with oversight responsibilities. Through the implementation of the PMO, changes in how the organization managed and viewed its portfolio were introduced providing:

- Accountability
- Visibility
- Leadership
- Training
- Improved Communications

### Results

The organization has seen measurable changes in on-time delivery and accountability through the implementation of an Enterprise PMO established to improve delivery and visibility of the project portfolio, Creating a vehicle for the establishment of project management processes and defining expectations for the leadership and project personnel throughout the delivery process has provided the organization with the ability to not only introduce change but also sustain it as it evolves. Revere has been instrumental in defining and performing in the change agent role while ensuring seamless transition to the leadership in the organization.



## For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

## About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results: [Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

For more information about The Revere Group, go to [www.reviregroup.com](http://www.reviregroup.com).

## The Revere Group

### Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

### Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

### Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

**THINK** – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

**BUILD** – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

**SOURCE** – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.