

Use Case Presentation

HOW WE ASSISTS
GOVERNMENT TEAMS
DO THEIR BEST WORK WITH A
PROJECT MANAGEMENT (PM) TOOL

Use Case: Government Departments

GOALS AND CHALLENGES: WHY A PM SOLUTION IS NEEDED

- Streamline administrative processes, give visibility to projects across the organization and improve collaboration through technology
- Manage overall workload, juggle a variety of projects, keep track of long term projects, track time invested in projects, to improve project workflows (identify bottlenecks, streamline review & approval processes and to hold clients accountable for providing the right information and meeting deadlines in order to support their marketing requests)
- Project Management for various departments in a local government body



Template Needs

PROCESS STEPS AND CAPABILITIES



PUBLIC INFRASTRUCTURE PROJECTS

Request forms will be submitted then replicate the Tier 1 Marketing project template - which was built to include dependencies, and task assignments to subject matter experts.



TIER 1 MARKETING TEMPLATE

Defined processes for most repeatable projects i.e. Road Paving, Grant Scheme, and New Employee onboarding - to include dependencies for tasks



IEBP PROJECT TEMPLATE

IEBP Project template to be initiated by Request form submission - project template also includes dependencies, and task assignments to subject matter experts.

Use Case Benefits

KEY POINTS

- Decrease paper/email communication. Increase the project management process. Decrease change requests. Increase project awareness to other departments
- Increase the ability to have a high level view of all projects and show the citizens and leaders our work efforts. Decrease the risk of missing or dropping the ball on a key project, as well as increasing our collaboration across department lines
- Streamline administrative processes, give visibility to projects across the organisation and improve collaboration through technology

Measure of Success

- Making sure the deadlines requested are met and include as many features as possible within the time frame given
- Reduce impromptu/unscheduled client meetings, the number of project-related emails outside of PM tool, and hard-copy printing for approvals and info gathering

Government Departments

SAMPLE CUSTOMERS

SAMPLE #1

- Tier 1 template has been created
- Proofing + Approval is been used to review items with Clients
- Request Forms are going to be used to initiate the Tier 1 Marketing template

SAMPLE #2

- Recognising how PM tool will help communicate better with citizens and community officials, regarding progress on projects
- Saving time by being more efficient with performing tasks
- Central space for Project data, across the Departments

SAMPLE #3

- Folder structure created for the different teams
- Appreciation of using a PM platform
- Having the team go through a basic overview of PM tool