

CASE STUDY

Client Situation

The client is a state highway department with thousands of miles of highway system to manage. They manage hundreds of projects annually with a 5 Year budget of over \$2.2 Billion in public funds. Projects range from annual maintenance efforts to multi-million dollar builds of new highways, bridges, and public transportation modes. There are many vendors as well as funding sources (including grants and US government funding) that need to be managed and the requests for new projects come from a variety of sources with different needs.

Client Challenge

Oversight of the portfolio was time consuming, slow, and often out-of-date. It was extremely difficult to share project status with taxpayers and to do proactive management of the projects.

Reason for Challenges

The existing system consisted of a variety of excel spreadsheets, software tools, and manual reconciliation.

Client Needs

- Ability to accommodate disparate project types and various end user data entry methods.
- One source of truth for all project information including status, costs, and resources.
- Minimal manual intervention between the systems that manage the data.
- An efficient process for capturing business cases related to new potential projects.
- Various workflow processes based on project type.
- Accurate and insightful decision support related reports. ---> *continued*

Client Needs

- Various tools to gain user adoption and make project management processes more efficient
- Ability to perform proper resource management
- Ensure processes are being followed
- New system to prioritize proposed projects for performance based planning and investment analysis.
- Improve project delivery and cash flow reporting

QPM Provided

- A web-based interface that performs creation and editing functions for each of the end user groups controlled through role-based security.
- Automated workflow to enable the business processes for vendor/consultant management, integration with accounts payable, project stage approvals, and portfolio management.
- Integrated data base that provides real-time access to business users for day-to-day management, decision-support, and government regulatory compliance.
- Integration with other lines of business for one source of truth and decreased redundancy.
- Various tools to run compliance checks .
- A new application to capture, edit and submit proposed projects, improvements, relevant condition data, and benefit scores for long term planning and project selection.

The Impact

- Electronic based business case capturing within the tool which substantially reduces the need to fill out paper documents and pass them back and forth.
- Reduction in time for manual preparation of project status and reports. A >90% improvement was achieved by having reports readily available and pre-filtered for each project within the system.
- Improved accuracy and timeliness of project status that has improved processes and increased project visibility.
- Increased user adoption in all aspects of using the system and new processes.
- Ability to successfully manage resources and their work based on shifting priorities.