



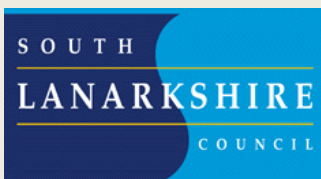
IRW Systems Limited
concept to realisation



Microsoft
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Partner

"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."



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South Lanarkshire Council—Project Server

THE CUSTOMER: With a population of 310,930, South Lanarkshire Council is Scotland's fifth largest local authority. It covers an area 1,772 square kilometres in central and southern Scotland, almost 80 percent of which is agricultural.

Council Overview:

- 7 divisions – Community, Corporate, Enterprise, Finance & IT, Housing and Technical, Modernising Government, Social Work;
- Over 310,000 residents;
- IT Services department of approximately 150 staff.

THE REQUIREMENT: As part of a drive for improved productivity and effectiveness, South Lanarkshire Council took a decision to undertake a review of the use Programme and Project planning, management and coordination. As part of the approved Terms of Reference, **the following specific task was defined:**

- Assess links between Project Planning and the Programme Management process, down to Time Recording level, within (initially) IT Services.

May 2008 a report was delivered that recommended:

- The existing Planning and Recording solution in use across IT Services was no longer fit for purpose
- For effective programme and project control, Time Recording requires to be closely aligned to a number of other key processes including Resource Profiling, Resource Allocation, Project Estimating, Project Planning, Service Planning, Programme Management and Reporting
- The ideal outcome was to be the selection and implementation of a single solution which will facilitate collaboration within a projects and programme environment

Wider discussions in relation to Best Value and the National Diagnostics Exercise had identified the need for improvements in Programme and Project prioritisation and for increased flexibility in the way in which IT Services supported corporate IT developments.

At the same time there were anticipated changes and improvements in relation to ICT Programme Governance which would be better supported through the introduction of a modern project and programme management software solution. Process improvements in the key areas highlighted above were regarded as essential if IT Services were to meet the challenges of an increased focus on corporate prioritisation and delivery now and in the future.

It was recognised that the existing tool-sets, which had served the service well for many years, were not integrated, did not support effective collaboration, had limited reporting capability and were in need of replacement.

This project therefore sought to define revised business and functional requirements, evaluate appropriate strategic solutions and to develop an aggressive implementation plan.



IRW has deployed Project Server across councils, police forces, private enterprises and large engineering firms. With skills developed over 15 years of IT delivery, we are regarded as an ideal Project Server Partner.

THE SOLUTION: After a period of evaluation, research and demonstrations, it was decided that the technologies with the 'best-fit' to the requirements would come from Microsoft.

Microsoft Office Project Server 2007 and SharePoint Server 2007 (MOSS 2007) would serve as the solution. In addition, SQL Server 2008 Reporting and Analysis Services and InfoPath 2007 were utilised for additional and complimentary functionality.

South Lanarkshire Council chose to partner with an organisation that had the required experience in the technologies and equally, if not more importantly, an understanding of the sector and the challenges the Council faced. The partner they chose was **IRW Systems**.

Through a series of workshops, meetings and scoping exercises working together a partnership, Process Maps and a Functional Specification was agreed upon which covered all of the 'needs' rather than all of the 'wants', which at the same time met the constraints that stakeholders had on finance, time and functionality. The resulting Technical Specification was reviewed and approved by both Microsoft and an independent EPM Most Valued Professional (MVP). The MVP was engaged at key points in the project to provide an objective review and audit of the project direction.

BUSINESS BENEFITS: The solution was designed, configured and implemented by IRW Systems' Consultants and included the following functions, capabilities and benefits for the Council:

- Single location for proposing, reviewing and approving Programmes and Projects
- Document Management – single location for managing all project documentation – utilising templates stored in project workspaces
- Consistent Project plans – with project data being stored in central Project Server database to enable easy reporting on all Programmes and Projects
- Consistent standard reports – to enable quick, flexible and effective reporting across the organisation
- Programme and Project level outputs, management information, exception and KPI reporting
- Knowledge transfer to key Council staff to ensure ownership could be transferred effectively



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Task ID	Task Name	Status
000075	000075: Mobile and PDA configuration	Completed
000076	000076: Server, Storage and Substitution	Completed
000077	000077: Server, Storage and Substitution	Completed
000078	000078: Server, Storage and Substitution	Completed
000079	000079: Server, Storage and Substitution	Completed
000080	000080: Server, Storage and Substitution	Completed
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