

# CASE STUDY: PLANNING

CLIENT	Worldwide IT Service Provider.
PROJECT	UK Government IT outsourcing – transformation of current services after a contract renegotiation.
CONTRACT	Fixed price bespoke contract.
CONTRACT VALUE	£2.6bn
WORK SCOPE	Project planning provision and support to the existing planning team within the Applications and Maintenance Service Tower.
BLAKE NEWPORT SERVICES PROVIDED	Creation and maintenance of project schedules to industry recognised planning standards and procedures.



## SITUATION

Blake Newport's client is one of the world's largest organisations in the IT sector working on a UK Government contract and had a requirement to provide expert planning services across a number of Service Towers encompassing the whole of its Transformation Programme. A planning team was already in place, with planners located within the individual programme offices of each Service Tower with varying degrees of competency and understanding of the role of a Project Planner.

## OBJECTIVES

Blake Newport was originally appointed with the objective of assisting the planning team with the quality analysis of Microsoft Project Schedules that had been created by Project Managers from within the Applications and Maintenance Service Tower.

## BLAKE NEWPORT SOLUTION

Blake Newport undertook the role of vetting all schedules against the client's standard project template and planning standards and providing feedback to project managers and planners with regard to adherence to standard.

On investigation it was seen that the planning team was providing a limited service to its project managers and a more detailed proactive approach to planning was required. Until this point the planning team had quality assessed each schedule and sent its findings back to the project manager's office for incorporation into the schedule. It was felt by Blake Newport that this was an abdication of responsibility by the planners and more involvement was required.

A regular reporting cycle was introduced and adhered to, ensuring topical and accurate schedule data was available to be viewed by the client. In addition to this a bespoke schedule tracking tool was developed and successfully introduced that provided exception reports to task owners allowing a more focused view of schedules to be made available. Once introduced the tracking tool was further developed to include a project manager's report giving a concise and topical view of schedule status. The required training was provided to the new planning team members who replaced existing team members. The whole planning team was replaced with the exception of the Blake Newport consultant who provided a consistent professional service throughout.

## OUTCOME

Blake Newport's client has set up a workable planning service for the service tower which the client is now providing from its own resource pool.

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London Darlington Leeds

[www.blakenewport.co.uk](http://www.blakenewport.co.uk)

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