

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	£2.6 billion
WORK SCOPE	Establishing and running the Planning team for the project
BLAKE NEWPORT SERVICES PROVIDED	Compilation of planning processes and procedures and managing planning personnel. Agreement of the same with the end user organisation.



SITUATION

Blake Newport's client is one of the world's largest outsourcing services organisations in the Information Technology sector working on a UK Government contract. The client historically undertook the planning of projects internally, however, upon undertaking this transformation project it became evident that the planning element of the programme management office needed expert resource and guidance.

IMPLICATIONS

The existing in-house capability of the client lacked the planning, management skills and experience required to run a Planning team for its second largest contract globally following a contract renegotiation of this contract which incorporated a radical change to the way the services were to be provided. The client had no set planning standards, processes or procedures in place. The client's commercial staff, unfamiliar with the potentially adversarial nature of Planning, were having difficulty in managing the planning issues which were being raised from their client.

OBJECTIVE

Blake Newport was appointed with the initial objective of liaising with the end-user organisation on planning issues and implementing a strategy going forward.

BLAKE NEWPORT SOLUTIONS

Blake Newport undertook the role of liaising with the client, providing a day-to-day buffer between its client and the end user organisation. The Blake Newport Planning Consultant was predominantly based in the client's office environment reporting directly to the Programme Manager of the account and managing a substantial team of 15 planners. The role involved preparing Work Breakdown Structures, Organisational Breakdown Structures and Planning Unit Breakdown Structures in line with the client's corporate standards, implementing current planning best practice procedures and guidelines, introducing cost control and financial systems, including Earned Value Analysis, and initiated risk management and change control procedures. Where required, additional training was provided to Contract Project Managers to assist in a move away from reactive planning to proactive planning, thus enabling the creation of robust plans to sustain interrogation by a high profile client. This role has now developed into an on-site Blake Newport consultant planning team being part of the client's programme management office team.

OUTCOME

As a result Blake Newport's client has set up a workable planning solution with their end-client going forward of which Blake Newport plays a major role in its implementation.

Offices at:

London Darlington Leeds

www.blakenewport.co.uk

CSPPM305