

HP Project and Portfolio Management Implementation Success Story

Orange Romania - IT Governance Implementation

**we
love
IT**

March 2007

Agenda



- **About Orange Romania**
- **Project Definition**
- **Project Phases**
- **Implemented Modules**
- **Implemented Features**
- **Project Results**
- **Post Implementation**
- **Experience**
- **Q&A**

**we
love
IT**

Leading Telecommunication Company – part of Orange Group (mobile division of France Telecom)

In Romania – 1st place in terms of number of clients

Most widespread mobile coverage

Fast growing network

Technology dependent (adaptive)

Service/client oriented



- **Project Goals:**

- To enable Orange to maintain a unified repository for recording all enhancement demands placed on their IT Unit.
- To enable Orange to digitize the enhancement management process.
- To lay-out a scalable foundation for supporting all types of demand placed on Orange IT, and their respective handling processes and controls.
- To digitize key aspects of project management life cycle: risks, scope changes and issues and their life cycle.
- To provide SOX related change management and audit trail measures required when handling demands.
- To enable resource management including resources allocation



1. Project Definition

2. Setting Project Goals

3. Assigning teams:

- Orange – Project Manager
- Orange – Key Users
- Orange – IT Support (DBAs, Configurators, etc)
- Orange – Testing Team
- S&T – Project Manager
- S&T & Mercury (HP) – Analysis Team
- S&T – Solution Architect
- S&T – Design & Implementation Team

4. Project Kick-off



- 5. Analysis & Design**
- 6. Implementation**
- 7. Functional & Performance Testing**
- 8. Users Training**
- 9. Deployment to Production**
- 10. Final Acceptance**
- 11. Support**

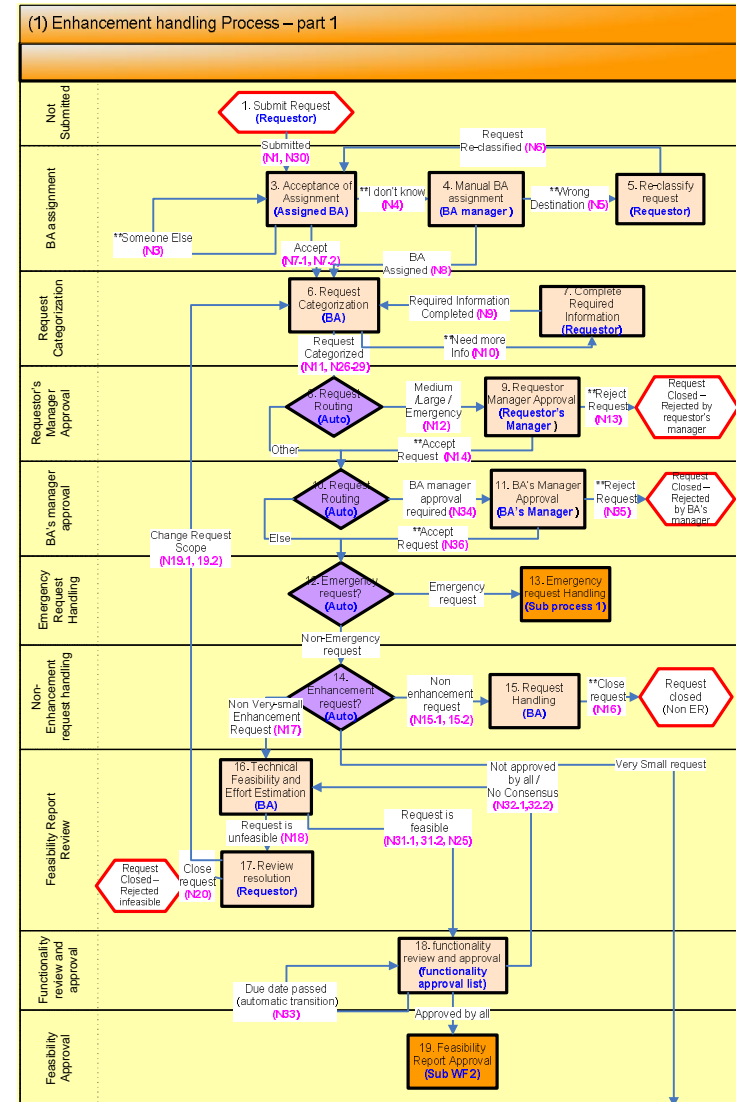


Implemented Modules

- Demand Management

- Enhancement Handling Process
- Emergency Request Handling Sub-process
- Feasibility Report Approval Process
- Project Management Process
- Risk Process
- Issues Process
- Scope Changes Process

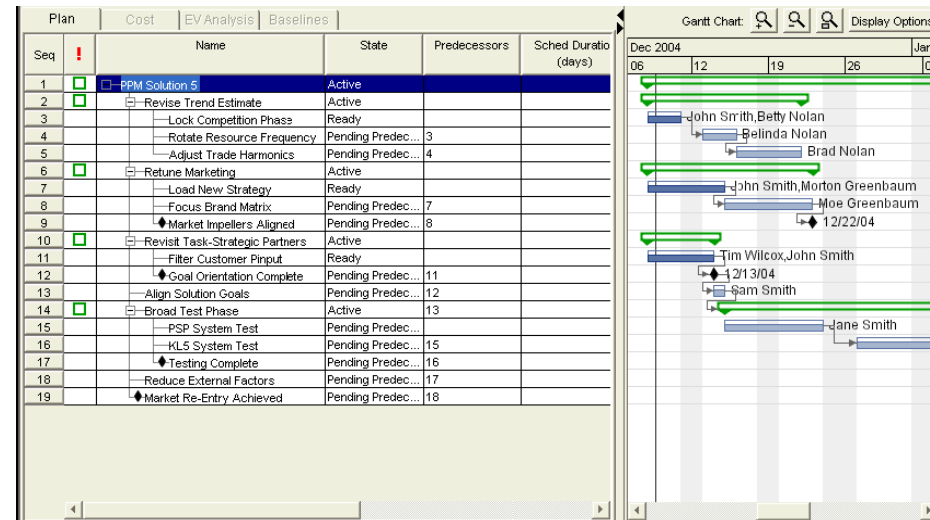
- Delegation Process



Implemented Modules



- **Project Management**
 - Project Entity
 - Resource Load Management
 - Projects Tracking



- **Roles**

- Mapping of the business roles into the system

- **Business Perspective:**

- » Requestor
- » Requestor Manager
- » Requestor Director

- **IT Perspective:**

- » Business Analyst
- » Project Manager
- » Operation Responsible
- » IT Manager – BA Manager, PM Manager, Operation Manager
- » CIO
- » Security Manager
- » SOX Coordinator



- **General Request Types**

- Field-level security
- Status dependencies
- Rules/Interdependencies
- Synchronization with Project Management entities
- Audit trail and security for SOX Compliancy

- **Delegation Request Types**

- S&T In-house developed (version 2)
- Database Package



- **Workflows**

- Segregation of duties
- Workflows interdependencies
- Polling Steps
- Automated Steps
- Notifications

- **Projects**

- Project Templates

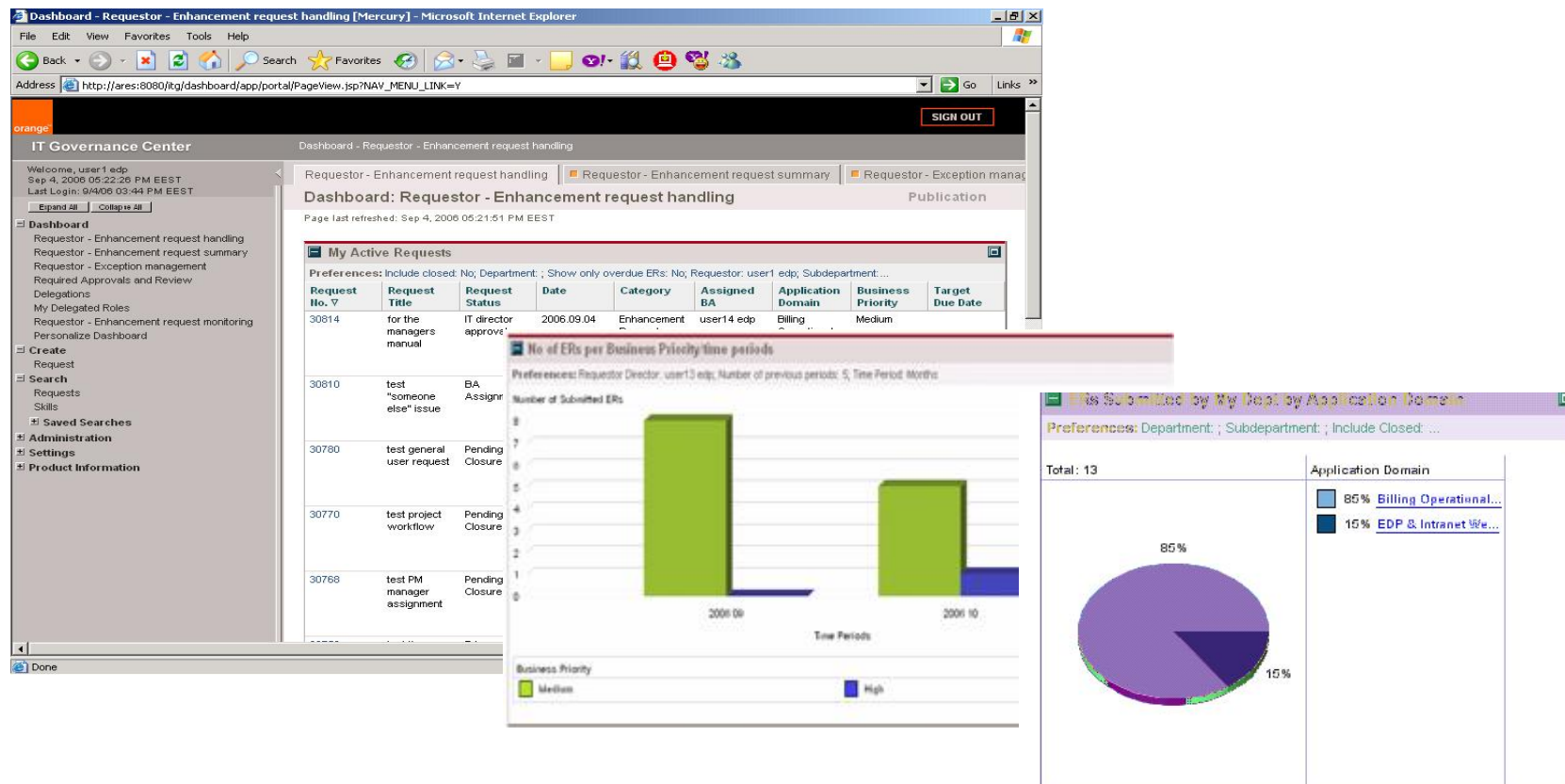
- **Roles & Organizational Unit**

- Mapping of the Orange organizational unit inside PPM (ITG)
- Maintaining users hierarchical relation



Implemented Features

- **Dashboard & Portlets**
 - Specific Dashboards for every role
 - 80% - custom portlets



The screenshot displays a web-based dashboard for an IT Governance Center. The main content area is titled "Dashboard: Requestor - Enhancement request handling" and includes several portlets:

- My Active Requests:** A table listing active requests with columns for Request No., Request Title, Request Status, Date, Category, Assigned BA, Application Domain, Business Priority, and Target Due Date.
- No of ERs per Business Priority/time periods:** A bar chart showing the number of submitted ERs for different business priorities (Medium and High) across two time periods (2006 08 and 2006 10).
- ERs Submitted by My Dept by Application Domain:** A pie chart showing the distribution of ERs submitted by the department across different application domains.

Request No.	Request Title	Request Status	Date	Category	Assigned BA	Application Domain	Business Priority	Target Due Date
30814	for the managers manual	IT director approve	2006.09.04	Enhancement	user14 edp	Billing	Medium	
30810	test "someone else" issue	BA Assign						
30780	test general user request	Pending Closure						
30770	test project workflow	Pending Closure						
30768	test PM manager assignment	Pending Closure						

Time Period	Medium	High
2006 08	8	1
2006 10	5	1

Application Domain	Percentage
Billing Operational...	85%
EDP & Intranet We...	15%

Project Results



SUCCESS !



- **Enhancement Process digitization:**
 - Defined a traceable and manageable requests repository
 - Opened the possibility of ER (Enhancement Requests) analysis going as deep as to transaction level
 - Brought superior auditing capabilities

- **Project Management done inside PPM (ITG):**
 - Defined a consistent projects repository
 - Empowered the formalization of the projects' related processes
 - Offered the backbone for tracking users workload and project costs



- **Real-time views brought:**
 - Visibility to the Enhancement Requests
 - Enhanced user focus on his/her specific activities
 - Top Management awareness over IT Unit's activities
 - Support for planning and control of day to day operations and projects
 - Enhanced resource load tracking
 - Enhanced cost tracking

- **Delegation mechanism contributed significantly to the accurateness of information tracked inside PPM (ITG).**

- **Reduced training time for new users regarding Orange methodology (regarding Enhancement Requests)**



- **Great impact on all categories of users (project resources, managers, directors)**
- **Extensive use (thousands of ERs introduced in the system in less than 10 months)**
- **Several feature enhancements were requested**
- **Currently investigating the benefits of implementing Portfolio Management and Time Management modules**



- **Clear requirements and well-conducted analysis phase guarantee project success**
- **Documented solution satisfies the customer**
- **Involvement of all key-users creates visibility and gains popularity for the product**
- **PPM (ITG) Center platform can and should be customized, not only configured**





Thank You!

March 2007

**we
love
IT**

