Project Management Advisor

A Case Study

► **Process Improved:**
DoIT developed the Project Management Advisor (PMA) to assist campus project managers in all phases of their project: Conceptualize, Initiate, Plan, Execute and Control, and Close. The project management framework tool describes the activities in each phase, provides a “how-to” guide, and includes templates and examples. [http://pma.doit.wisc.edu/](http://pma.doit.wisc.edu/)

► **Unit:**
Division of Information Technology

► **Problem/Opportunity Statement:**
Standardization of project management practices will assure better delivery of projects that meet expectations of scope, quality, cost and schedule. In the past year DoIT expanded the basic PMA to include components of the project management framework that had not previously been developed. These include practices for managing project risks, changes and issues. Good plans and practices in these areas are essential to keep projects on track.

► **Customers of the Process and Their Needs:**
Customers of the process include project managers and their customers across the campus.

► **Changes Made:**
Practices for managing project risks, changes and issues.
Glossary of terms.

► **Results:**
DoIT developed a step-by-step web-based tool for project management.

► **Lessons Learned:**
- Management support is essential for adoption
- Dedicated staff resources help delivery schedule
- Frequent communications about purpose and progress help understanding within the organization
- Use multiple media for communications about purpose and progress

► **Next Steps:**
Comprehensive rollout program at DoIT including:
- Rollout campaign
- Training program
- Mentoring circles
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