

Project Success Center (PSC) - 2022

Who We Are:

A 12-member team building the foundation for the project management standards, tools, reporting, and training for all State agencies.

Our Mission:

Our mission is to **Organize, Execute and Deliver** a quality product or service for the State of Indiana utilizing the industry best practices and a proven structured framework.

Our long-term vision is to create a common project management environment for all State Agencies, to centralize and standardize project document formats, guidelines, tools, reporting, and training.

Department: 493030

Manager: Diane Kelly – Director, Project Success Center

When We Were Formed:

January 2015. One of the CIO's Key Goals for IOT is to professionalize project management and partner with IOT's customers (state agencies). Team was created to develop and implement Project Management best practices in specific areas within IOT.

What We Do:

Project Management	Follow the proven Project Management Framework developed by the PSC and MS Project Online customized by the PSC to further enhance project delivery and visibility.
Change Management	Develop processes to ensure standardized methods and procedures are used for efficient and prompt handling of all changes to control project scope, schedule and cost to minimize the impact of any related changes to the projects' product/service delivery.
Risk & Issue Management	Develop processes to minimize the number and severity of potential problems through enhanced risk identification, management, and mitigation strategies. Reduce the adverse impact of issues and prevent recurrence of incidents related to these errors through clear escalation processes and extensive contingency planning.
Quality Assurance	Review and enhance procedures, policies, and tools when appropriate.
Functions	Harmonize State PM practices, expand PM training, refine PM environment, tools and standards. Incorporate State Agency PMOs/PMs activity to provide guidance and support. Develop and socialize a comprehensive Project Framework. Develop and socialize project processes and tools. Develop and expand large project capabilities.

Our Products:

1182a	Project Manager Services
1182c	Project Management Specialist
1199pr	MS Project Online Premium License/Support
1199pp	MS Project Online Professional License/Support
1199pe	MS Project Online Essentials License/Support

Our Tools:

ASM	Ticket Management and SLA Measurement/Project Intake
MS Project Online	Project planning, management, and dashboard reporting
MS SharePoint Online	Project team management and information sharing
Intake Assessment	Project request follow-up for complexity scoring
Hammerhead	Project and portfolio reporting
Power BI	Project and portfolio reporting
FluentPro Integration Hub	Integration of Azure DevOps and Jira to MS Project Online

Our Metrics:

Project Budget Tracking/Performance
Project Schedule Tracking/Performance
Project Scope Tracking/Performance
Project Resource Availability/Usage
Project Completion by Agency

Our Team:

The team consists of 1 Director and 11 Project Managers

Our Customers:

State agencies that use any project management service or any infrastructure/core service provided by the Indiana Office of Technology.

Major Accomplishments:

- Created a project dashboard for all State IT projects to be visible to stakeholders.
- Enhanced MS SharePoint Online project sites to enhance project management capabilities and information consumption.
- Created a project classification tool to determine Risk, Complexity and Priority for all State IT projects.
- Implemented Microsoft Project Online as our Project and Portfolio Management Solution and migrated all IOT projects.
- Migrated projects for multiple agencies to Microsoft Project Online.
- Created and implemented new IOT PSC Project Management Process and a 10-volume project management framework.
- Established a Project Portfolio Review Board to review and prioritize all new and ongoing projects.
- Implemented round 1 of time entry for IOT resources via MS Project Online to manage and plan IOT resource capacity.
- Extended service offering for IT project delivery across the state of IN and strategic project management consulting.
- Integration of different methodologies
- Enhanced Portfolio, Program and Project Dashboards and Reporting

Current Activities:

- Managing IOT projects and partnering with agencies on projects with IOT requirements
- Developing and conducting PM standardization training with/for Agencies
- Developing and delivering MS Project Online training to IOT PMs, Resource Managers, Leadership, and Team Members
- Continue to train and rollout IOT time entry using MS Project Online
- Partnering with agencies to expand MS Project Online usage and to enhance project management knowledge and practices through training, mentoring, and support
- Implementation of Project for the Web (PftW)
- Hosting and facilitating a SOI PM User Group Meeting
- Creation of a monthly PM Newsletter

Planned Activities:

- Update the PSC Website
- Implement Resource Management