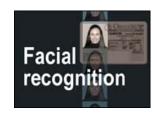# ADVISICON PROJECT MANAGEMENT OFFICE (PMO) IMPLEMENTATION CASE STUDY

The Oregon Department of Transportation Driver and Motor Vehicles Services Division (ODOT/DMV) is headquartered in Salem, Oregon, and promotes driver safety, protects the financial and ownership interests in vehicles and collects revenue for Oregon's roads.

Business Situation

The Information Systems group at DMV is responsible for supporting operations and for delivering technology projects that are mandated by the Oregon State Legislature. Strategic development projects such as central issuance of drivers' licenses and the implementation of facial recognition software to prevent fraud and obtaining a license under a false name are examples of the important responsibilities of the IS group.

Pain Points

DMV needed to be able to forecast their resource needs in order to adequately cover IT operations support as well as to develop strategic new systems according to the deadlines and within the budgets imposed by the state legislature. Frequently the impact of initiating a new project needed to be determined. If the legislature mandates a new priority project, how will it impact all current projects and what new resources and budgets will be needed?

Managers had little visibility of who was working on what and when projects would be completed. The current resource management system at DMV was inadequate to forecast the resource needs of a dynamic project portfolio and to provide answers to the important questions of Oregon lawmakers.

Solution Delivered

Advisicon designed a Resource Management System based on Microsoft® Project that utilized an integrated Global Resource Pool for all active projects, for operations and administrative activities and also for "what if" planning scenarios.

Advisicon identified the workflows for using and supporting the Resource Management System and for producing the many reports needed by the project and management teams. Project processes were identified and standardized and users were trained to use Microsoft® Project in a more consistent and robust manner.

Benefits

- Visibility of current and planned activities of the entire project team
- Reliable reporting on project status
- Ability to forecast IS resource needs
- Enhanced strategic planning using "what if" scenarios
- Improved monitoring of cross project hand-offs
- Better coordination and communication among project contributors

Software and Services

- Microsoft® Project
- Microsoft® Office

Audiences

- Information Technology Professionals
- Engineers
- Project Managers
- Executives
- Project Management Office