|  |
| --- |
| IT project governance at Worthington Health-Care System  *Case study information extracted and adapted from:*  *“*IT project governance at Worthington Health-Care System *” 2014 by Ulrike Schultze* |

**Part 2: 15%**

**Stage 2: Exploring and evaluate potential solutions by researching tools and approaches consistent with ITSM /the ITIL framework that may be appropriate to the business situation.**

**Question 1**

Before gathering the issues that have being dealing with the IT governance and management of the Worthington Health Care first let’s consider the benefits that the company could have achieved if the implementing the decision of the PlanView had considered in the beginning. Basically, PlanView is something that enables companies to transform into a better strategic delivery system according to the present flow of the world. Plan view is a Project Portfolio Management tool which is a combination of Lean and Agile delivery, collaborative work management, portfolio and resource management, innovation management, strategic planning and product portfolio management. When we talk about the ITSM and its basic behavior also consists with incident management, problem management, asset management , change management and project management practices which consist the basic meaning as planning and managing system changes to prevent business disruption and fixing IT issues offensively or defensively and managing the organizational IT budget are also being followed by the PlanView tool Therefore this tool has the ability to turn upside down the governance and the management of the Worthington health care system because the company was following an outdated and low quality mechanical process which don’t get the best outcome and the solutions which could have been achieved in an optimal way if the Planview was implemented in the beginning.

In March 2005 the military VP man had the idea to implement the PlanView tool within the organization to improve the quality of the governance the management because he was able to realize the problems the organization is facing but to implement that people who work in the organization didn’t have much knowledge on the reasons for these new changes and the benefits as well as the disadvantages they have to face regarding their self-esteem if this is implemented. As well as the military VP didn’t have the prior knowledge on how to run a health care organization therefore this implementation was not a so-called success at that time. It could have been very much successful if the organization follow the adopt and adapt method in ITIL where it enables to adopt only the parts of what the organization really need or only to adapt the ideas which are suitable according to the environment of the workplace. Anyway, with some drawbacks in December 2006, the PMO was able to start the PlanView method for the time reporting done in the organization but within few moments most of the workers were relieved from their working positions and the rest of the workers were sent to work with some other departments and it led to a low improvement on PlanView tool.

When taking each departments information management procedure, their visibility and understanding of IT services is very low and they are more intense to keep up the usual old school method to carry on their work. Delivering the necessary projects according to the time limit gives a great benefit to the company which increase their reputation. Henry Richmond tries to make a better approach to implement a system which is able to gather and produce the necessary information and complete more customer requests on time by connecting EPMS and WIS but due to the lack of knowledge of the organization on staff members makes it a useless approach. With the help of the Lean and agile delivery concept of the PlanView the organization could have achieved the best optimal solution.

Each department of the Organization doesn’t work as a team and they do their best to gain their self-esteem but not the organizational improvement, this is where Collaborative Work Management Comes in to organize it in a right way. With the help of the PlanView tool the organization could have Increased IT and Business efficiency and reduce the IT wastage because they want to follow only their familiar methods which are currently outdated. It doesn’t show any specific quality assurance of the delivered IT services by understanding the necessary levels within the organization. With the help of the Innovation Management new techniques would have had introduced to the organization to go with the present workflow of the world.

In 2008 when focusing on the Enterprise Project Management Services Richmond observed the un-ethical behavior and the negative workflow plans followed by the workers. In this situation ITIL comes forward to place the service value system focusing on customers, vendors, information technology, value streams and processes. ­­Staff did whatever they thought is good without getting advised and seeking for the information from the customers which finally led to lose the bond between the customer and the organization. As well as responsible parties were not placed at the IT helpdesk during night shifts. Low coordination plans drag the organization backwards rather than going forward. Due to some of these reasons’ subsidiaries used to work by their own rules and regulations without having the authority from the organization.

I hereby agree with the decision which Worthington Health care systems came on with the decision to implement Planview due to the problems the organization had which could have been easily corrected and done in a better way with the help of the PlanView tool.

**Question 2:**

ITIL is a vast area which consists of lots of IT management tools and processes. When talking about tools which can be implemented to Worthington there are several tools which can be used to improve most of the drawback areas in the organization. Before the implementation of any tool, the organization must keep on their mind about the maturity of the team, problem statement and the framework to be adopted.

Clientele, OMNITRACKER, Wendia-POB in the cloud, Samanage, TOPdesk, Efecte, Hornbill, OTRS, assyst, MIRAT, Zendesk are few of the ITIL tools currently in use for IT governance and management as well as which are very much suitable to implement on this organization as well. OMNITRACKER provides optimal solutions and services through its own product through the eService System. It has the ability to provide the ITIL approved service desks and call centers with PinkVerify certified templates. This tool has an ability to optimize the way of problem solving and make services immediately ready for use and It has the ability to individually customize and it is comprehensively scalable therefore each and every department can apply their own facts to work with the tool without having any problems within the organization. Most commonly it helps with the cost cutting of the organization. In 2008 when Richmond found out about the real image of the organization workflow, he got to know about a radiology system which operated on 17 different platforms. That is a high cost so it could have been able to minimize and get a better sync between all the systems.

Clientele is also a tool which is mainly used by a medium size organization and supports with a Planboard, Kanban Board, Service Catalogues, Dashboards and third-party integrations such as connections with Microsoft Office tools which will be a great benefit for the Worthington company to record their inventory and other project details. Worthington use manual workflow processes as well as each team member doesn’t collaborate with each and every one to speed up the work and come up with a strategic work plan. Above mentioned tools have the ability to change the above-mentioned aspects and achieve the best outcome of the organization and with the help of the tool it will lead to save more time and money and provide insightful reports. Clientele consists of knowledge, problem and Incident management as well.

Worthington should increase its business efficiency, IT efficiency as well as they must reduce the IT wastages. Worthington doesn’t have a well-managed work plan or any target achievement scales. Therefore, all the projects must be governed and processed very thoroughly. All the workers in an exact department should work as a team to provide a quick effective service to build up the customer satisfactory level and the bond. Any above-mentioned tools such like OMNITRACKER and Clientele can be used to improve the organization workflow, IT management and follow-up and control the service requests and provide necessary actions. All of these tools provide the same basic services with few other exceptional unique services.