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| 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 3 20%**

**Part 3: Reflections, Recommendations and justifications.**

**(Maximum 1500 words in total for part A and part B)**

**Part A:**

Yes, I agree with Charles King’s point of view.

Worthington doesn’t follow any target or a goal tasks which need to achieve therefore they haven’t shown the real productive picture of the current situation regarding the data collection and inventory of their projects and facility services to their staff. Therefore, they don’t eagerly want to make their selves to follow the best practices to fulfill the future goals of the organization which saves both time and money.

People from different departments seek for various benefits. They don’t work for a single objective and each of them have different kinds of expectations to fulfil during at their organizational position. Each department doesn’t cooperate with each other to build up a system which produces a maximum outcome to reduce the incidents and the costs done on the information gathering and knowledge representing.

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.

Quality of the service is lower than the expected level because the organization is delivering a bad level of customer satisfaction and trying to neglect their needs when it is required.

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.

To become a 4th level organization Worthington should mainly focus on Organizations and people, Information and technology, Partners and supplies and at last Value streams and processes. Every other aspect is gathered around these 4 major areas. To build up to this level organization can have a proper collection of workflow process, have an efficient use of scarce IT resources, save more time with having insightful reports as well as they should optimize their spending and facilitate the redeployment of underutilized assets.

**Part B:**

First of all, Charles King’s start simple and add improvements in semi-annual increments is an amazing approach to increase the efficiency and the accuracy of the workers and the jobs that need to be done. The governance by Portfolio Management Team of the all the current active projects within WIS gives the summarized idea regarding how to make changes and move forward without having any drawbacks of the projects. EPMS’s mandatory time sheet reporting gives the great deal of keeping track of all the jobs done within the Worthington and it helps to make sure about the cost and the other overheads which are needed to balance to make everything in a profitable and a realistic manner.

Check the box mentality is something that Worthington had from the earlier days because they are not well aware of any other processes that being done in the Company. Therefore, they don’t really give any attention to complete their own task and help with other departments to make everything go well in the right direction. There should be a way to make people move forward with all the departments and get to know about the tasks done by each person and once in 2 days there should a 5 minutes session something like a scrum meeting which is normally used in Agile development with each department to talk about what has being already done and what is there to be done on next couple of days. Likewise, workers tend to learn more about each process and give their support and work on all the necessary jobs with the awareness.

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 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.

To become a better stable organization as we spoke before the IT section should be more accurate and efficient on gathering information and supplying it service to the customers or the organization itself. As for the best practices of ITSM/ITIL there are few major aspects that can implement to improvise the workflow of the organization such as Audit the current IT and management operations and identify its gaps , educate, communicate and involve stakeholders while implementing these processes , as well as outline the critical success factors and keep tabs on each metrics and always try to find and use relevant tools to automate processes, finally develop a feedback loop from end users and other stakeholders.

As we think about the future of the organization during the integration of the ITSM/ITIL there are some of the key issues which we need to think much on to make sure about the implement that we are doing. These issues can be easily divided into two areas such as integration issues which complies that not all the frameworks are compatible with the organization structure therefore some may not support specific systems, so first of all there should be a compatibility checking before the integration of some of the frameworks and the second is scalability issues which highlights that some ITSM platforms doesn’t offer good scalability therefore we should first think about the Worthington’s organization structure and the doable expansion spree of it.

Changing of the Culture of Worthington is must to make the organization a successful high-level organization. Workers should follow a set of organizational ethics to make everything go according to a flow and to improve the credibility of the organization. As for Richmond’s statement workers should work by thinking of the company and how they can contribute to make the organization’s future a better one. No one should be there to say one by one and do checking on the work flow of the worker’s and find out who is doing the right job and who isn’t. Therefore, mainly workers should learn about the ethics and business flow of the organization and everybody should know at least to some extent what are the operations of each department and it will help to make workers to interfere with each other’s work and help those to improve the job.

As for my final idea to make Worthington a fully organized profitable and improved organization I would like to suggest to move this much further into the automation. There are some tasks which can be done by using automation and it will lead to a well accurate and efficient workflow within the organization and it will give the benefit of having all the end user and the stakeholders in a good understanding position. With the help of the ITSM/ITIL tools Worthington can reduce the staff for call loggings as well as it be used to capture knowledge and re use without re-inventing the necessary things for every incident during the workflow. That will lead workers more into focus on the major working processes that need to be done withing the organization.

Richmond tries to make Worthington a better place but for everything there should a be a systematic way to improvise and the pace of changing the environment of the organization must be realized to get the maximum outcome from the workers as well as get the job done by making all the workers involved with when it is needed.