



Case Study

Information Technology

Work Management

Objective

Provide work performance management training and guided application to reduce large volume of deferred project and maintenance workload with no increase in staffing

Scope

A staff of thirty managing 700 work stations divided into five departments--systems and programming, database development and maintenance, networking, web development and administration.

Methodology

- Identify current situation using job analysis for each position
- Define current business process and identify improvements
- Train client IT planning team and supervisory staff in best practices
- Introduced work measurement using predetermined times
- Direct planners in documenting best practice methods and times
- Merged Planners with Help Desk
- Implemented new work order system planning, scheduling and control
- Overall direction by joint client-consultant Steering Committee

Results

- Trained (5) planners and (5) managers in activity analysis, method improvement, and work measurement to continue the program
- Developed performance management system and reduced backlog substantially
- Attained savings vs cost breakeven in less than one year
- Exceeded 4:1 return on investment
- Program completed on time on budget