

Early Warnings Ensure State Government Project is a Success

THE CHALLENGE

A state government agency received a grant to build a new, government mandated program designed to keep citizens safe. To run the program they needed a new application that streamlined and standardized processes for data capture, validation, and reporting across all counties in the state. The new application was built by one agency and run by another. Additionally, the grant specified that the awarded funds had to be returned if the project was not successfully completed within a 14-month timeframe. To ensure successful completion of the application, the agency responsible for developing the new application needed to:

- 1. Manage team members from multiple vendors
- 2. Communicate between geographically separated team members and stake holders with different reporting structures and business goals
- 3. Not exceed staff expectations throughout life of the project

Project success demanded constant and consistent communication to stakeholders and continual status input from team members. Complete transparency between organizations was needed to facilitate effective implementation, internal management, and sustained progress.

THE SOLUTION

CAI's Automated Project Office (APO) was used to ensure that the project manager had a finger on the pulse of the project team and stakeholders from the onset of the project through implementation. APO provided them:

- 1. Accurate and timely team member perspectives and status
- 2. Proactive alerts of scope and requirement risks
- 3. Consistent communication with team members and project stakeholders
- 4. Early warnings of resource issues

THE VALUE

APO provided the state agency with visibility and early warning of potential risks that otherwise would not have been seen. With APO, risks were identified and mitigated; and key resource shifts kept the project on track. The end result was a project completed early without the loss of funding.

THE LINE OF BUSINESS

The state government agency responsible for building the new application is focused on enhancing the criminal and juvenile justice systems and facilitating the delivery of services to victims of crime. The agency assists communities to develop and implement strategies to reduce crime and victimization.



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