

## PROGRAM MGT

### PROGRAM MANAGEMENT OF FACILITY PROJECTS AND WORKS OF A BANK - 2007

#### Used services

- ✓ Project & Change Management
- ✓ Process & Information flows
- ✓ Tools & Databases
- ✓ Reporting

#### Context

In 2007, the division Facility Corporate Buildings wanted to optimise and centralise it's project portfolio

The objectives of the projects were :

- To follow-up the project portfolio on a systematic and standardised way
- To follow-up a project during its whole lifecycle
- To plan the decisions milestones
- To officialise the budget decisions and their follow-up
- To plan the budget expenses for the coming years

#### Headlines

- ✓ Major Belgian Bank
- ✓ 50 users of the tool (project managers, building managers,... )
- ✓ +/- 100 new projects a year
- ✓ Committees held 1/ 2 weeks
- ✓ 1 program officer has been appointed to follow-up all projects and users in the tool.

#### FacOrg Contribution

##### Step 1 : high-level process description

The goal was to give all actors of a project the global picture on how projects were handled and planned inside the bank.

##### Step 2 : description of each task

Each task has been described in order to make sure that everyone knows which actions belonged to which task and the order in which they have to be accomplished.

##### Step 3 : update of documents and templates related to the process

The administrative workload of the project managers was reduced through the suppression and automatisisation of some templates

##### Step 4 : set-up of a tool and reporting

A tool was designed in order to manage all projects the same way and allow projects comparison. Budget follow-up was also done with this tool (through synchronisation with SAP)