



Improving People's Lives Through Innovations in Personalized Health Care

# Success with Workflow Powered Status Reporting

9/19/2014



THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER

# The Ohio State University Wexner Medical Center

## Nationally Accredited Research and Academic Medical Center

- 1000 Beds
- 50K Admissions
- 16,000 Employees
- IT PMO & EPMO
- ~ 500 Users
- ~ 300 Active Projects
- 8 years with CA Clarity
- On Premise - Clarity 13.2



UNIVERSITY HOSPITAL  
ROSS HEART HOSPITAL



# Business Problems & Challenges

## Business Problems to Solve:

- Improve Internal & External Visibility – The PPM Sweet Spot
- Standardize PMO Led & Non-PMO Led Project Status Reporting
- Data Reliability & Confidence
- Simplify Communication Tools Utilized

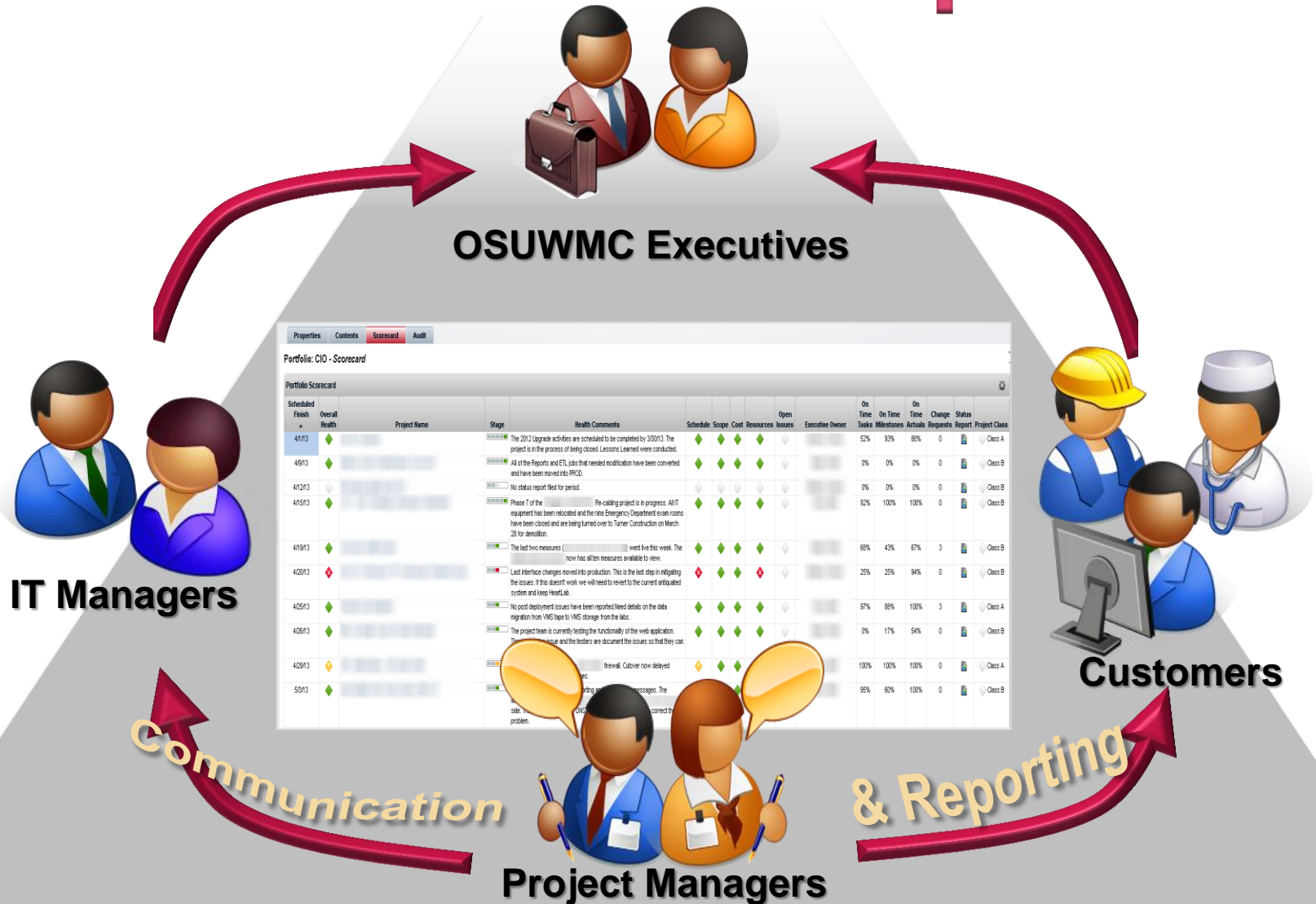
## Challenges:

- Differing Formats, Templates, Cadences & Audiences
- Timeliness & Accuracy of Data

## Tools:



# PPM Sweet Spot

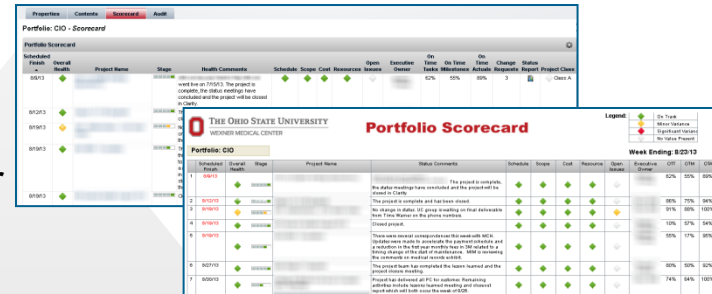


# Bottom Up Aggregation Into Scorecards



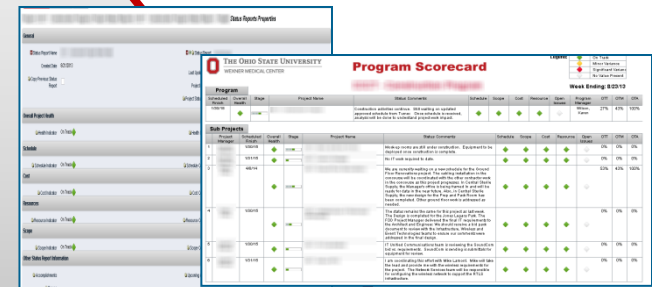
**Portfolio Mgrs & Leadership**

*Review Status Reports for Portfolio*



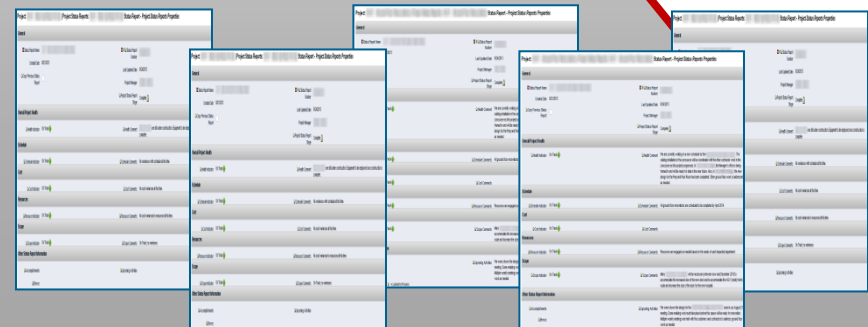
**Program Managers**

*Review project Status Reports & completes program level Status Report each week.*



**Project Managers**

*Complete their project Status Reports each week.*



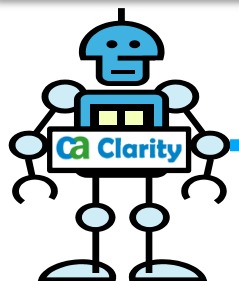
# Weekly Business Process...

Monday - Tuesday

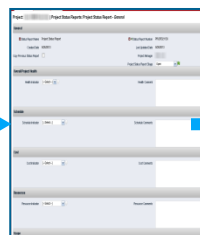


Portfolio Mgrs update projects (content) of the Portfolios

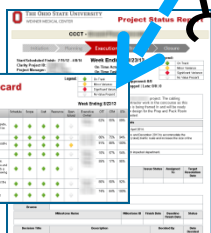
Wednesday



Based upon Portfolio content, Clarity creates Status Report for each project, and sends Project Mgr a Notification/ Action Item

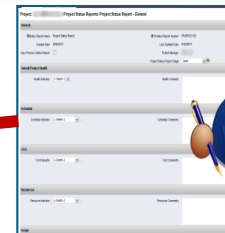
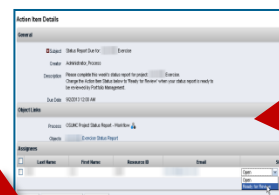


Saturday



Clarity locks all Status Reports for the week & runs weekly Scorecard & Reports

Wednesday - Friday



Project Mgrs complete Status Reports and mark Action Item "Ready for Review"

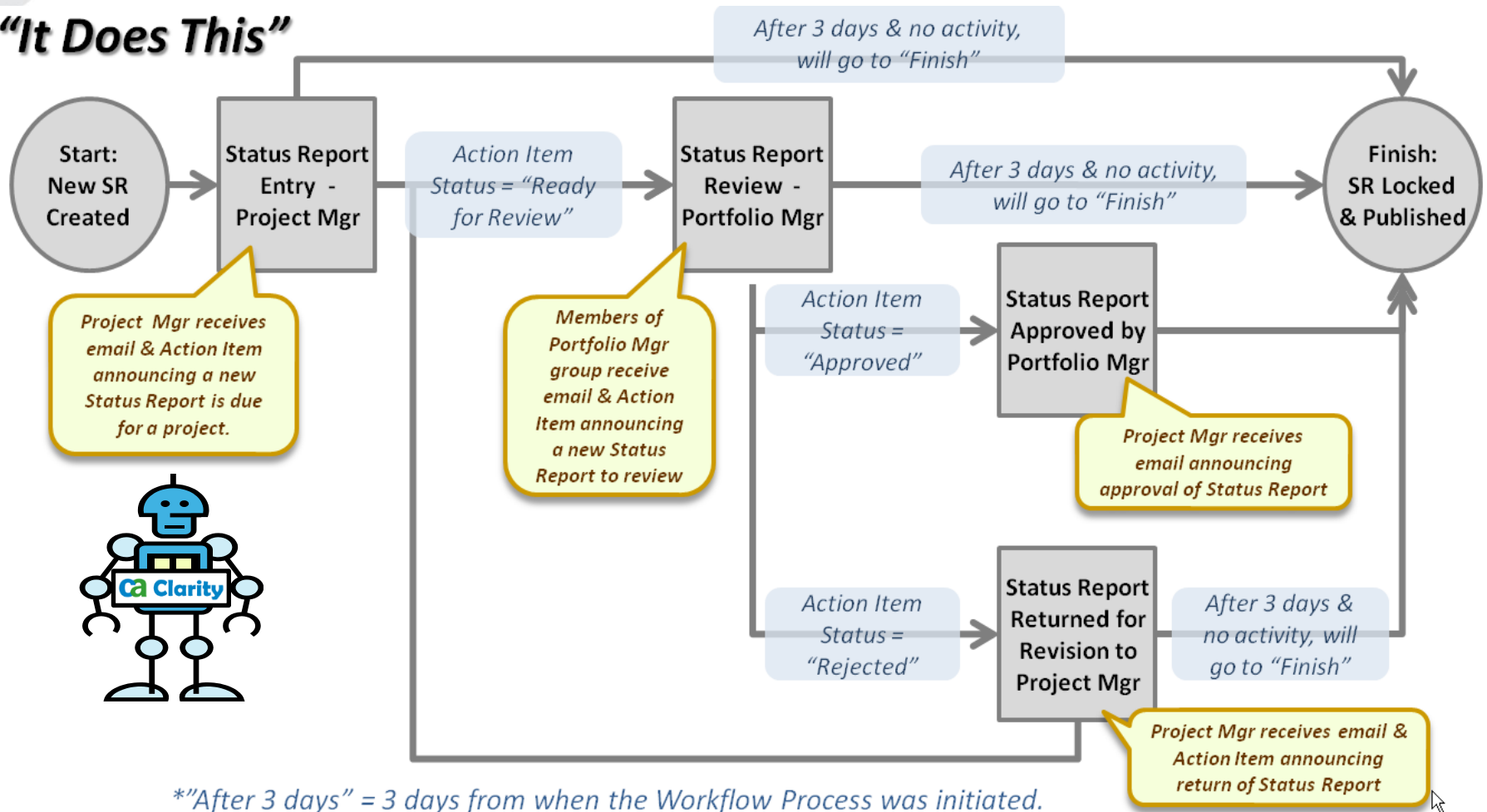
Wednesday - Friday



Portfolio Mgrs review Status Reports

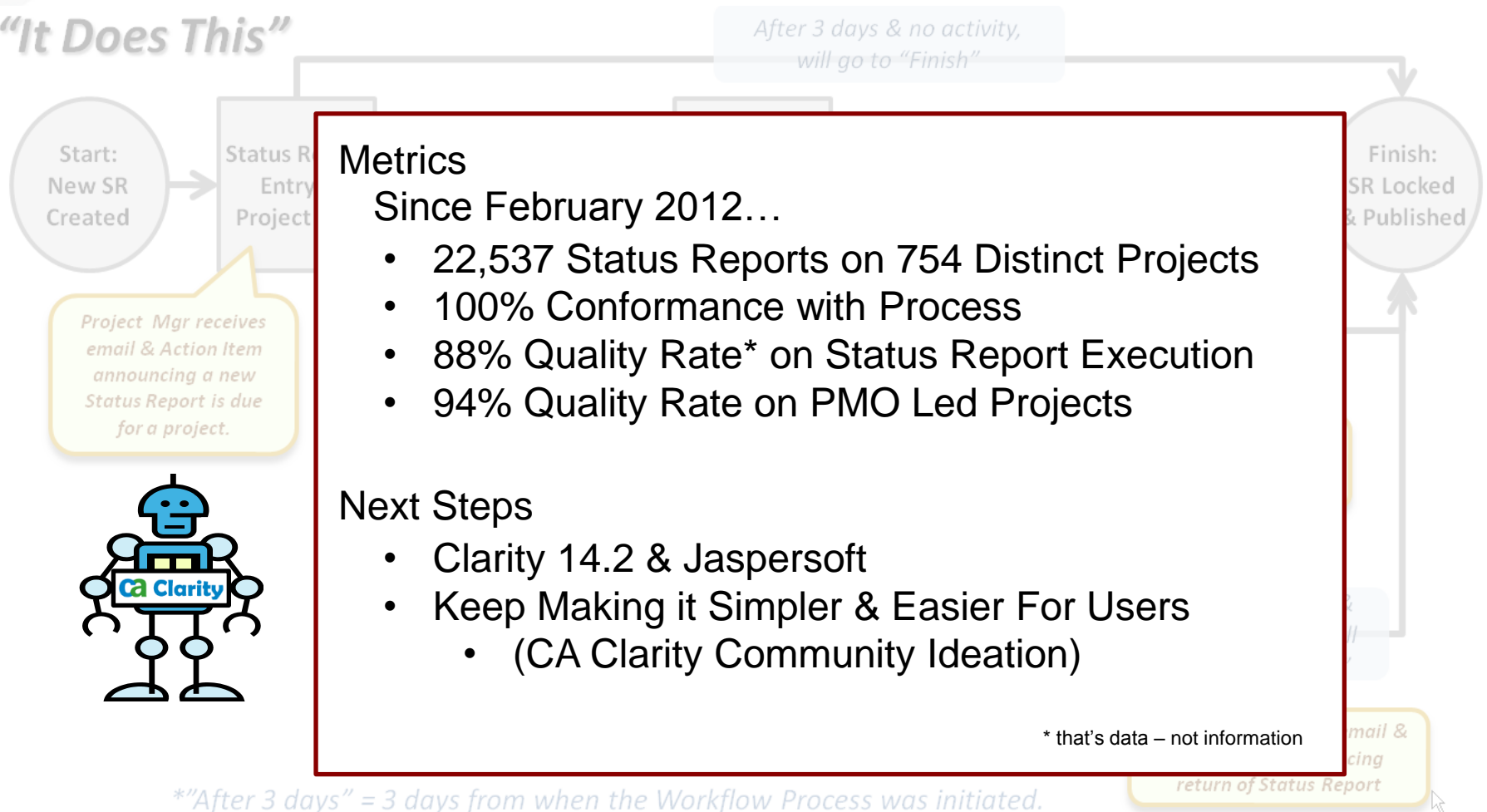
# ...Codified in the Clarity Process Engine

## "It Does This"



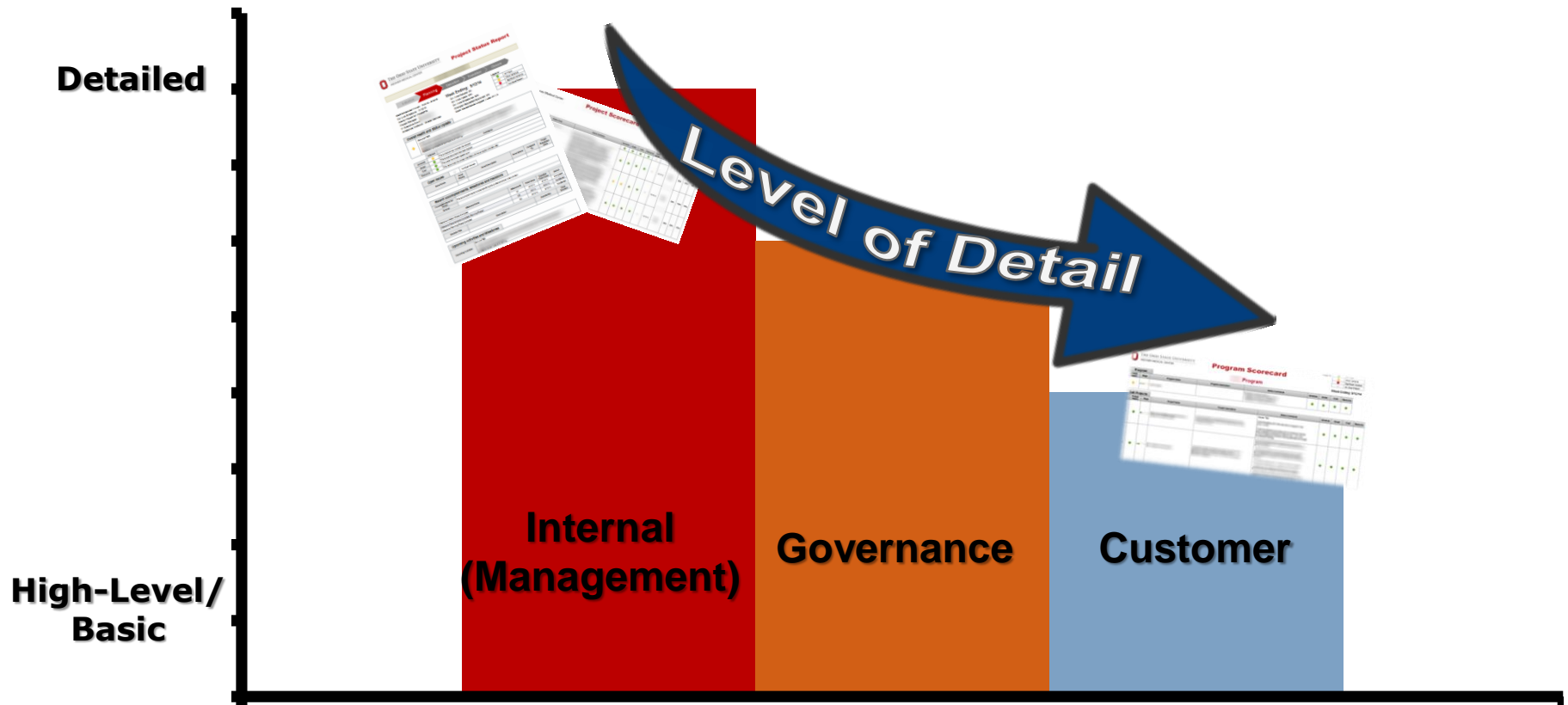
# ...Codified in the Clarity Process Engine

## "It Does This"



# Communication Tools

- Different Customers, Different Information Needs



# Lessons Learned

- Status Reporting is a PM's communication aid.
  - It exists to support *conversations*.
- Beware scientism. The PM is the “I” in BI.
  - Document business process and support PMs.
  - Not all data that can roll up, should.
- Value consistency/reliability over perfection.
  - Stand behind *the process* and *the automation*.
- Subjective ‘RAG’ crosses methodology.
  - Waterfall or Agile, status updates are the responsible thing to do.



# Questions?