



Improving People's Lives Through Innovations in Personalized Health Care

Success with Workflow Powered Status Reporting

5/15/2015



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



OSUWMC Executives

Properties Contents **Scorecard** Audit

Portfolio CID - Scorecard

Scheduled Finish	Overall Health	Project Name	Stage	Health Comments	Schedule	Scope	Cost	Resources	Open Issues	Executive Owner	On Plan Tasks	On Time Milestones	On First Actuals	Change Requests	Status Report	Project Class
4/7/13	Green			The 2012 Upgrade activities are scheduled to be completed by 3/30/13. The project is in the process of being closed. Lessons Learned were conducted.	Green	Green	Green	Green	Green		52%	92%	88%	0		Class A
4/8/13	Green			All of the flights and ETL jobs that needed modification have been completed and have been moved into PICO.	Green	Green	Green	Green	Green		78%	85%	81%	0		Class B
4/12/13	Green			No status report filed for period.	Green	Green	Green	Green	Green		0%	0%	8%	0		Class B
4/15/13	Green			Phase 1 of the new building project is in progress. All IT equipment has been received and the core Emergency Dispatch room rooms have been closed and are being turned over to Turner Construction on March 28 for demolition.	Green	Green	Green	Green	Green		82%	102%	100%	0		Class B
4/19/13	Green			The active resources () were lost this week. The now has active resources available to view.	Green	Green	Green	Green	Green		84%	43%	67%	3		Class B
4/20/13	Red			Lead identifier changes moved into production. This is the last step in migrating the issues. If the desktop users are not able to connect to the current migrated position and lose their data.	Red	Green	Green	Green	Green		25%	25%	54%	0		Class B
4/25/13	Green			No report deployment issues have been reported. Need details on the data migration from VMS tape to VMS storage from the files.	Green	Green	Green	Green	Green		87%	88%	100%	3		Class A
4/30/13	Green			The project team is currently testing the functionality of the web application. The user interface and the features are documented the issues so that they can be resolved.	Green	Green	Green	Green	Green		0%	17%	54%	0		Class B
4/29/13	Yellow			Several Customer now delayed.	Yellow	Green	Green	Green	Green		100%	100%	100%	0		Class A
5/0/13	Green				Green	Green	Green	Green	Green		85%	80%	100%	0		Class B



IT Managers



Customers



Project Managers

Communication

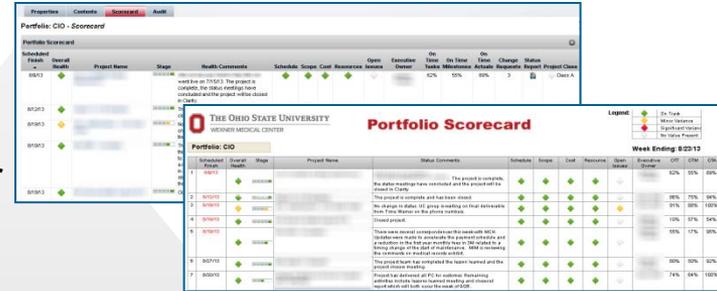
& Reporting

Bottom Up Aggregation Into Scorecards



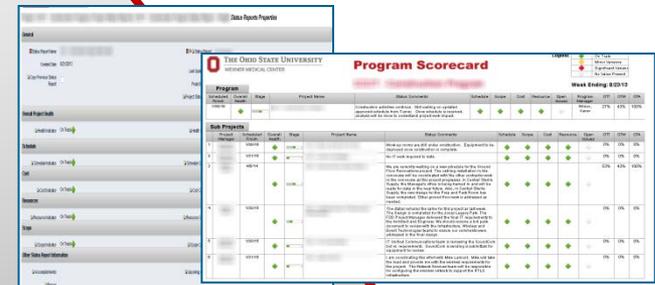
Portfolio Mgrs & Leadership

Review Status Reports for Portfolio



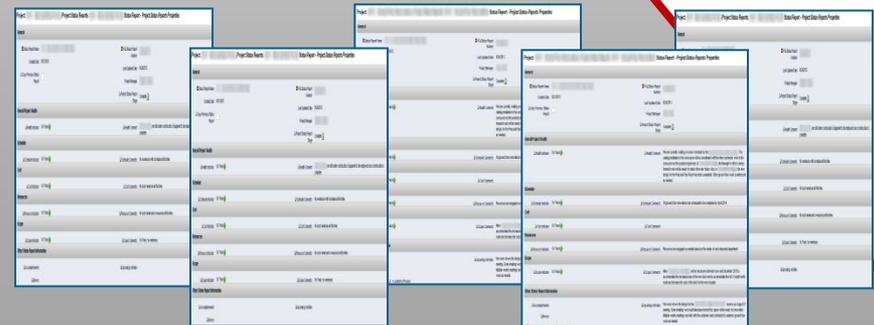
Program Managers

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



Project Managers

Complete their project Status Reports each week.

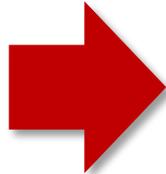


Weekly Business Process...

Monday - Tuesday



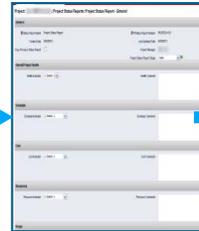
Portfolio Mgrs update projects (content) of the Portfolios



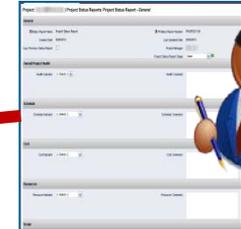
Wednesday



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



Wednesday - Friday



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

Saturday



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

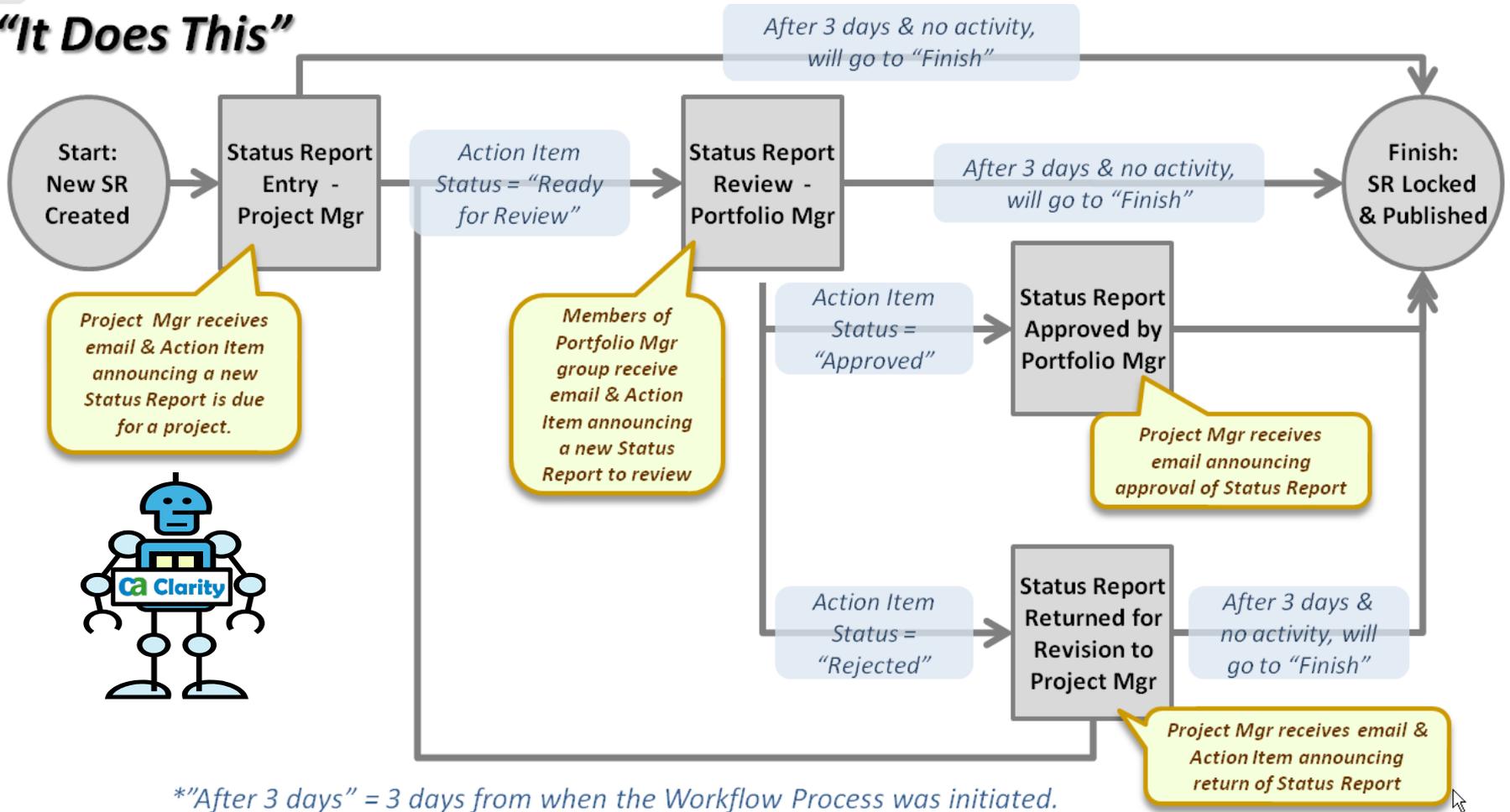
Wednesday - Friday



Portfolio Mgrs review Status Reports

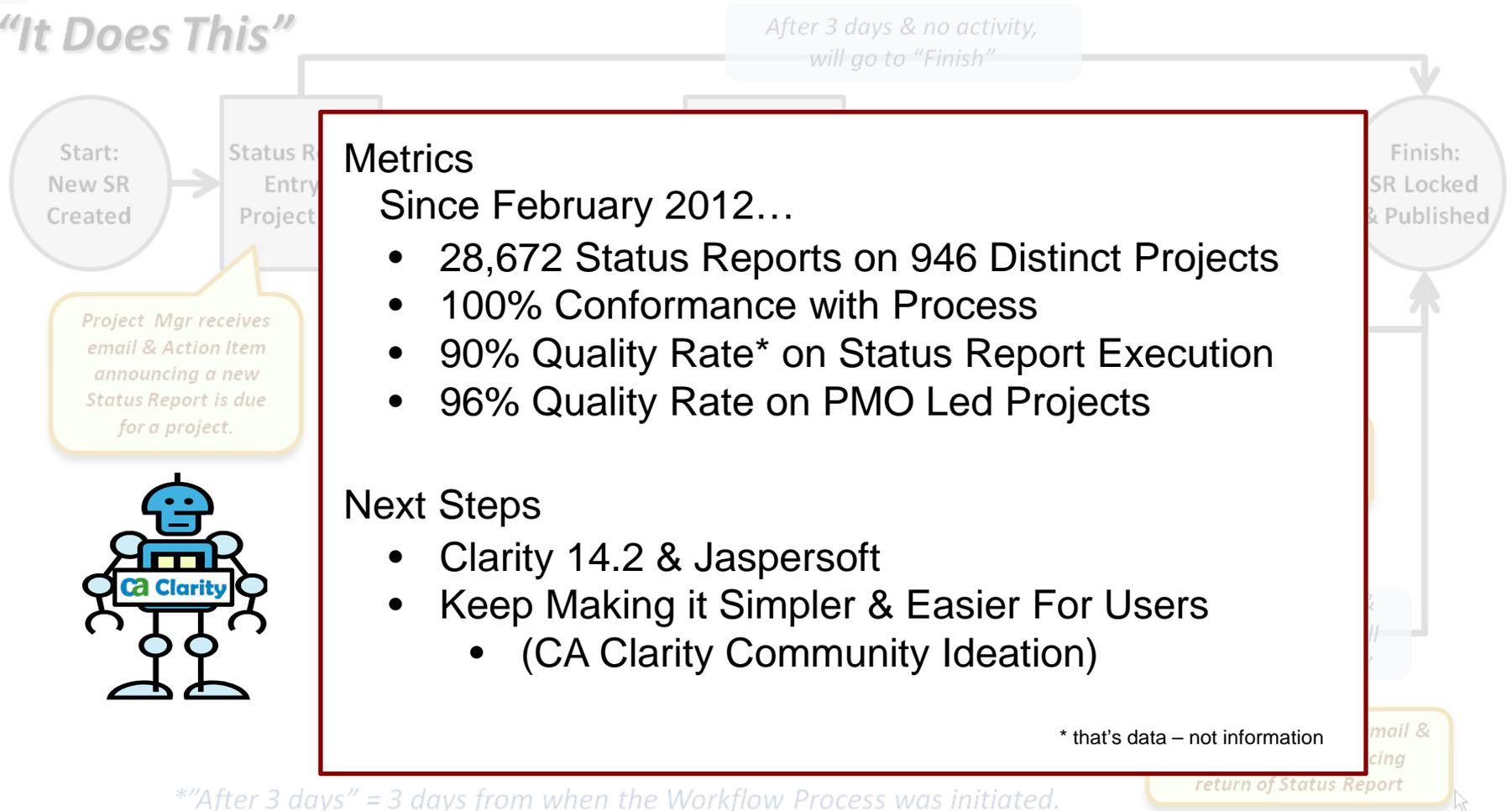
...Codified in the Clarity Process Engine

"It Does This"



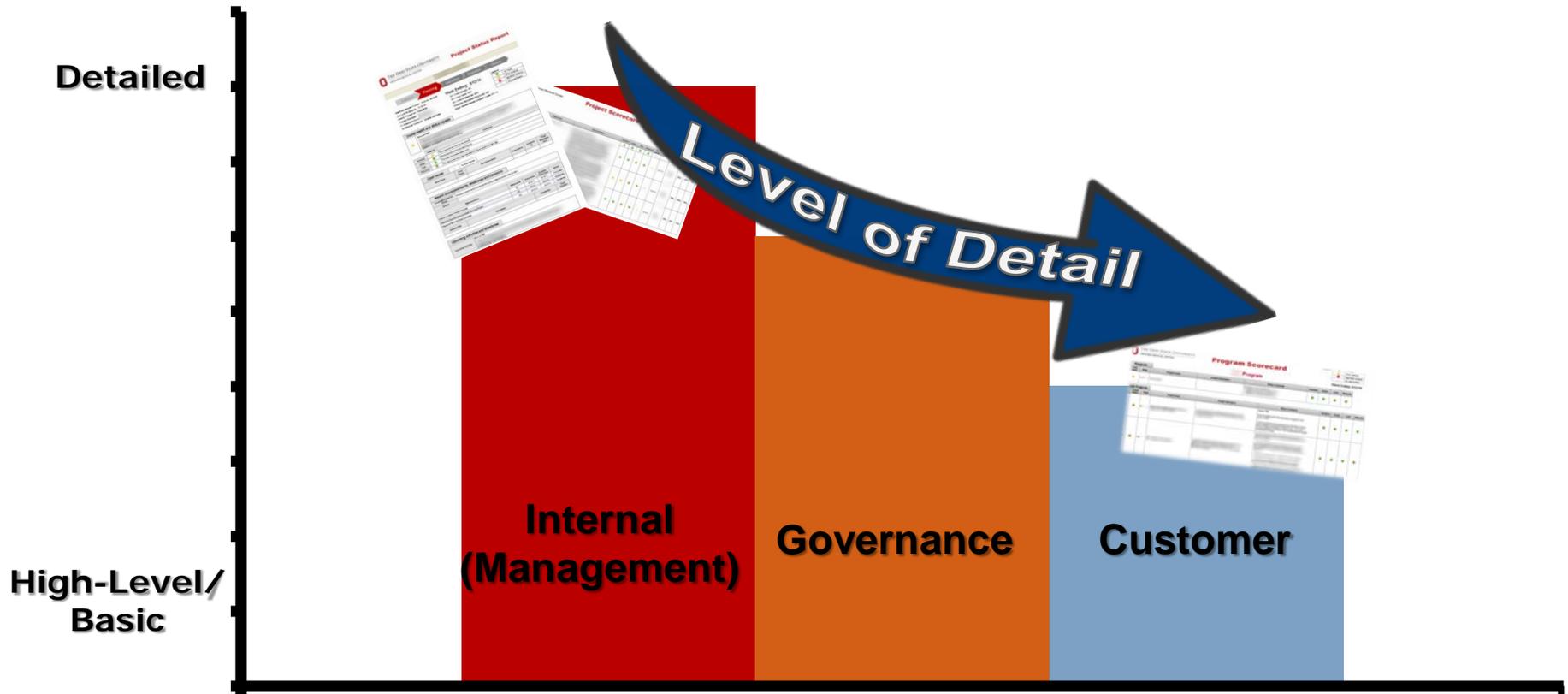
...Codified in the Clarity Process Engine

"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?