

Case Study – Employer Services Company



Program Management

Resource Management and capacity planning assessment and implementation

Business Objective & Challenge

Client Employer Services business line had multiple, large implementation efforts going on concurrently. The company was having difficulty:

- Determining their resource capacity to take on more business
- Balancing resources. They often found themselves with both over-utilized and under-utilized resources

Collaborative Solution

Performed a rapid assessment of the PMO resource and capacity planning processes and tools:

- Recommended an organization-wide capacity management function to track resource needs and availability
- Design business processes to handle skill assessment, resource allocation, utilization tracking, and capacity estimation
- Evaluated and identified a tool to support these processes
- Led the skill assessment process
- Established a resource management function for the organization
- Conducted initial pilot of the processes and tools
- Worked with tool vendor and internal IT organization to refine tools and processes
- Integrated capacity management into program and project management processes

Results

- The client now has a clear view of its resources utilization and availability
- A governance structure is in place to track availability and allocate resources
- Has made off-shore and contract resourcing a simpler option