

# Best Practice portfolio and plans for the future

*Best Practice Showcase*

*9<sup>th</sup> June 2006*

*Peter Johnson: Knowledge Innovation Standards and Skills, OGC*



# This session

- Best Practice standards
- Case studies
- Future developments



# Best practice standards

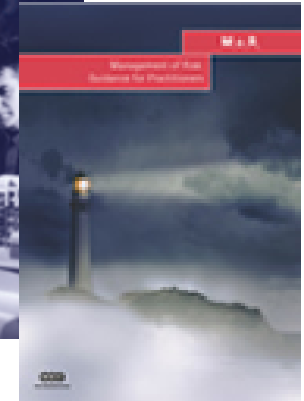
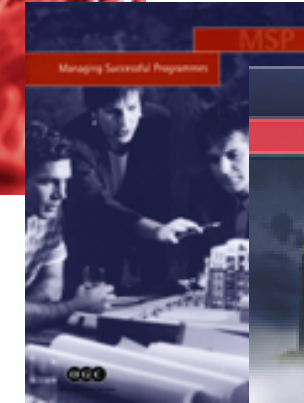
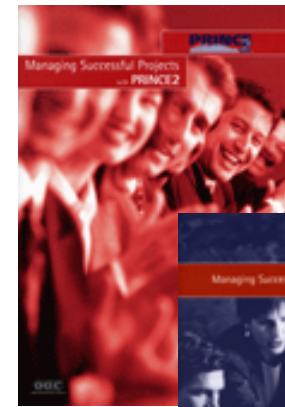


OGC Gateway™

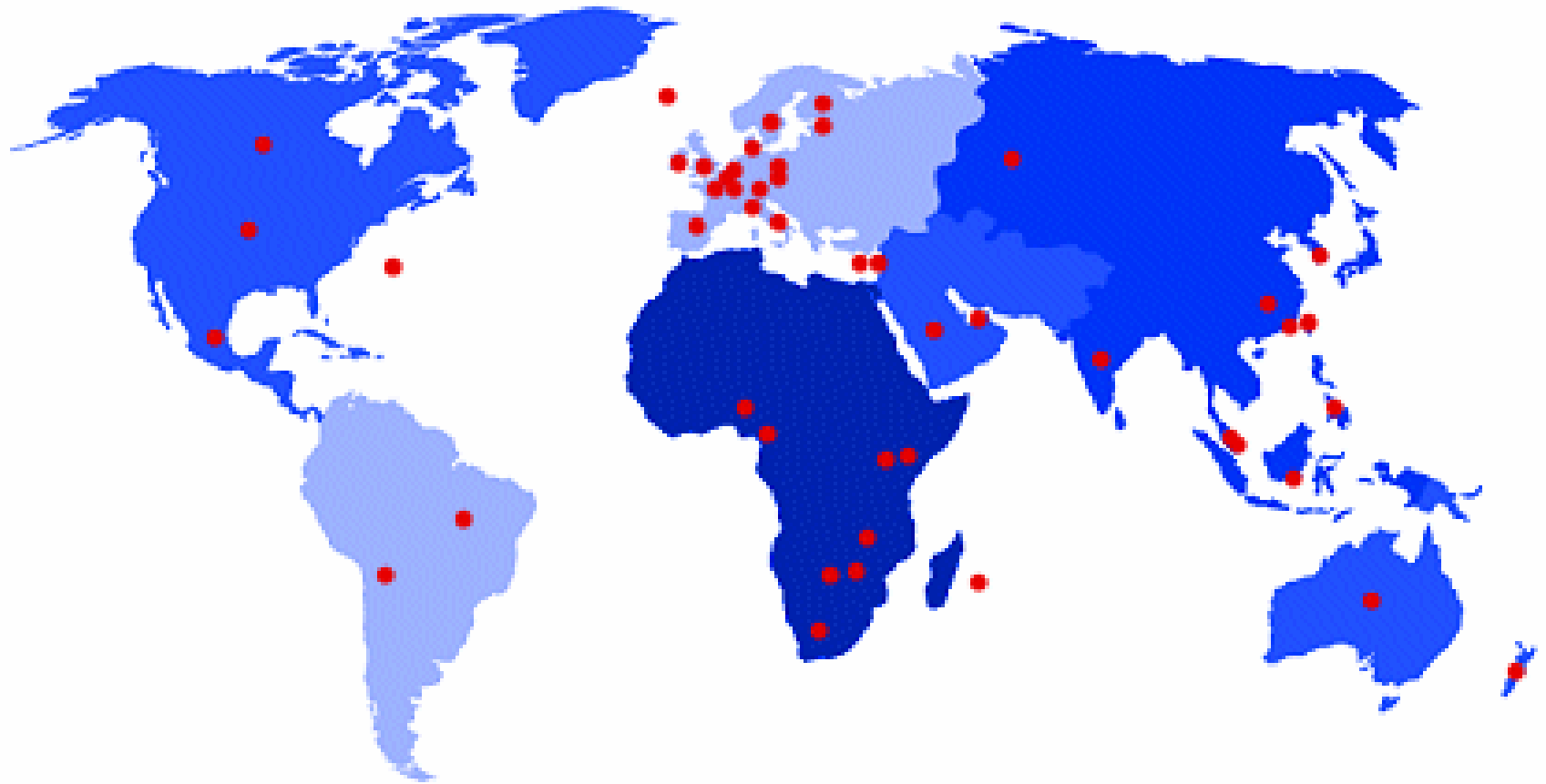


# PPM standards

- PRINCE2™
- Managing Successful Programmes
- Management of Risk®
  - >80,000 qualified PRINCE2 practitioners in 2005
  - Growth rate in market demand for qualifications
    - 80-90% per annum
  - 6,300 guidance products purchased each month



# PPM examinations around the world



# Impact on project performance

Efficiency is improved because:

- there is a common approach and language for managing change
- the common approach is easily understood and communicated
- staff can be interchanged easily
- project documentation is easy to access
- there is a good mechanism for passing on lessons learned
- problem projects are more easily identified
- risks are identified and managed

Source : Local Government on PRINCE2

# PPM Case Studies/Testimonials

## Public Sector

- 2005 Delivery Awards
  - Shortlist
- APM Awards 2005
  - Manchester Method
- ODPM e-capacity building
- Local authorities
- .....

## Private sector

- Vodafone
- Barclays
- Sun Microsystems
- Port of Rotterdam MV2 Project
- .....

## Testimonials - PPM

UK Govt domestic project :

***Achieved new office build and moved staff in on time and to budget – used PRINCE2***

UK Govt organisation :

***“....risk management is no longer onerous for staff. Risks and their mitigating actions are more readily communicated across all levels of [the organisations]”***

Police Force :

***“ We could not have delivered such extensive business change without a structured approach [PRINCE2] and the strong business involvement in the process.”***

UK Govt international project :

***Achieved £20m savings on implementation of ICT infrastructure at 250 overseas locations***

# OGC Gateway™

- Examines programme/project at critical life cycle stages
- Provides assurance for successful progress to next stage
- Based on well proven techniques that lead to:
  - more effective delivery of benefits
  - more predictable costs and outcomes
- Designed for:
  - procured services including frameworks
  - property/construction
  - IT- enabled business change



# OGC Gateway Status

- 1500+ Gateway reviews completed
- 650+ projects and programmes – and counting!
- 170+ organisations
- over 75% of projects either retain or improve their RAG status
- £899 million value for money gains in 2004-05
  - Now in Local Government via 4ps
  - being adopted by MoD (late 2006)
  - Australia going for 'Hub' status
  - Keen interest from the Netherlands.

# Successful Delivery Toolkit™

Free web-based and CD-ROM best practice guidance for use by:

- OGC Gateway™ review teams
- Consultants
- Public and private sector programme and project teams
- professional advisers
- Those responsible for organisational standards
- Senior management for business change management
- Suppliers to understand what departments expect of them
  - ie anyone in PPM!

It does not substitute for training on project management!

[www.ogc.gov.uk](http://www.ogc.gov.uk)



# IT Infrastructure Library®

- Processes, functions and roles for the IT services
  - planning, delivery and management
- Global user base
- Underpins Microsoft's Operations Framework
- Aligned with COBIT (IT governance and control) and the new international standard on IT Service Management
- Professional qualifications
  - 97,000 candidates in 2005



## ITIL Quotes

- Enterprises can expect to realize 20-30% operations cost savings as result of the efficiencies gained from ITIL adoption
- In the past year ITIL adoption of \$1B+ revenue companies has increased from 13% to 20%, that number projected to grow to 60-70% by 2008

Thomas Mendel, Forrester Research, Feb 2006

- ITIL might be simple advice, but its application can result in big payoffs. For example, with the help of an ITIL-based consulting service from Microsoft, the Air Force's Air Combat Command (ACC) has made changes to its IT operations that have increased network availability from a percentage rate in the mid-80s to the high 90s.

Federal Computer week

<http://www.fcw.com/article92281-02-13-06-Print>

## ITIL Quotes

- .... using the Information Technology Infrastructure Library (ITIL) to provide a strong governance and service improvement ethic....ITIL is delivering operationally, and is particularly proving its worth at a tactical level.

Gartner on Australian Govt Dept's selective sourcing

- [An international petro-chemical company] expects [to realise] benefits throughout operations as it deploys ITIL more broadly. One of the biggest gains will be lower costs. "With the combination of organizational, process, and technology changes and ITIL, we're looking at 25% cost improvements."
- "Organisations that are looking to improve service delivery and stay competitive must start looking at how they can use the [ITIL] framework to help them deliver service excellence and improve the customer experience."

Independent research company

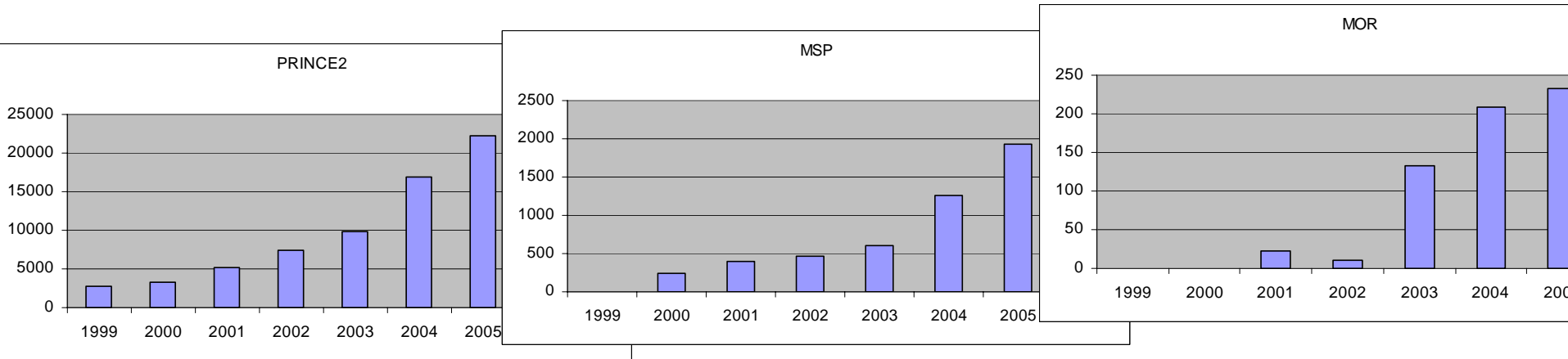
# Growth - Exams

2002

PRINCE2 Practitioner ~ 7000  
 MSP Practitioner ~ 400  
 ITIL Foundation ~ 25000  
 ITIL Practitioner ~ 500  
 ITIL Manager ~ 1500

2005

PRINCE2 Practitioner ~ 28000  
 MSP Practitioner ~ 2000  
 ITIL Foundation ~ 90000  
 ITIL Practitioner ~ 3000  
 ITIL Manager ~ 4000



## Future development - drivers

- Challenges and barriers in UK public sector programmes and projects
- Lessons emerging from OGC Gateway™
- Horizon Scanning – academia and experts
- Reference Groups – validating ‘fit for purpose’
- Review Panels – validating usability
- Development work done by partners using expert authors

# Developments in PPM Best Practice

## M\_o\_R®

- Publication end 2006
- Mandate for change
  - scoped and reviewed,
  - with authors for first draft
- Changes to align with
  - HMT Orange Book
  - current best practice

## MSP

- Publication Spring 2007
- Mandate for change
  - Drafted
  - In reiew
- Detailed scoping in July
- Refresh to improve:
  - benefits realisation
  - governance
  - individual/team behaviours

## PRINCE2™

- Publication Spring 2008
- Not yet started

# Development on ITIL Best Practice

- Publication early 2007
- Mandate for change
  - Scoped
  - With authors
- Changes
  - to reflect the expanding global marketplace, the present and future trends of IT service management and workforce diversity
- For ongoing news see <http://www.itil.co.uk>

# The value of standards - summary

The standards are making a difference to our performance

- Necessary but not sufficient
- Need the basics in simple language

Continued pressure to improve performance

- Standards must develop and improve
- Increasing maturity and sophistication
- Skills development needed to apply them effectively

# Questions?

- Best Practice standards
- Case studies
- Future developments

[www.ogc.gov.uk](http://www.ogc.gov.uk) Service Desk 0845 0004999