Focusing on streamlined project and portfolio management with IBM Rational Focal Point

City of Copenhagen Department of Finance focuses strategy and ensures quality delivery with enhanced project visibility

Overview:

Challenge
Enhance visibility to create a strategy alignment that focuses on value across the project portfolio while improving the efficiency of portfolio management.

Solution
Deploy IBM® Rational® Focal Point™ software to simplify project and portfolio management, increase project visibility and facilitate information sharing across the Department of Finance.

Benefits
Offering a simple and flexible solution that delivers value from day one, Rational Focal Point provides status reports aligned with strategy and value that help ensure projects stay on track and on budget. Shared information also increases productivity and accelerates the integration of new employees.

Denmark's capital and largest city, Copenhagen is home to a diverse population of more than 500,000 people in the metropolitan area. The city's Department of Finance has a broad array of responsibilities, from overseeing financial and urban planning to managing real estate development and promoting business. Those duties are meant to support the key city goals of facilitating sustainable growth and delivering outstanding service to citizens.

Copenhagen searches for ways to streamline information management

In 2006, the city launched a new initiative to improve internal information management. City managers needed easily accessible overviews of entire project portfolios and the ability to prioritize projects according to their strategic importance. At the same time, they needed to quickly access detailed information on the implementation and progress of individual projects.

Finding a solution tailored to the needs of the Department of Finance was essential to improve portfolio management and sustain productivity. "We did not have the detailed project visibility into projects to become more efficient," says Søren Bjerring, city administrator in the city's department of finance. "Some projects proceeded quietly and were rarely evaluated in regards to strategic contribution."

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Key Component

Software
- IBM® Rational® Focal Point™

Partner
- Decision Focus

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—Søren Bjerring
City Administrator
in the Department of Finance
City of Copenhagen

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The Finance Department selects IBM Rational software

The city's Department of Finance addressed these needs by implementing IBM® Rational® Focal Point™ software. Focal Point is a web-based solution designed to help executives and teams make the right decisions by simplifying project and portfolio management. With Focal Point, the Department of Finance can prioritize projects, generate status reports, define milestones, track activities and monitor project budgets.

Solution provider Decision Focus (www.decisionfocus.dk) helped the Department of Finance achieve a painless implementation and adjusted the system to meet the specific requirements of the organization. For the past five years, Decision Focus has implemented more Focal Point solutions than any other IBM Business Partner, including some of the largest European customers. "My experience with Decision Focus as an implementation partner has been very positive. The company has been very good at understanding the needs of the users and has a very professional approach to problem solving," says Bjerring. "For everyone involved, it has been an educational experience characterized by great teamwork and a focus on results and deadlines."

Easy information access improves project control and quality

Department of Finance managers now have direct and continuous access to up-to-date information for all departmental projects. They can prioritize projects and ensure plans stay on track and on budget. With greater control, managers are better able to guide projects to meet deadlines and accommodate new demands from the city's elected officials. "Today we have higher quality in our projects," says Bjerring. "We have great expectations on becoming even better in the future."

According to Bjerring, Focal Point also allows Department of Finance managers to remain more attentive to individual projects. Motivation has increased among managers since there is less chance that their projects will fall out of the priority queue or run over budget.

Improved information management helps boost efficiency and productivity

Focal Point helps keep all project participants well informed. The Department of Finance now can generate weekly status reports that chart the progress of projects and alert project managers to possible challenges ahead. "The distance between management and our employees has simply been shortened," says Bjerring. With greater access to information, managers are increasing the efficiency of projects and enhancing worker productivity.

The new culture of improved information management has been readily adopted by the department's staff. "The employees have positively accepted the new solution, and even the most experienced managers have accepted the changed condition," says Lars Budolfsen, who is responsible for the new project model.

At the same time, new employees can be integrated into projects faster than before. "New employees can use the tool and the project model right away," says Budolfsen. "There is no doubt that Focal Point has saved us time and resources."

For more information

Please contact your local IBM sales representative or visit:
ibm.com/software/rational

Learn more about Focal Point implementations by Decision Focus at:
www.decisionfocus.dk

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