Brief

2015 Awards for Customer Excellence Nominee

George Thompson, Canadian Blood Services
Prioritizing, managing projects to maximize business value

Service & Portfolio Management

High-level overview: Using HP, Canadian Blood Services (CBS) realized the following benefits:

- Enable IT organization to accommodate budget cuts while pursing high-value initiatives

- Centralized view of incoming demand, in-flight projects, and actual time spent; distributed information entry to centralized repository gives everyone a common story

- Deliver meaningful data/reports to support strategic business decisions, understand what activities have greater impact and align with organization's strategy

- Develop master plan for fiscal year; senior managers set and post priorities; managers post weekly reports on projects and status, gain visibility over true costs and team activities

- Use system workflows to enable collaborative internal processes—e.g., review project alignment with enterprise architectural roadmap

Company: Canadian Blood Services is a national, not-for-profit organization that manages the supply of blood and blood products in all provinces and territories except Quebec.

Contact: George Thompson is the IT Portfolio Manager at CBS.

Business goals: The provincial and territorial health ministries that finance CBS have been reducing funding and demanding that the IT organization do more with less while demonstrating the business value of initiatives undertaken. IT serves three main CBS business lines: donor relations; supply chain; and medical and scientific innovation. With constant incoming demand from these internal customers, IT aimed to ensure it takes on the right projects at the right time and manages them efficiently.

HP Software implemented: HP Project and Portfolio Management (PPM) replaced a heavily manual and difficult-to-manage Excel-based process. Another group at CBS is upgrading from HP Quality Center to HP Application Lifecycle Management to centralize test cases and reporting.

HP Partner: CBS purchases its HP software licenses through OnX Enterprise Solutions, one of HP's largest Enterprise Solutions partners in North America. CBS also engages OnX when it needs to bring in project contract resources. Currently, CBS's organ and tissue group is working with OnX to configure its own deployment of HP PPM.

HP Premier Software Support Services: CBS reports receiving excellent service from its HP Technical Account Manager (TAM), who trains and supports IT staff to maintain and modify systems. With the help of its TAM, CBS recently upgraded to HP PPM 9.22.

Benefits: Prioritize projects to deliver greatest business value. Adopt good governance intake and management process for project requests rather than via telephone, email, hallway conversations. Leverage data to generate savings and efficiency. Aim to move from 75% "run" to 50% "grow and transform" in Gartner "run-grow-transform" model. Understand and leverage resource management capacity. PPM allows us to conduct benefit recording, tracking and realization. It is the system of record. We manage, track and prioritize projects. Overall it has improved metrics associated with project controls. Incidents reported to the Service Desk have decreased due to greater attention to project quality.

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