



Reference Case



About the Centre des Technologies de l'Information de l'Etat:

The Centre des Technologies de l'information de l'Etat (CTIE) is the central IT department and IT service provider of the Luxembourg State. Not only enabling the technological footprint of the state, and its underlining administrative reform, CTIE coordinates, plans and assists the government authorities in the settlement and optimization of organizational processes and the implementation of new systems in various domains. CTIE supports the efficiency and effectiveness of the Luxembourg State action through improved service quality and cost reduction. CTIE also coordinates the selection and prioritization governance process that leads to the implementation of new strategic IT projects.

Past Situation:

Without a project management methodology, a centralized Project Management Office and adequate toolset, it was difficult to prioritize and assess the many projects being requested and rolled-out by many administrations. Project reporting was often inaccurate and lagging behind actual situation and therefore it was quite difficult to obtain an overall view of the project's progress and achievements. But most important, project managers didn't have the methods and tools to execute their projects in the best possible way. There was not, in general, a professional project management maturity and a project culture within the State agencies.

Challenges:

CTIE had to start from scratch by defining guidelines, methods and procedures for being able to implement a project and portfolio management framework which serves best a professional and optimized implementation and steering of the strategy and which gives best support for all stakeholders.

Solution:

With the definition of the QUAPITAL (**Qualité des projets d'implémentation des TIC dans l'administration luxembourgeoise**) Framework including the use and adaptation of the HERMES methodology (QUAPITAL-HERMES), the creation of the Project Management Office (prioritization criteria, indicators, program and portfolio processes) and the roll-out of the Planview Enterprise PPM Platform, CTIE has deployed the fundamentals for a new state-wide project management culture. With Planview, the CTIE manages in an integrated and structured way all project, resource and financial related information related to IT investments. It generates visibility through the enhanced Business Objects reporting facilities that Planview offers.

Main Benefits:

The QUAPITAL Framework is the cornerstone of the policy aimed at improving overall quality and transparency within project and portfolio management. It offers project managers a unique set of tools which gives them the opportunity to raise their maturity level in this field. Until now CTIE has achieved dramatic improvements in project management, resource management, governance and reporting capability.