



Reference Case



About Service eLuxembourg:

Service eLuxembourg (SEL) is the Luxembourg Government and State Agency with the mission to promote and to implement « electronic Governance » within the State organizations. SEL is part of the « Ministère de la Fonction publique et de la Réforme administrative ». The actual focus of the projects is among others to provide electronic delivery of services to citizens and enterprises, on the making of large public horizontal and thematic Internet portals and on the implementation of Enterprise Content Management for all state agencies. SEL also hosts the Project Management Office in charge of managing all the portfolios, the projects and the allocated resources. Actually, more than 40 projects are concurrently managed in our project portfolio.

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:

SEL 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, SEL has deployed the fundamentals for a new state-wide project management culture. With PlanView, the SEL manages in an integrated and structured way all project, resource and financial related information. 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 SEL has achieved dramatic improvements in project management, resource management, governance and reporting capability.