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Oil & Gas, Information Management Case Study

Information Management Service Transition Program

CHALLENGE:

In order to achieve business agility, our client needed to rapidly mature their Information Management function.

RESULT:

PM-Partners group collaboratively worked with the client to provide a core specialist delivery program team, a PMO Framework, Project Management Training and Coaching, and ITIL-based maturity assessments that delivered the functional transformation.

Our client's Information Management (IM) function set a vision **to be a strategic enabler for the corporation through high quality IM services and delivering world leading solutions.**

Our client recognised in order to realise this vision and achieve business agility they needed to draw on external capability to rapidly mature their Information Management function.

PM-Partners group collaboratively worked with our client to build a delivery program team, a PMO framework and ITIL-based maturity assessments.

The program was intended to directly support progress towards this vision by meeting the 2015 objective of IM services being effective by the end of 2015: *Information Management processes, people and systems working effectively and efficiently; IM services introduced, including a PMO framework; and acknowledged as leading the way in functional transformation within the organisation.*

Components delivered included:

- » PMO framework
- » Robust and efficient program delivery team
- » Project management support, training and coaching
- » 85% of service delivery successfully outsourced to technical expert partners
- » Change management to ensure a cultural shift
- » Creation of a high performing Information Management team
- » ITIL-based Maturity Assessments

RESULT

Assessments conducted at project closure were compared to the baseline provided by the functional maturity assessments completed at the commencement of the program. These assessments found the Service Transition Program has provided a comprehensive management system containing documentation and processes, up-skilled people/teams and enhanced controls that provide strong end-to-end governance of service design, build and delivery.