

CASE STUDY

RESOLVE

Custom RAID-AC



GD
PROGRESSIVE
SOFTWARE
SOLUTIONS

CASE STUDY

RESOLVE & RAID-AC

Problem

The client was engaged in a long-term infrastructure project – covering a multi-year time frame and involving thousands of locations, each with significant technical system set up requirements which needed to be centrally monitored and managed. The number of actors involved in the project was also considerable and all had to be kept abreast of the latest information at all times. Some of the core information was changed and updated outside (government authority control) the remit of the client, but consequential actions and responses (and those of the partner organisations) needed to be precisely aligned to these changes.

It was going to be necessary to develop a model and procedure for managing risk in an organised, structured, controlled manner. The model would be applied at multiple levels (programme, operational and workstream) and across the project lifecycle from initiation to handover.

The client needed a single system for capturing all information relating to RAID-AC in a consistent, efficient manner and available to full programme team. The alternative would inevitably result in multiple sets of spreadsheet registers for each ticket type (Risks, Assumptions, Issues, Dependencies, Actions, Change and Non-Conformity).

Based on number of workstreams, operational models and teams this was expected to extend to around 100+ spreadsheets sheets of detailed information. Relationships between ticket types would be

manual and onerous to maintain. Standardising the capture methodologies would significantly reduce the time required to review and monitor.

Solution

The RESOLVE solution was designed to closely match the desired RAID-AC model utilising some standard ticket module functions but also customising others to meet the specific needs of the programme.

The system is inherently pro-active and drives the management of tickets via automated notifications, reminder emails, and governance gateways when changing tickets, status workflow rules, mandatory fields and more.

System development was subject to continuous improvement as real risks/issues/ changes were submitted, and was subsequently adapted to best fit the required working environment.

In the solution, Roles are specified and automatically assigned based on user input criteria, meaning RESOLVE can automatically identify who should own a ticket and who should be involved or notified.

This client also purchased these RESOLVE Modules to work alongside this module:

- Change management
- Snags and issues
- Tasks management
- Claims (Custom)
- Status Reports (Custom)
- Non-Conformity (Custom)

Benefits

- To date over 4300 tickets have been created for the currently in flight programme. Working to legacy workflow practices there was real potential for management to drown in data. RESOLVE adoption has applied consistent methodologies to the management of a very large and complex project.
- RESOLVE captures the data but presents it in an easy to interpret format, simple to interrogate and quick to identify the most critical risks.
- All interactive dialogue is captured, everything is recorded against tickets in the system through fields, comments and attachments.
- Escalation procedures inherent in the system ensure management is alerted immediately about Risks and Issues and can apply early associated mitigation.
- The client is delivering a large government funded key national infrastructure project. This is subject to mandatory, regular and rigorous fiscal and delivery performance measurement. The RESOLVE system has satisfied government inspection and audit criteria appropriately.
- The ability to create lessons learned from the large volume of Risk and Issue data creates a valuable resource for company future use.

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