How Well Do You Know Your List of Projects?

Jackie Droll, Technology Services Program Manager
Jaimee Hall, Technology Services Project Manager I

Project Management Office, Information Technology

Agenda for the day

- Background on ASU and History of PMO
- Why Dashboards?
  - Good data makes great Dashboards
    - Portfolio Summary Level
    - Project Request Workflow
    - Project Health/Project Quality
    - Time Tracking/Resource Management
    - Individual Resource Dashboards
- Project Management Training Pilot

A little background on Angelo State University & the IT Project Office

ASU

- 10,826 Enrollment
- 56 IT Employees (2 FT PMs)
- 23 IT Employees wearing the PM Hat
- 71 IT Student Workers

A little background on Angelo State University & the IT Project Office

Spreadsheets | **Primavera** | **WorkZone** | **ServiceNow IT Business Mgmt**

- One view of the list
- No good way to see into the details of any project
- Used a home grown tool to track project time

2003-2010 | 2010-2015 | 2015-2020 | 2020-Present

A little background on Angelo State University & the IT Project Office

Spreadsheets | **Primavera** | **WorkZone** | **ServiceNow IT Business Mgmt**

- Additional view of the list by VP Division
- Tracking of Functionally Driven Projects in the same tool.

2003-2010 | 2010-2015 | 2015-2020 | 2020-Present

A little background on Angelo State University & the IT Project Office

Spreadsheets | **Primavera** | **WorkZone** | **ServiceNow IT Business Mgmt**

- Additional view of the list by Project Type
- TimeTracking to projects and operational work in the tool.
- Workflow for new project requests in the tool
- Status of all projects (VP Divisions and IT) updated in Portfolio Spreadsheet
- Tracking Resource Allocation activities in a spreadsheet

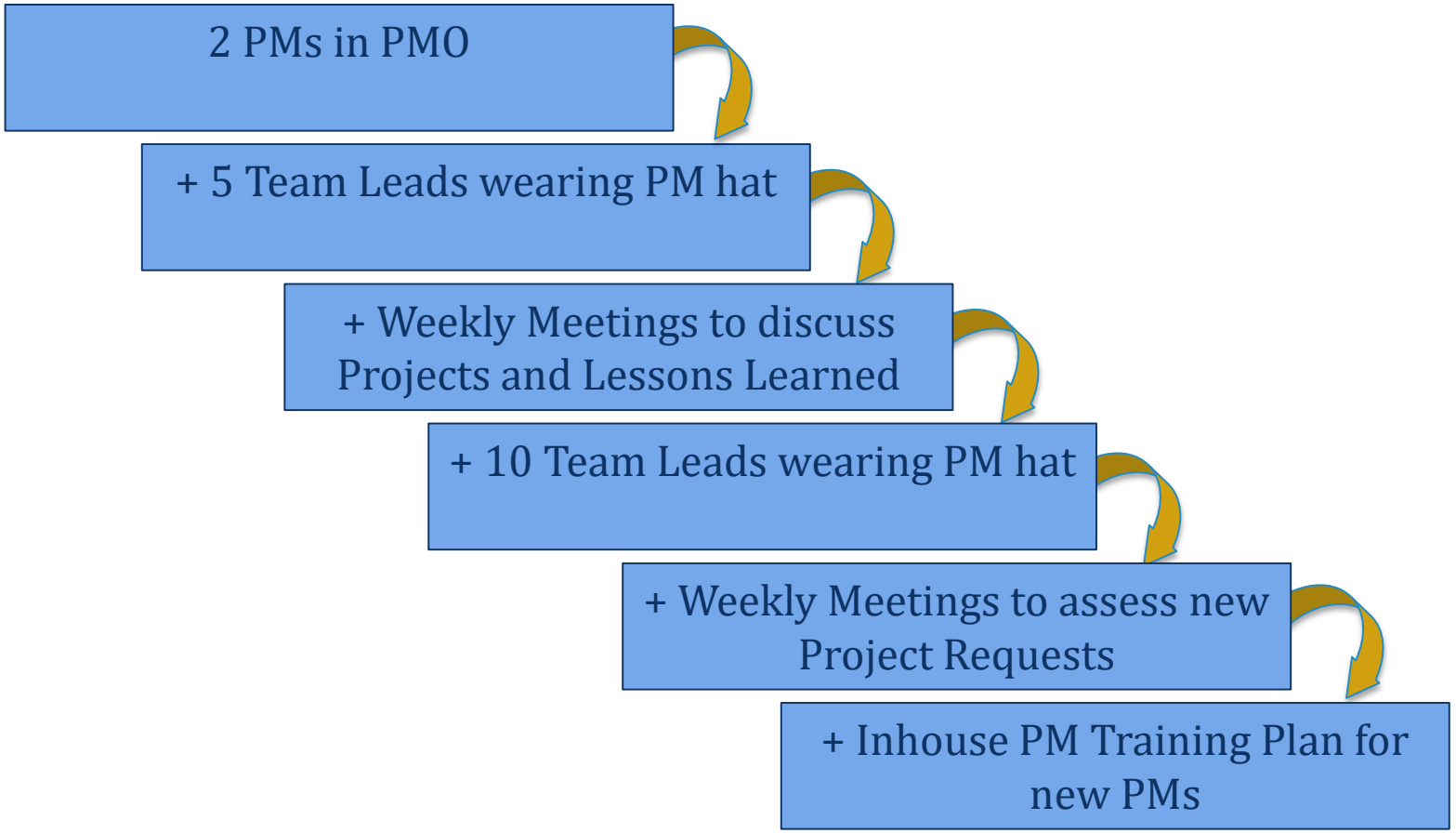
2003-2010 | 2010-2015 | 2015-2020 | 2020-Present

A little background on Angelo State University & the IT Project Office

Spreadsheets	Primavera	WorkZone	ServiceNow IT Business Mgmt
2003-2010	2010-2015	2015-2020	2020-Present

- Portfolio and Project Dashboards to gain perspectives from different vantage points
- Individual Resource Allocations for projects and operational activities pre-loaded into the tool
- Assignment of resources to projects based upon workload and availability in the tool

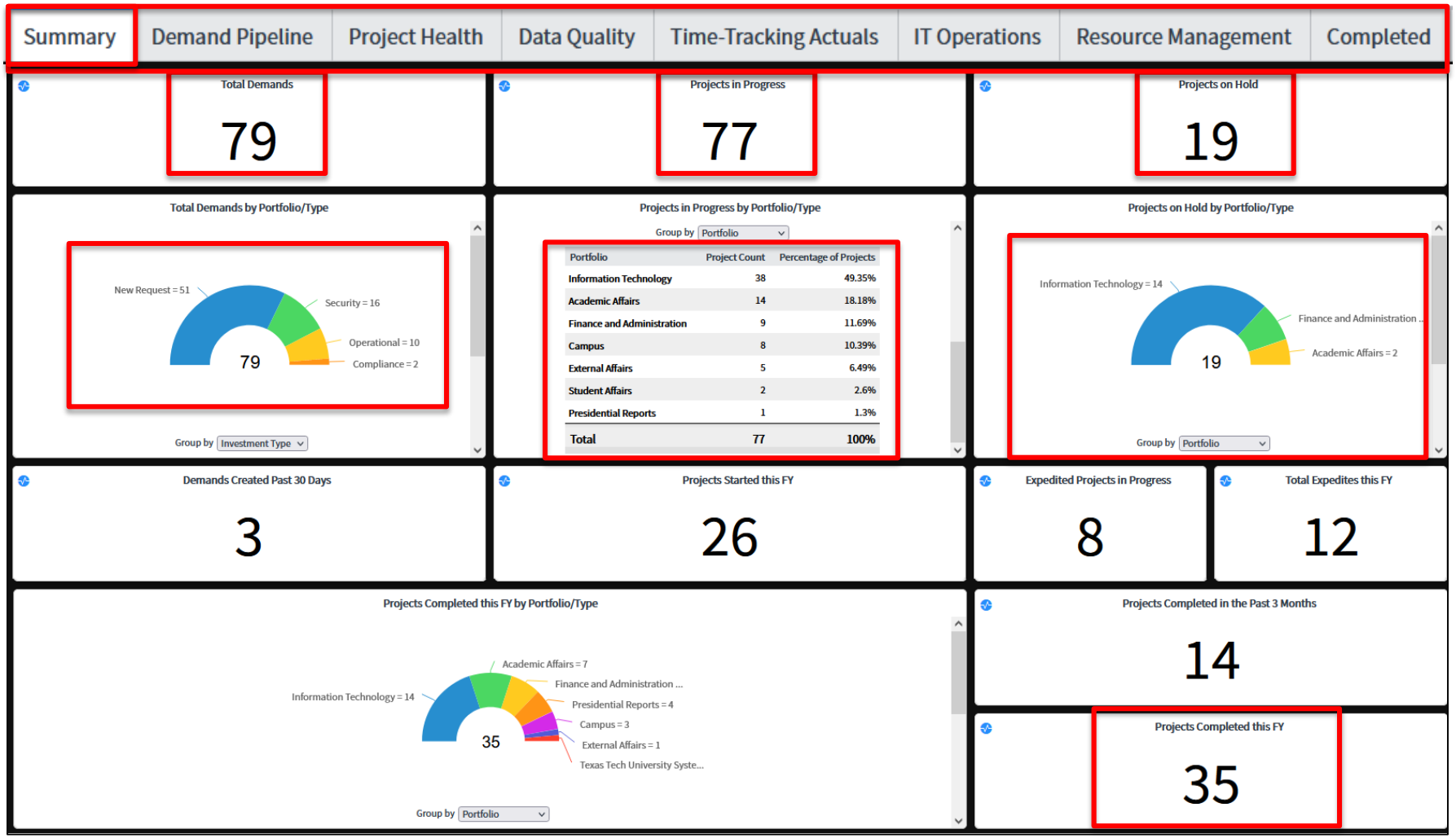
Maturing the PM Methodology at ASU



Teamwork

Dashboards - Summary

See the Big Picture Quickly

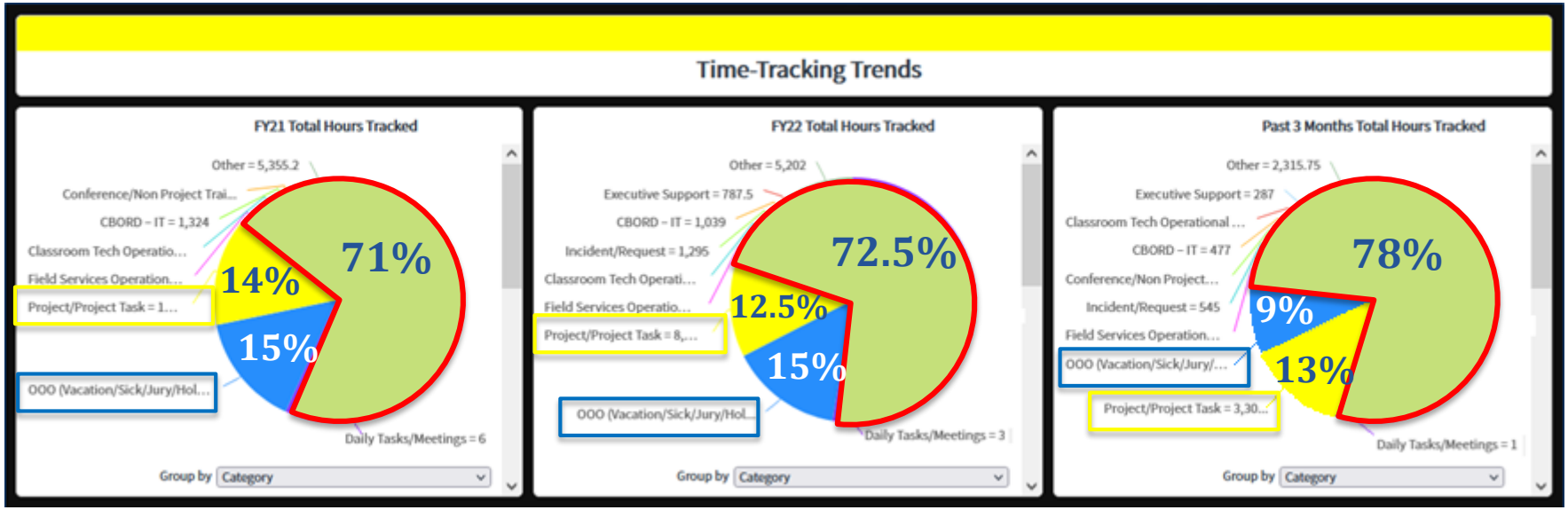


Dashboards - Summary

See the Big Picture Quickly - Project Time-Tracking

Dashboards - Summary

See the Big Picture Quickly
- Operational/Overhead/Project Time-Tracking



ASU Executive Update - Technology Metrics

Snapshot Metrics as of 5/23/2022

Expansion of Digital Signatures across Campus

- The IT Team continues to meet in preparation for the campus expansion of digital approvals/signatures.
- We have contracted with A[redacted]n for additional services to help us determine the best implementation strategies for digitizing both the faculty evaluation and the electronic signature processes on campus.
- We are in the process of sharing the faculty evaluation paper-based business processes as well as the digital signature survey results with [redacted] to develop a strategic plan for implementation.

Drop/Withdrawal Request Form Project

- This project is to streamline the student drop/withdrawal request process to make it easier and more efficient for the students using the process.
- The team has discussed the initial needs of the new form and is planning a go-live the first week in July.
- This change in process will also help make the drop appeal process more efficient for everyone involved.

Regional Security Operations Center (RSOC)

- Following the submission of an expression of interest, ASU was awarded the first RSOC Pilot for the state of Texas.
- The draft agreement between ASU & Department of Information Resources (DIR) has been delivered to DIR for review.
- Coordination is in motion between the ASU and DIR finance teams to set up initial and ongoing funding.
- We are prepping for an on-site visit by DIR for June 2nd.

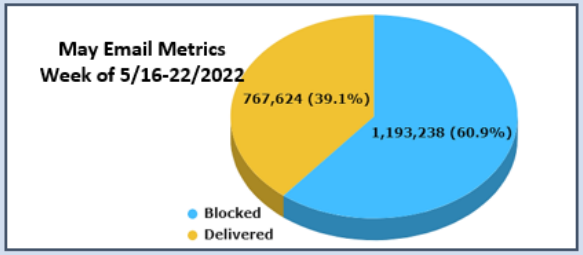
IT Security

Duo Security (Two-Factor Authentication)

- Total number of employees that have authenticated using Duo **1,656**
- Number of Duo authentications last week **18,316**

FY22 Software Contracts Reviewed by IT

- Number of Contracts in Review **6**
- Number of Contracts Reviewed **26**



Dual Credit Reporting for High School Counselors

- IT is working with the Dual Credit Office to automate the sending of reports currently emailed to High School Dual Credit Counselors on a weekly basis.
- This automation will save the Dual Credit Office valuable time and will allow the High School Counselors to receive timely reporting as they need it.
- The new web form and report automation should be live in early June, at which time the Dual Credit Office will officially introduce it to their High School Counselors.

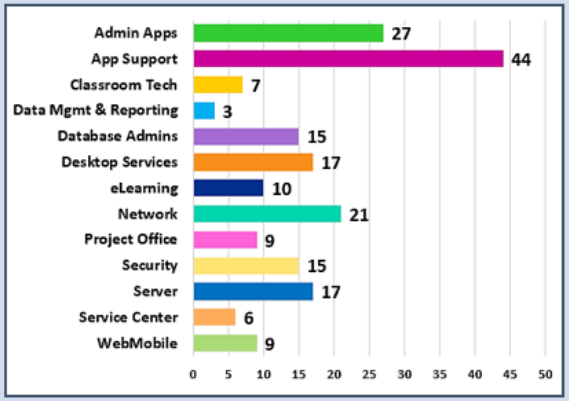
Data Floor Renovation Project

- Team will be relocating fiber for all campus buildings from the old data center racks to the new data center racks beginning today, Monday, May 23rd.
- Buildings on the East side of Johnson St. are scheduled for today and Tuesday. Buildings on the West side of Johnson St. are scheduled for Wednesday and Thursday.
- These activities will occur after hours each day to avoid any impact to campus.
    - Mayer Administration Building is being scheduled independently.

Did You Know?

- **55%** of all current Technology Projects in progress involve 3 or more IT areas of specialty.

# of Technology Projects Each IT Area is Involved In



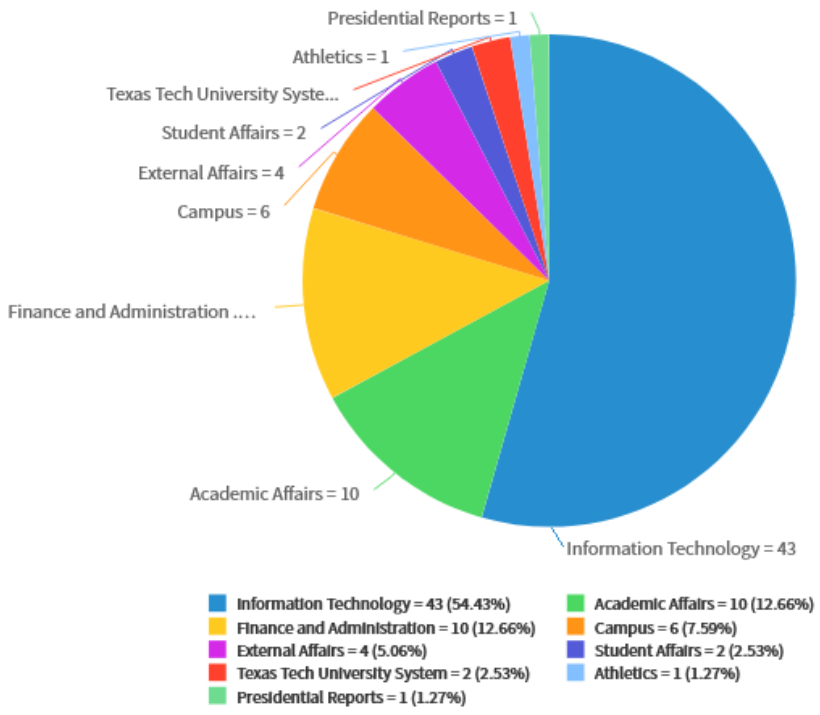
Demand Pipeline & PMO Dashboard

Summary | Demand Pipeline | Project Health | Data Quality | Time-Tracking Actuals | IT Operations | Resource Management | Completed | Calendar

Total Demands in Queue

79

Demands in Queue by Portfolio



Divisional Demand Queue

Being Prepped for IT Evaluation	Ready for IT Evaluation	Ready for Prioritization
0	0	26

Prioritized Waiting to be Started

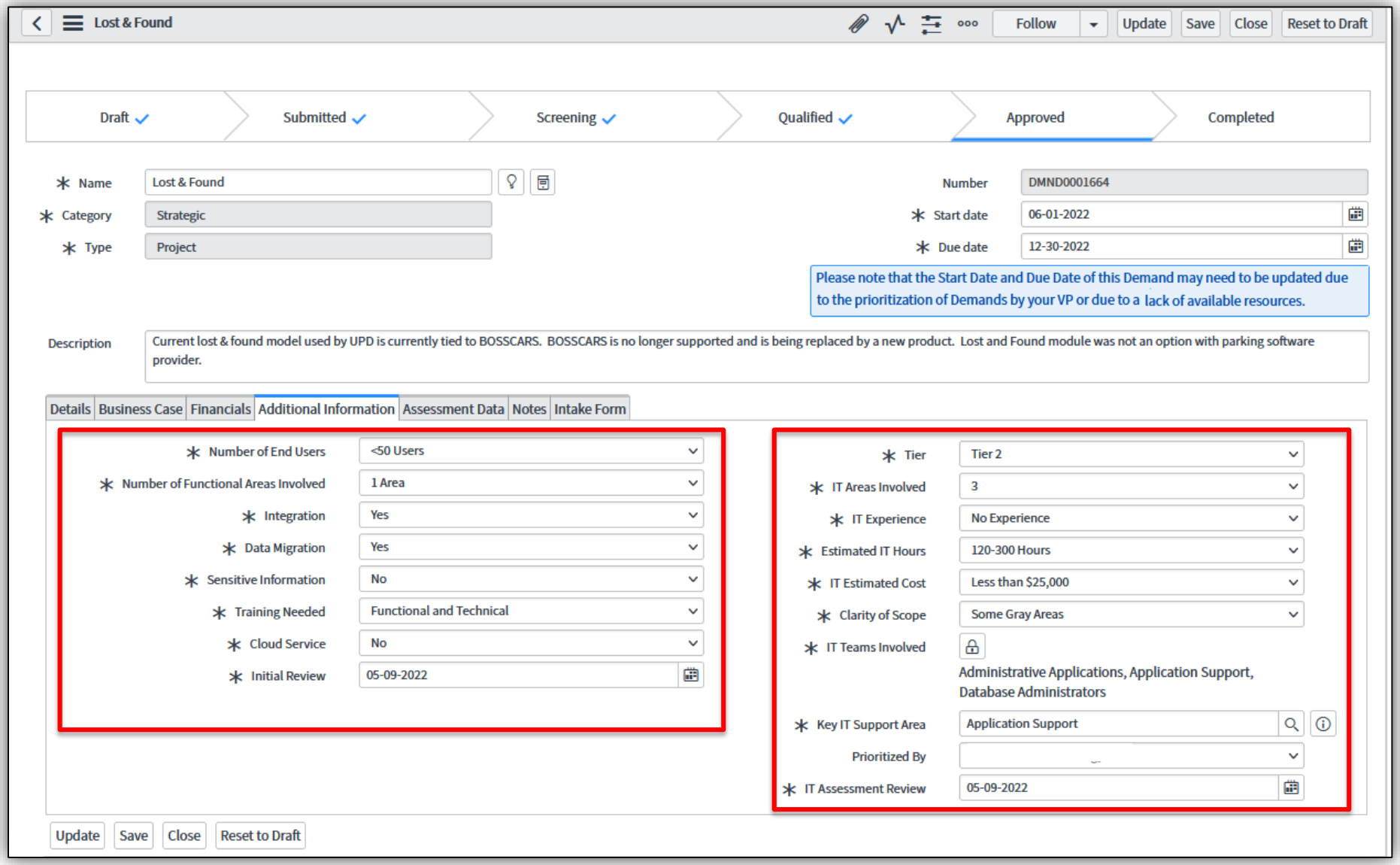
4

IT & Campus Demand Queue

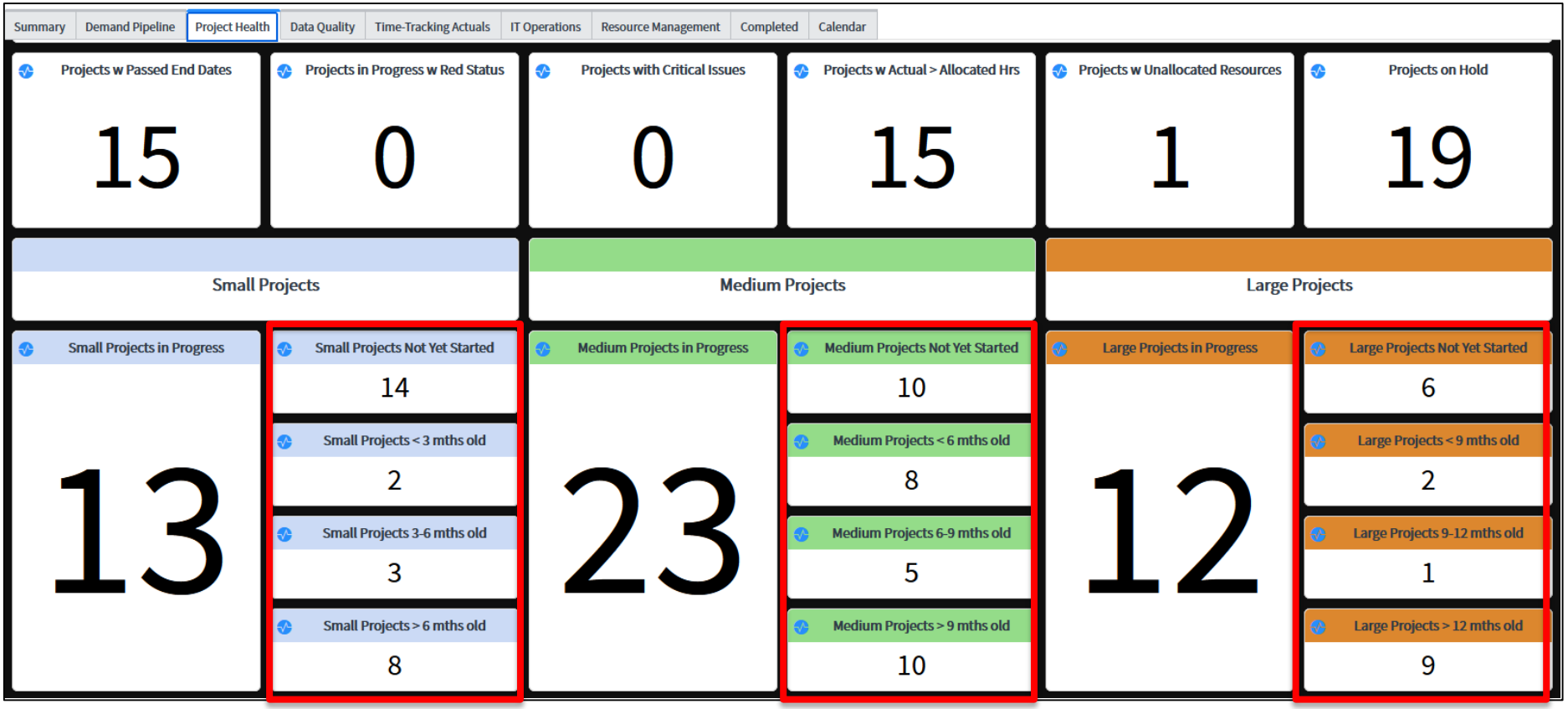
Being Prepped for IT Evaluation	Ready for IT Evaluation	Ready for Prioritization
1	1	3

Prioritized Waiting to be Started

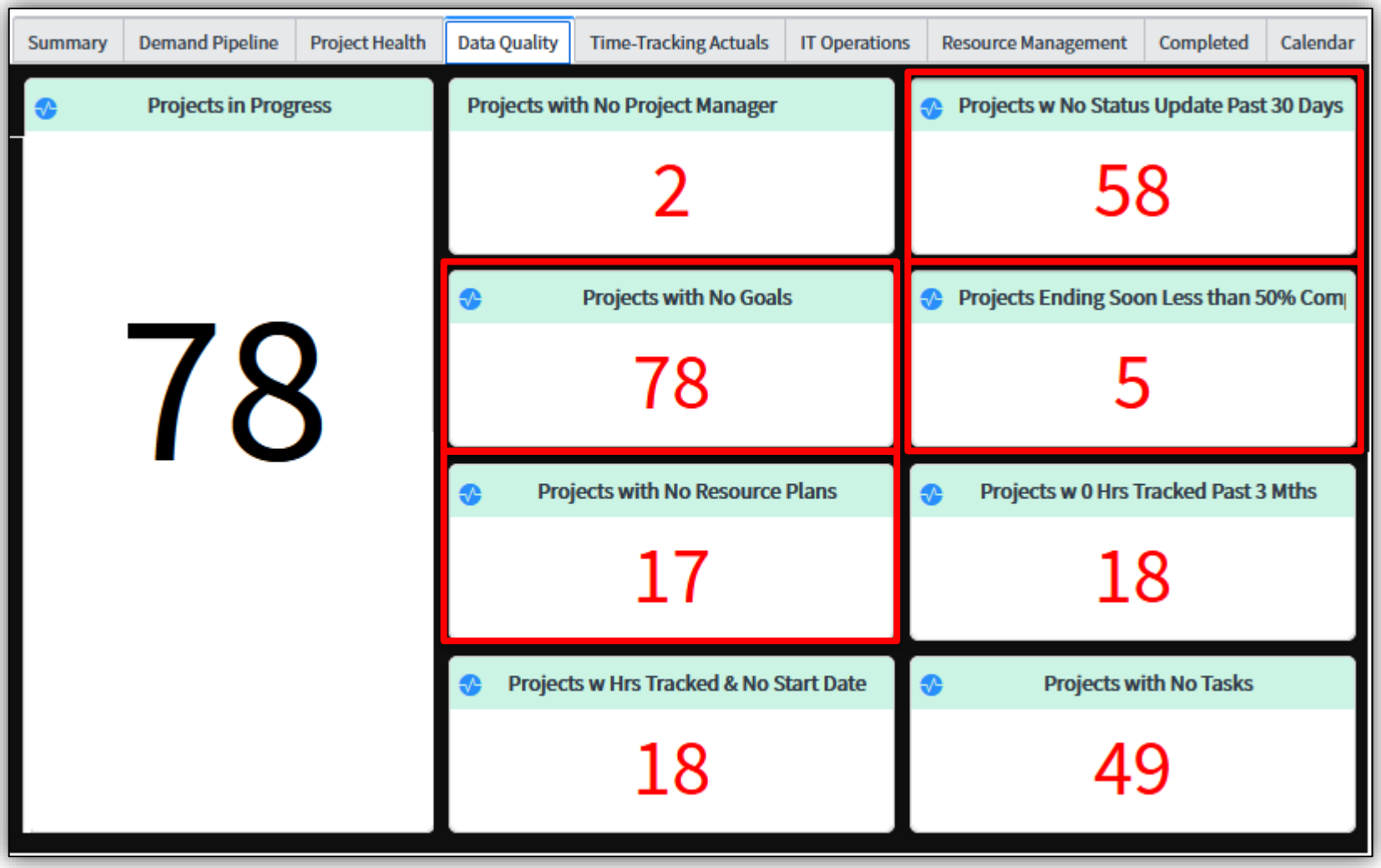
44


Lost & Found
Follow
Update
Save
Close
Reset to Draft
Draft
Submitted
Screening
Qualified
Approved
Completed
Name
Lost & Found
Category
Strategic
Type
Project
Number
DMND0001664
Start date
06-01-2022
Due date
12-30-2022
Please note that the Start Date and Due Date of this Demand may need to be updated due to the prioritization of Demands by your VP or due to a lack of available resources.
Description
Current lost & found model used by UPD is currently tied to BOSSCARS. BOSSCARS is no longer supported and is being replaced by a new product. Lost and Found module was not an option with parking software provider.
Details
Business Case
Financials
Additional Information
Assessment Data
Notes
Intake Form
Number of End Users
<50 Users
Number of Functional Areas Involved
1 Area
Integration
Yes
Data Migration
Yes
Sensitive Information
No
Training Needed
Functional and Technical
Cloud Service
No
Initial Review
05-09-2022
Tier
Tier 2
IT Areas Involved
3
IT Experience
No Experience
Estimated IT Hours
120-300 Hours
IT Estimated Cost
Less than $25,000
Clarity of Scope
Some Gray Areas
IT Teams Involved
Administrative Applications, Application Support, Database Administrators
Key IT Support Area
Application Support
Prioritized By
IT Assessment Review
05-09-2022
Update
Save
Close
Reset to Draft

Project Health

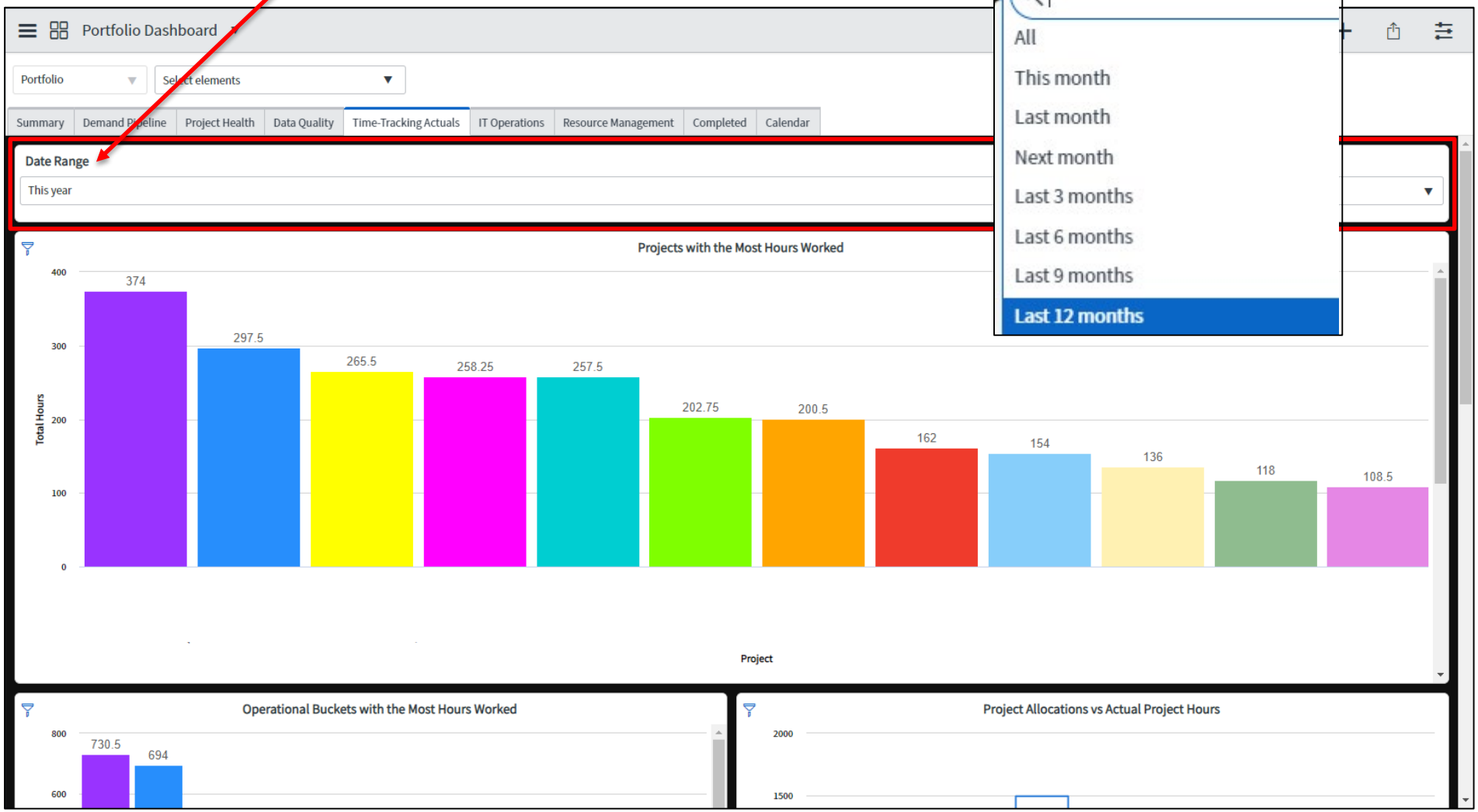


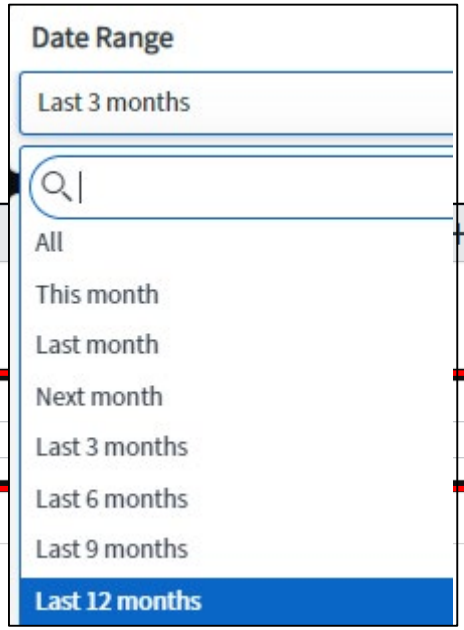
Data Quality



Time-Tracking Actuals

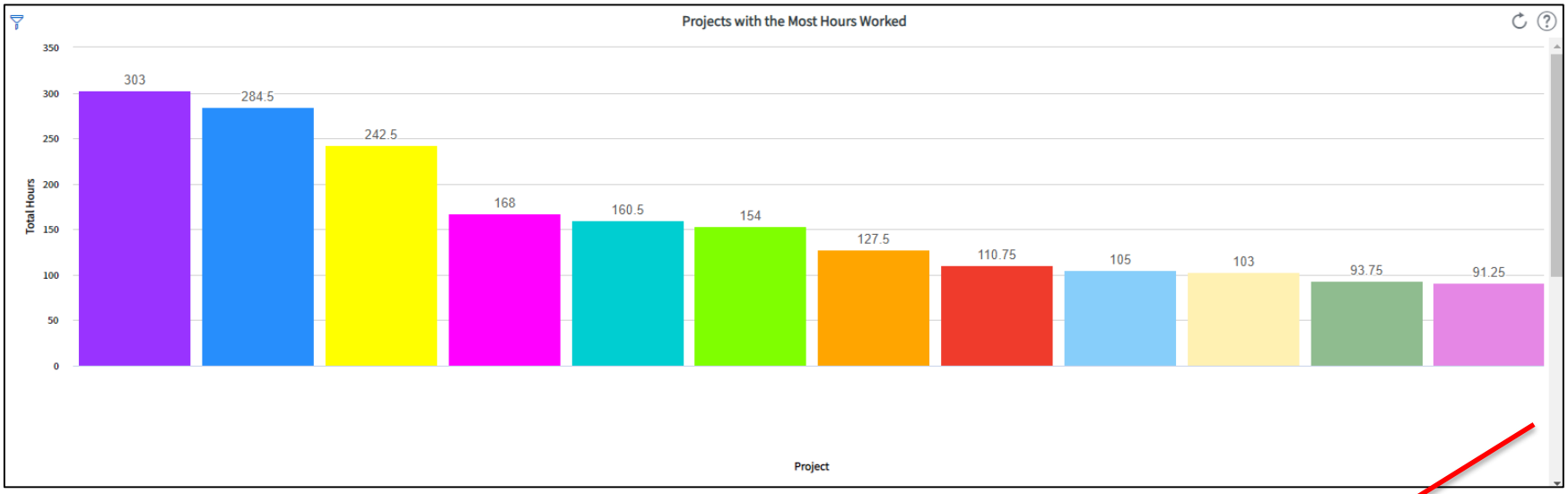
Interactive "Date Range" filter





Time-Tracking Actuals

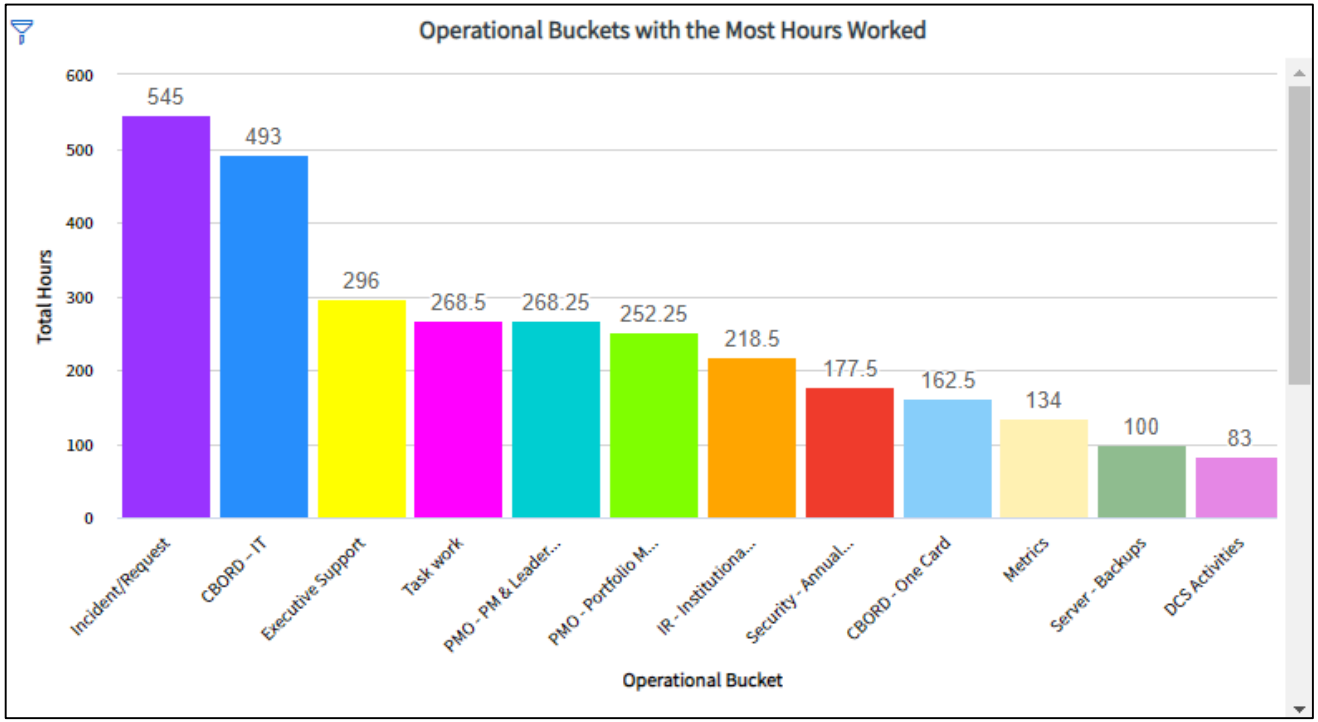
Our way of seeing where people are spending their time...



Short description	Total Total	Percentage of Sum
	303	15.59%
	284.5	14.64%
	242.5	12.48%
	168	8.64%
	160.5	8.26%
	154	7.92%
	127.5	6.56%
	110.75	5.7%
	105	5.4%
	103	5.3%
	93.75	4.82%
	91.25	4.69%
Total	**1,943.75**	**100%**

Time-Tracking Actuals

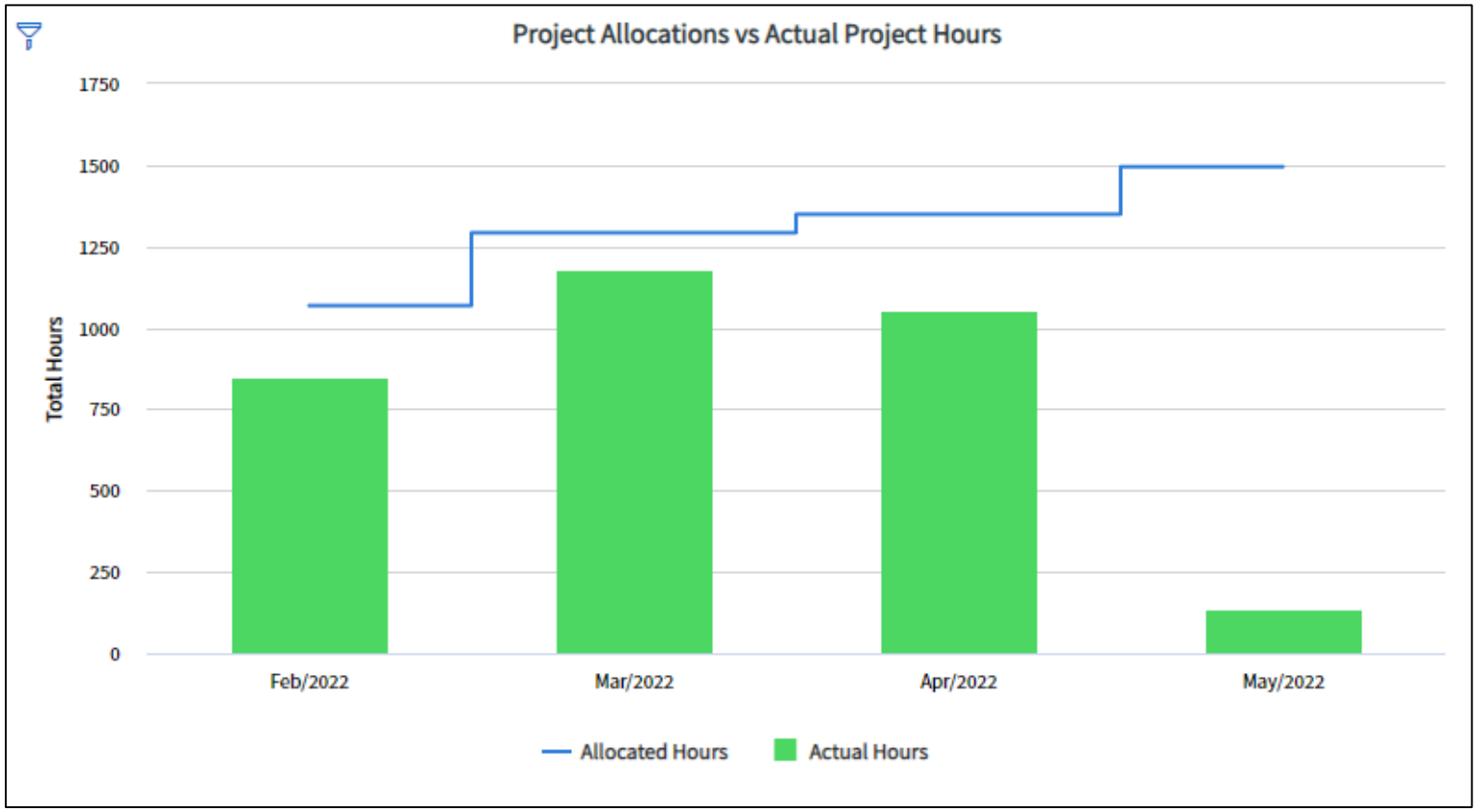
Our way of seeing where people are spending their time...



Category	Total	Percentage of Sum
	545	18.18%
	493	16.44%
	296	9.87%
	268.5	8.95%
	268.25	8.95%
	252.25	8.41%
	218.5	7.29%
	177.5	5.92%
	162.5	5.42%
	134	4.47%
	100	3.34%
	83	2.77%
Total	**2,998.5**	**100%**

Time-Tracking Actuals

How close are our actuals to our projections?

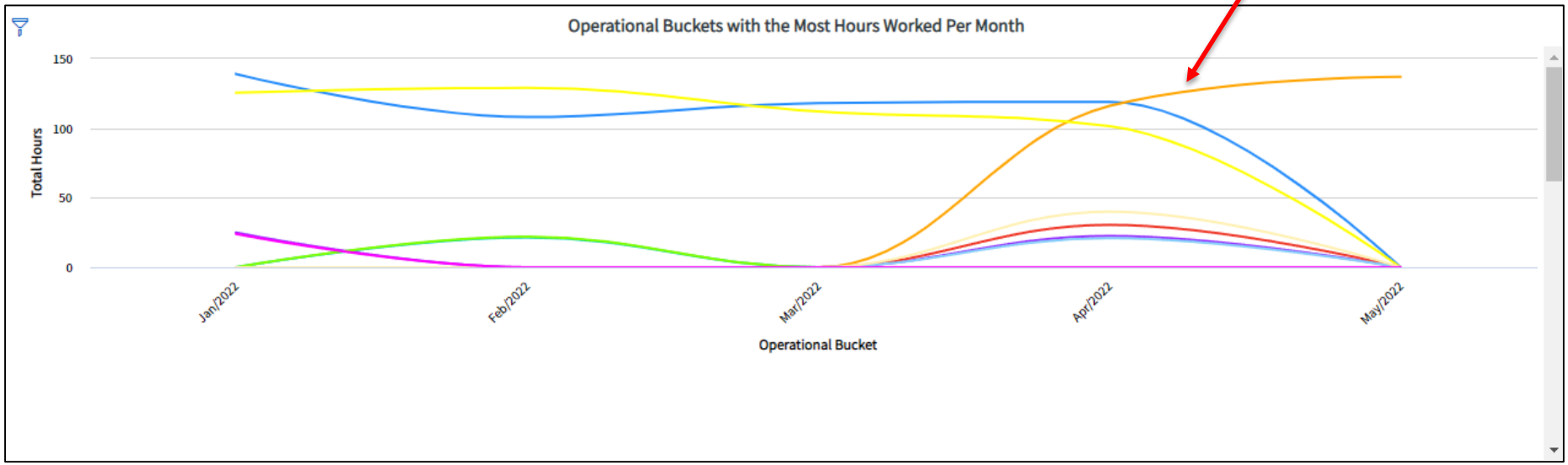


IT Operations

IT Operations

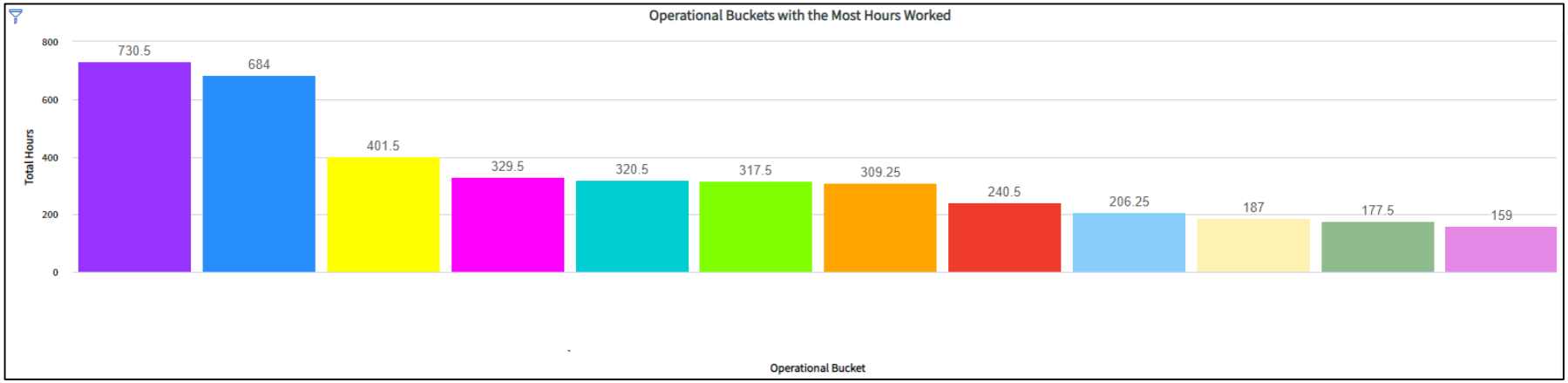
Projects and Operational Buckets over a period of time...

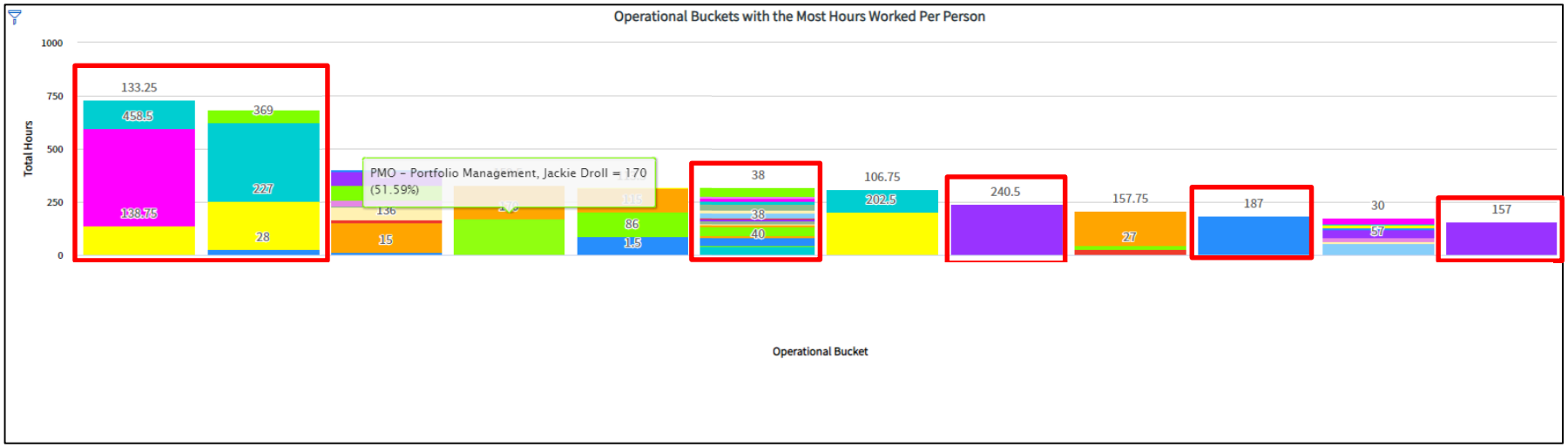
fluctuation over time



IT Operations

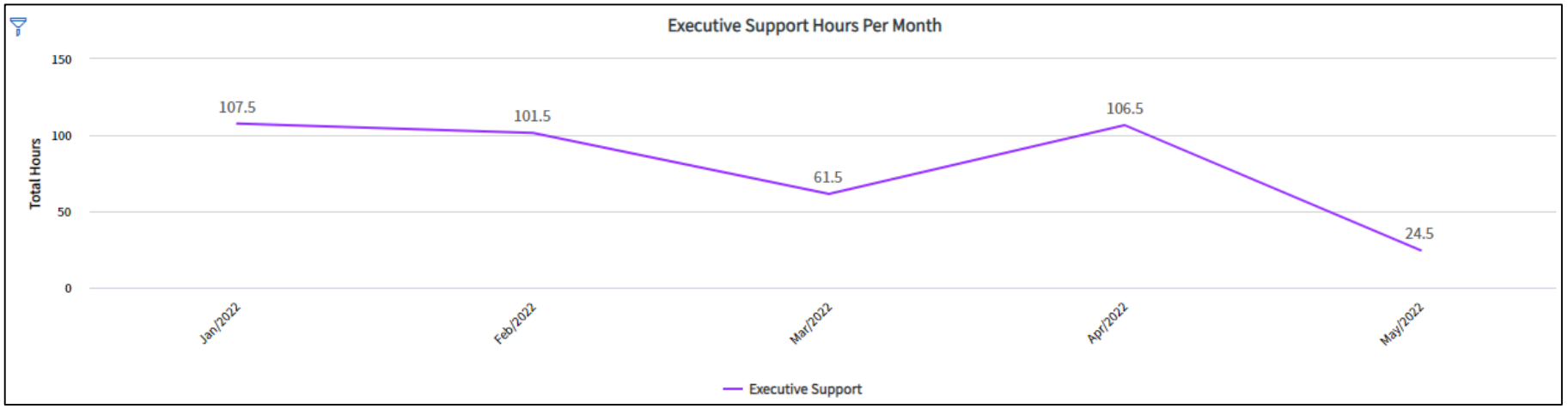
Top Operational Buckets - totals vs totals per person





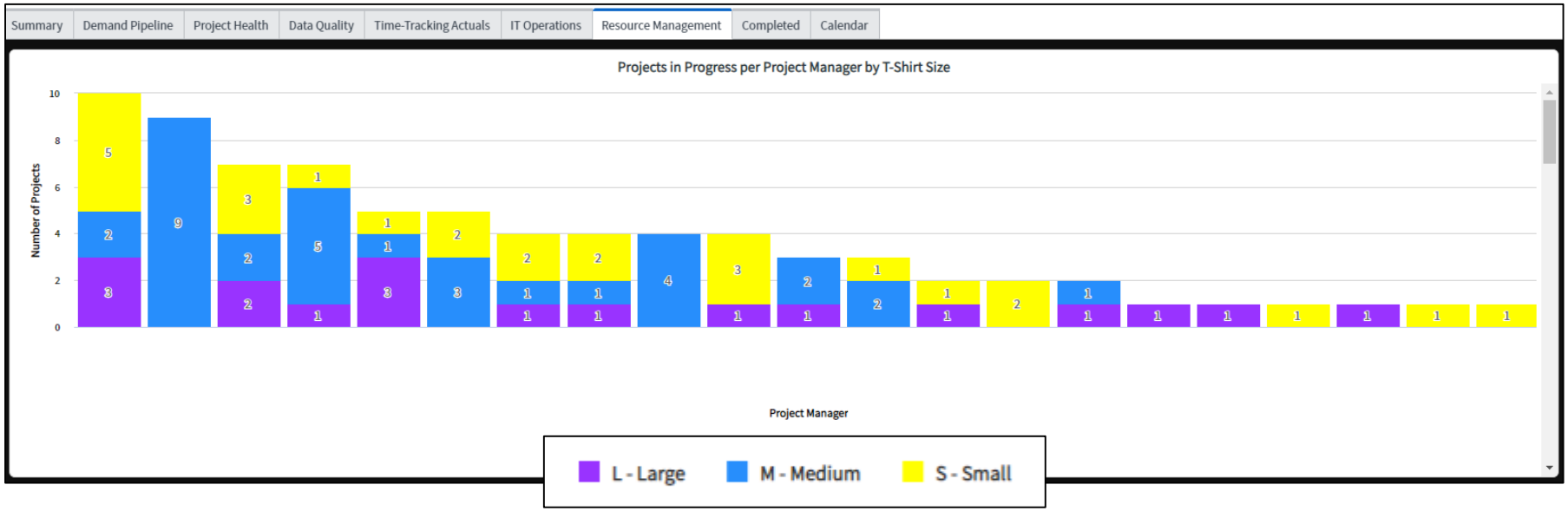
IT Operations

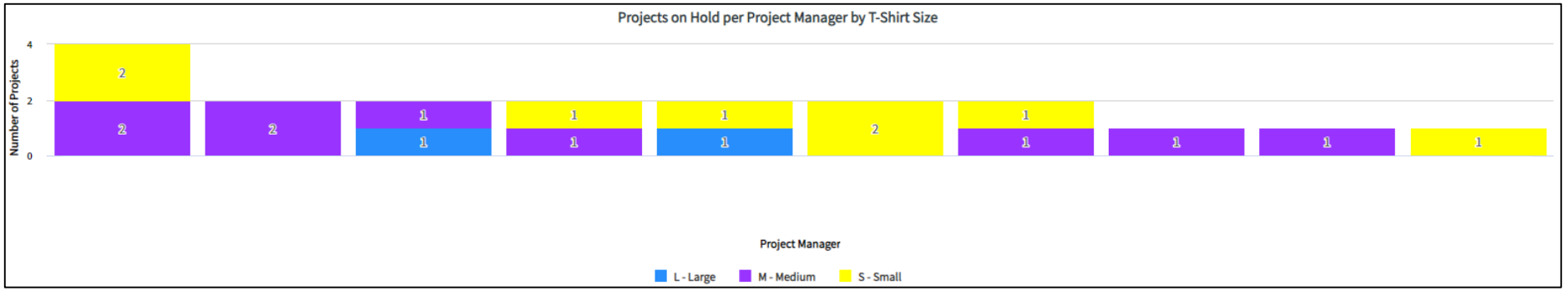
Specific Operational Buckets over a period of time



Resource Management

Projects per PM





Resource Management

Managing allocations

Resource Allocations by Group

► Hours			Month starts on	05-01-2022				06-01-2022			07-01-2022			08-01-2022		
			Parent category	Allocated	Actual	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity
Group	User	Short description														
► Administrative Applications - RG	Total			1,268	80	-36	1,232	1,112	120	1,232	1,027	149	1,176	1,119	169	1,288
► Application Support - RG	Total			1,577	363.5	7	1,584	1,510	74	1,584	1,431	81	1,512	1,546	110	1,656
► Classroom Technology - RG	Total			410	152	118	528	392	136	528	347	157	504	383	169	552
▼ Data Mgmt & Reporting - RG	Total			152	47.75	24	176	152	24	176	141	27	168	153	31	184
	Kent Corder	(empty)		132	44.75	24	176	132	24	176	126	27	168	138	31	184
	Kent Corder	Transition IR Reporting to the Office of Institutional Research		20	3			20			15			15		
► Database																

▼ Desktop Services - RG	Total		804	107	76	880	763	117	880	6
	Christian Salamina	(empty)	142	77	-29	176	142	-10	176	1

Resource Management

Overallocated Resources

of hours over capacity

Overallocated Resources This Month

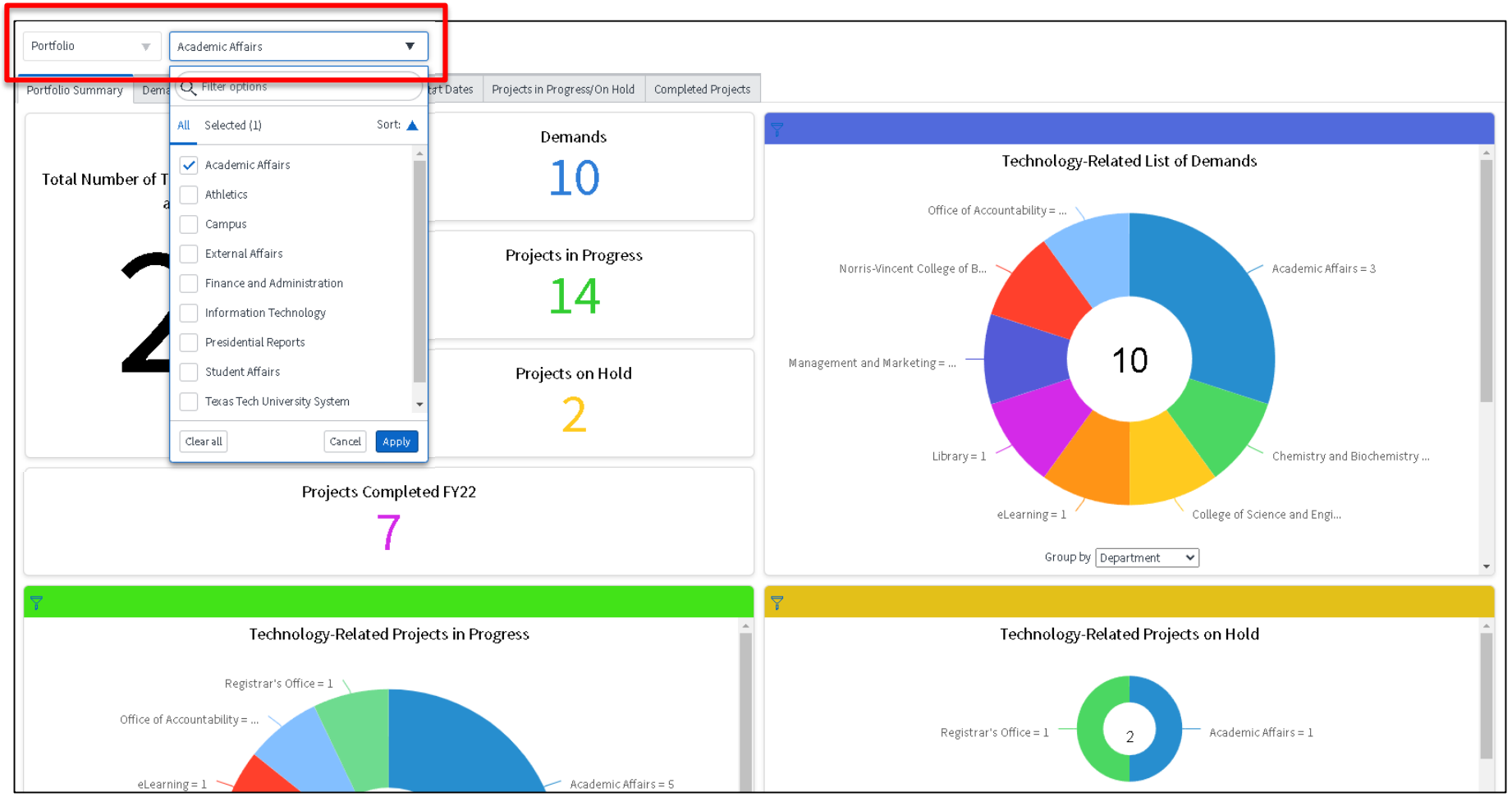
Hours / User	Month starts on / Parent category	05-01-2022 Availability	Sum
Bl		-44	-44
Cl		-26	-26
Cl		-29	-29
E.		-33	-33
Fa		-14	-14
Ja		-10	-10
Ja		-23	-23
Ja		-10	-10
Ja		-11	-11
Jc		-22	-22
Jc		-8	-8
M		-33	-33
Pa		-3	-3
Ta		-20	-20
Vi		-45	-45
Sum		-331	-331

Overallocated Resources Through Next Quarter

Hours / User	Month starts on / Parent category	05-01-2022 Availability	06-01-2022 Availability	07-01-2022 Availability	08-01-2022 Availability	Sum
B		-44	-34			-78
C				-26	-7	-33
C		-26				-26
C		-29	-10			-39
E		-33	-33	-8	-5	-79
F		-14				-14
J		-10				-10
J		-23	-3			-26
J		-10				-10
J		-11				-11
J		-22	-15	-9	-3	-49
J		-8	-8			-16
M		-33				-33
P		-3				-3
T		-20	-2			-22
Vi		-45	-38	-14	-12	-109
Sum		-331	-143	-57	-27	-558

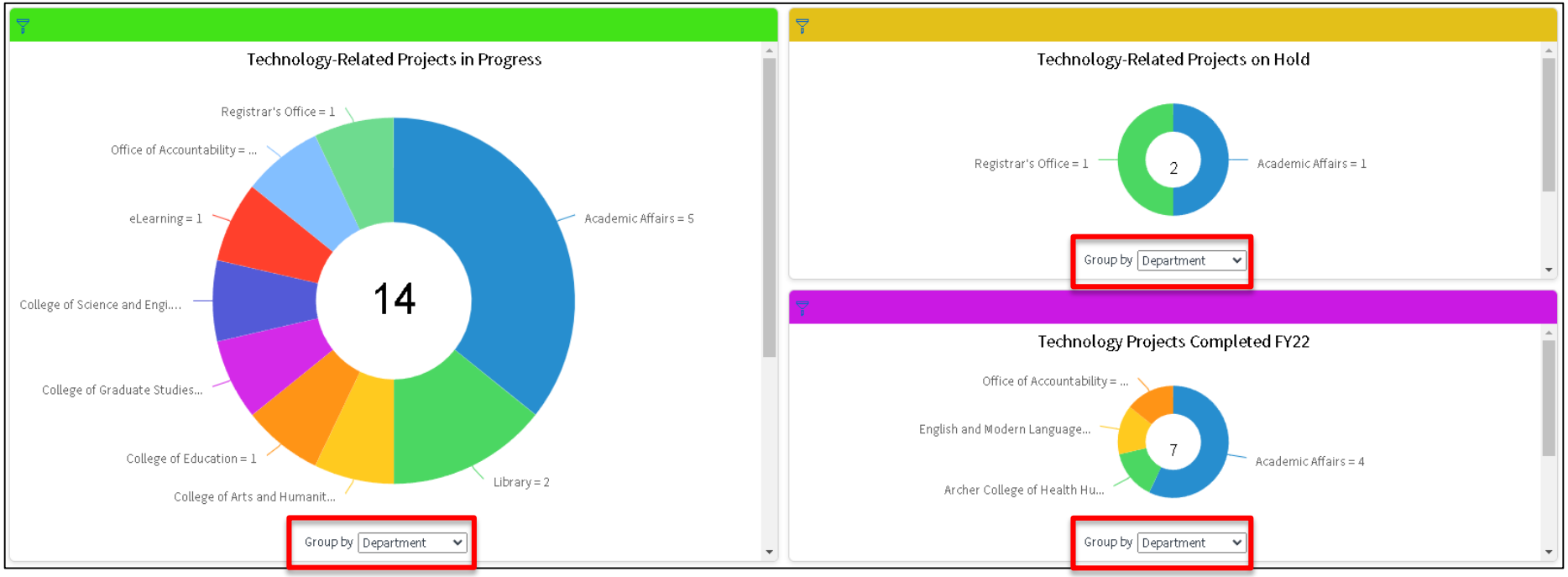
VP Dashboard

A look into each Portfolio individually...



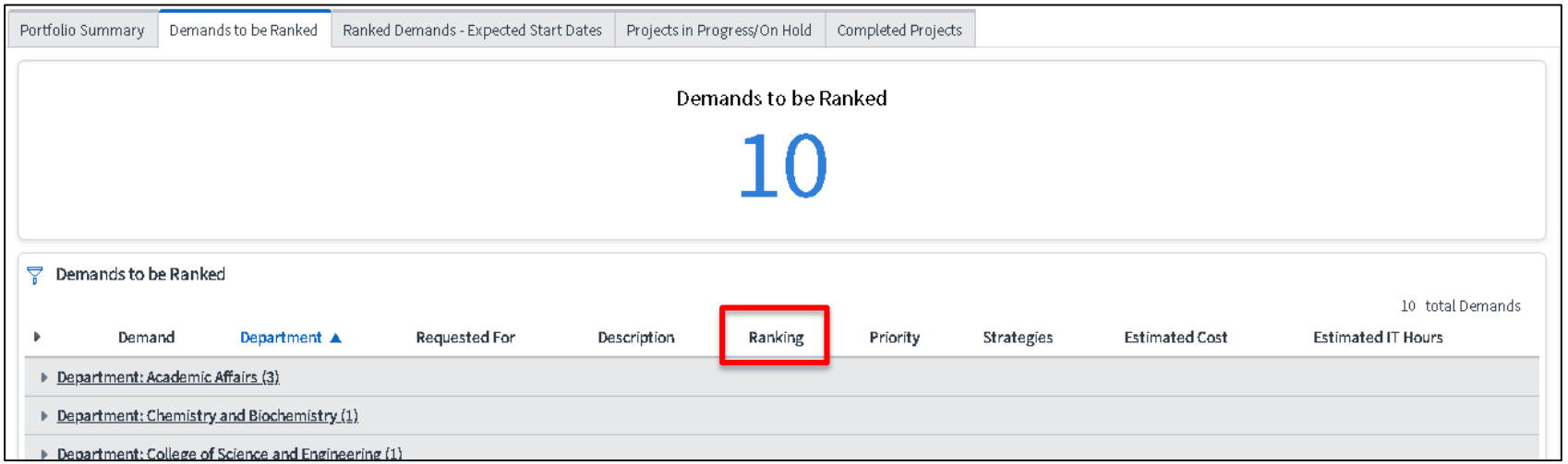
VP Dashboard

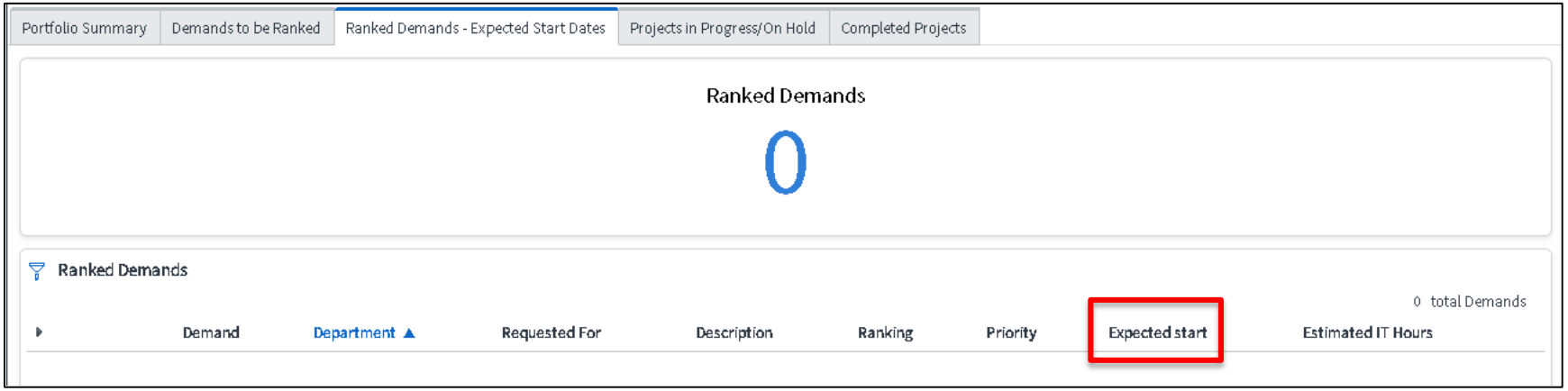
The details of each Portfolio...



VP Dashboard

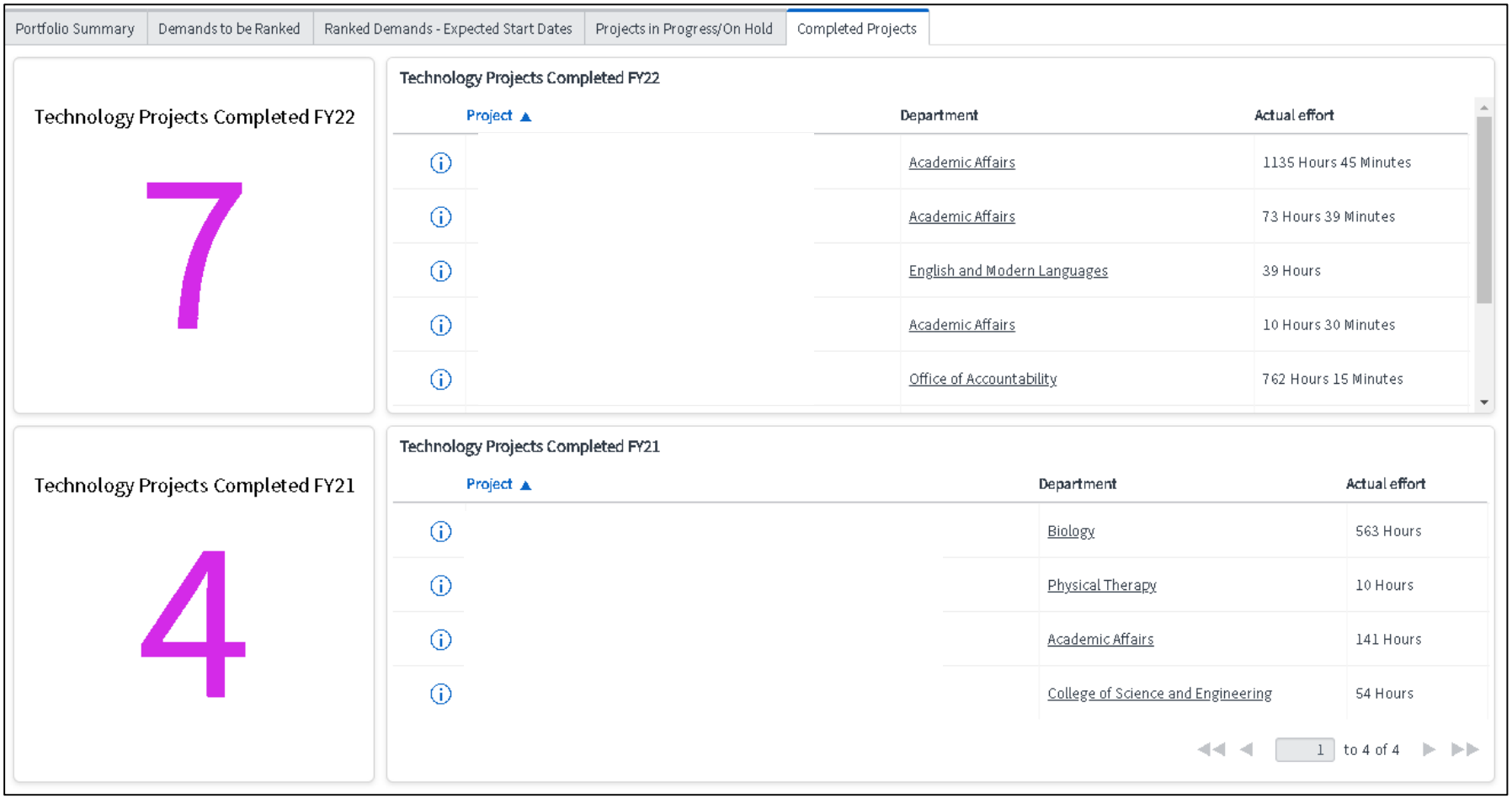
Demands and where they are at in the process...





VP Dashboard

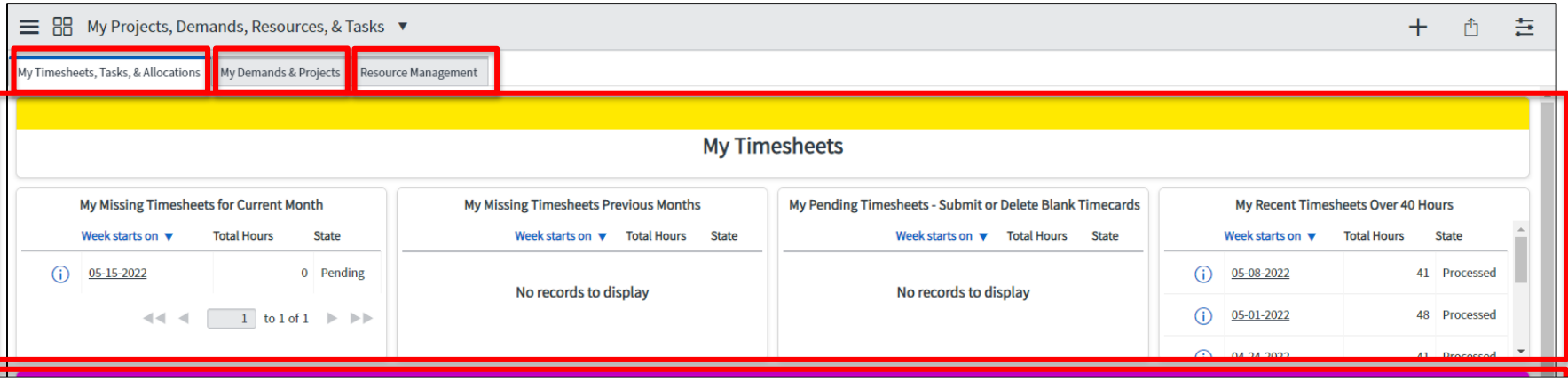
A glance at our successes...



My Projects Dashboard

A one-stop shop for everyone in IT

dynamic dashboard

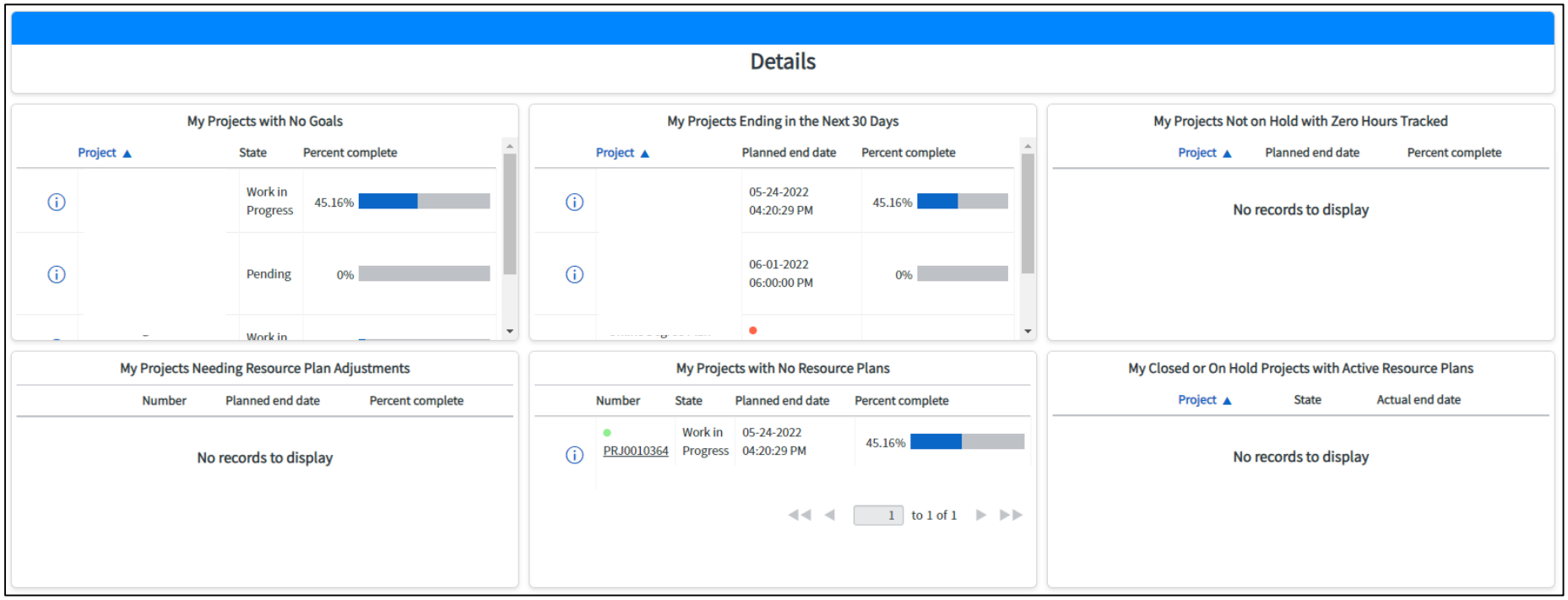


My Resource Allocations (Last Month through Next Quarter)

▶ Hours	Month starts on	04-01-2022				05-01-2022				06-01-2022			07-01-2022			08-01-2022			09-01-2022		Sum
User	Short description / Parent category	Allocated	Actual	Availability	Capacity	Allocated	Actual	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Availability	Capacity	
▼ Jaimee Hall	Total	77	189	91	168	86	231	90	176	86	90	176	67	101	168	73	111	184	176	176	2,516
	(empty)	67	171.25	91	168	70	213	90	176	70	90	176	67	101	168	73	111	184	176	176	2,438.25
		8	5.25			8	7.75			8											37
			1				0.5														1.5
			1				1														2
			6.75				4.25														11

My Projects Dashboard

A tab for PMs..



My Projects Dashboard

A tab for RMs...

Resource

All

Department

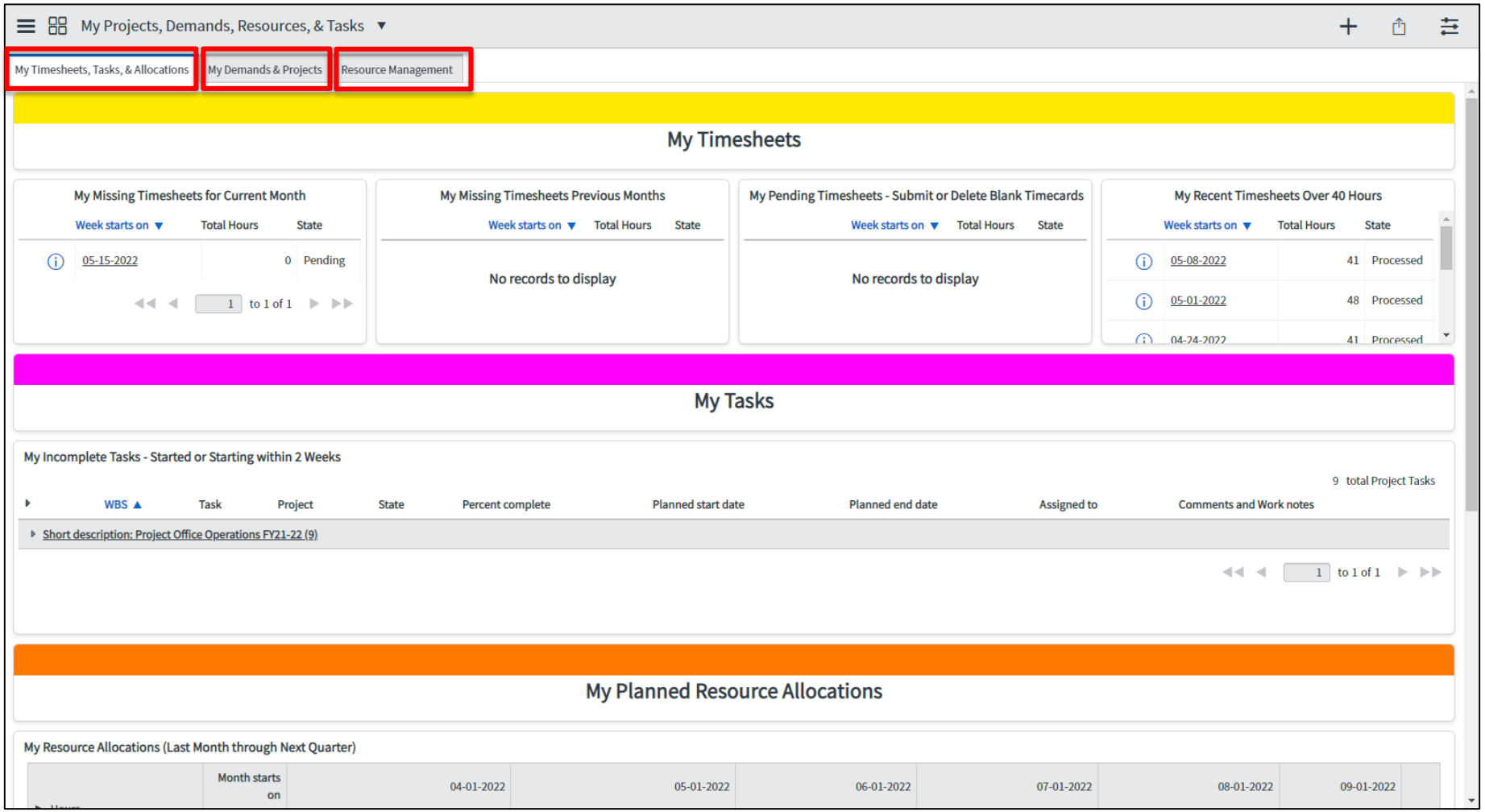
Application Support

Application Support ×

Planned Resource Allocations (Last Month through Next Quarter)

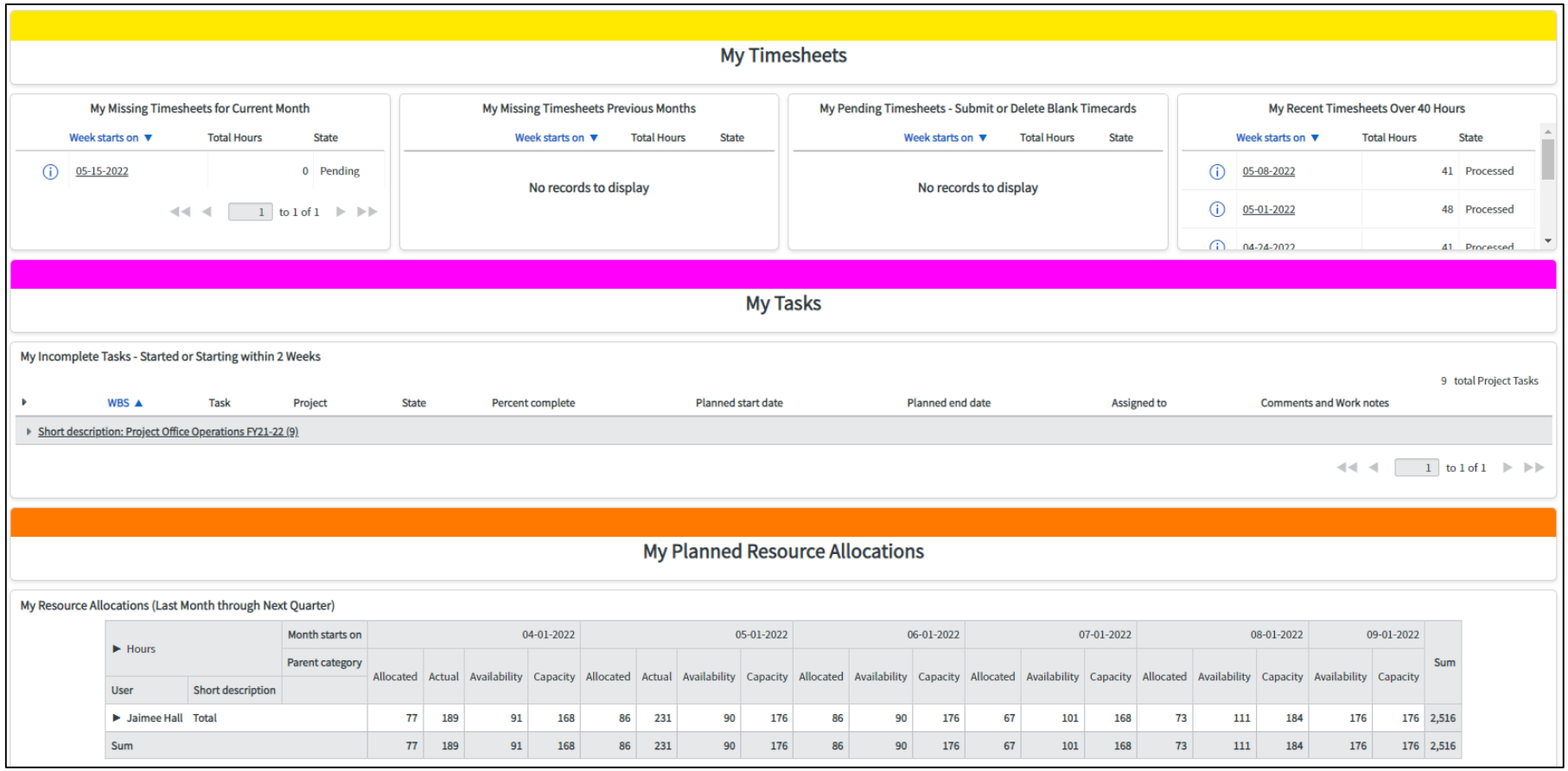
▶ Hours		Month starts on	04-01-2022				05-01-2022				06-01-2022			07-01-2022			08-01-2022			09-01-2022			Sun
User	Short description	Parent category	Allocated	Actual	Availability	Capacity	Allocated	Actual	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	
▶ Sl	Total		196	429	-28	168	202	93	-26	176	170	6	176	161	7	168	174	10	184	3	173	176	2,61
▶ M	Total		144	59	24	168	158	30	18	176	158	18	176	151	17	168	166	18	184				1,83
▶ Sl	Total		163	167.5	5	168	170	40.5	6	176	162	14	176	155	13	168	166	18	184		176	176	2,30
▶ C	Total		164	189.5	4	168	174	80	2	176	167	9	176	161	7	168	173	11	184	4	172	176	2,365.
▶ H	Total		181	172	-13	168	198		-22	176	191	-15	176	177	-9	168	187	-3	184	3	173	176	2,26
▶ H	Total		171	191	-3	168	175	120	1	176	169	7	176	162	6	168	173	11	184		176	176	2,40

My Projects Dashboard



My Projects Dashboard – My Timesheets, Tasks, & Allocations Tab

A tab for everyone in IT...



My Timesheets

My Missing Timesheets for Current Month

Week starts on	Total Hours	State
05-15-2022	0	Pending

1 to 1 of 1

My Missing Timesheets Previous Months

Week starts on	Total Hours	State
No records to display		

My Pending Timesheets - Submit or Delete Blank Timecards

Week starts on	Total Hours	State
No records to display		

My Recent Timesheets Over 40 Hours

Week starts on	Total Hours	State
05-08-2022	41	Processed
05-01-2022	48	Processed
04-24-2022	41	Processed

My Tasks

My Incomplete Tasks - Started or Starting within 2 Weeks

9 total Project Tasks

WBS	Task	Project	State	Percent complete	Planned start date	Planned end date	Assigned to	Comments and Work notes
Short description: Project Office Operations FY21-22 (9)								

1 to 1 of 1

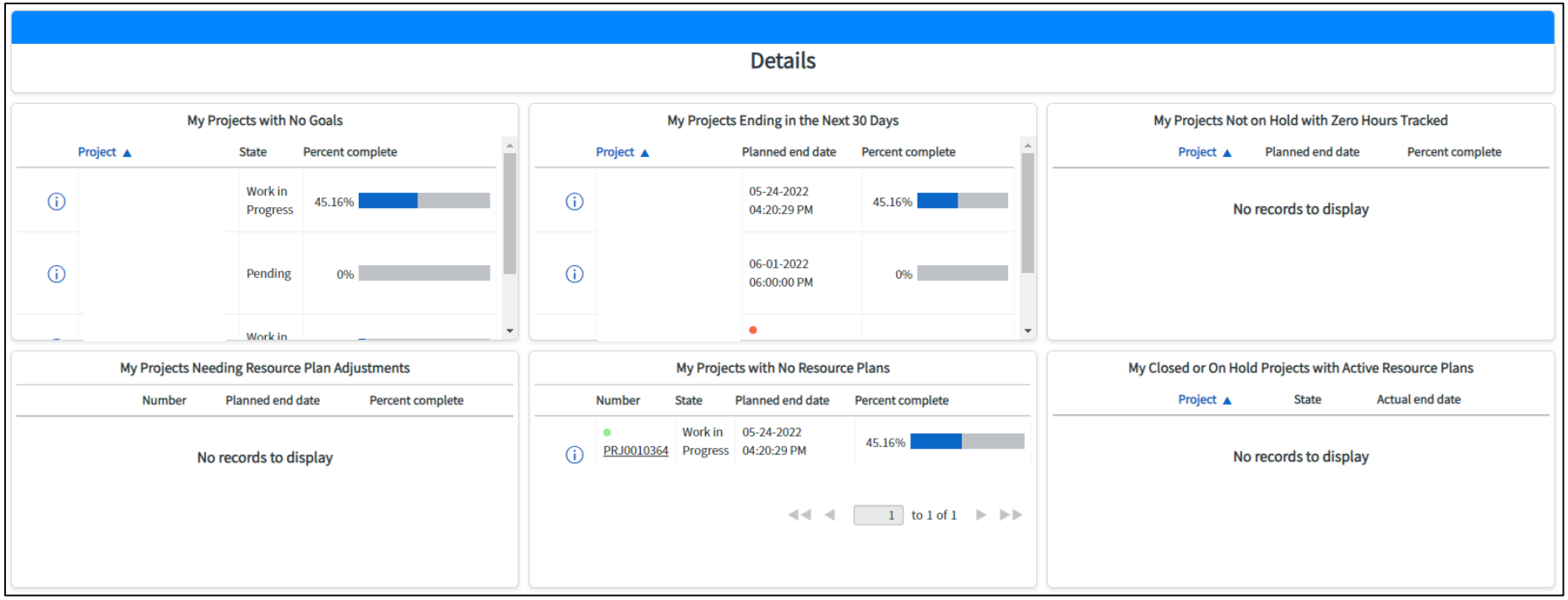
My Planned Resource Allocations

My Resource Allocations (Last Month through Next Quarter)

Hours		Month starts on	04-01-2022				05-01-2022				06-01-2022			07-01-2022			08-01-2022			09-01-2022		Sum
		Parent category	Allocated	Actual	Availability	Capacity	Allocated	Actual	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Availability	Capacity	
User	Short description																					
Jaimee Hall	Total		77	189	91	168	86	231	90	176	86	90	176	67	101	168	73	111	184	176	176	2,516
Sum			77	189	91	168	86	231	90	176	86	90	176	67	101	168	73	111	184	176	176	2,516

My Projects Dashboard – My Demands & Projects Tab

A tab for PMs..



My Projects Dashboard – Resource Management Tab

A tab for RMs...

Resource

All

Department

Application Support

Application Support ×

Planned Resource Allocations (Last Month through Next Quarter)

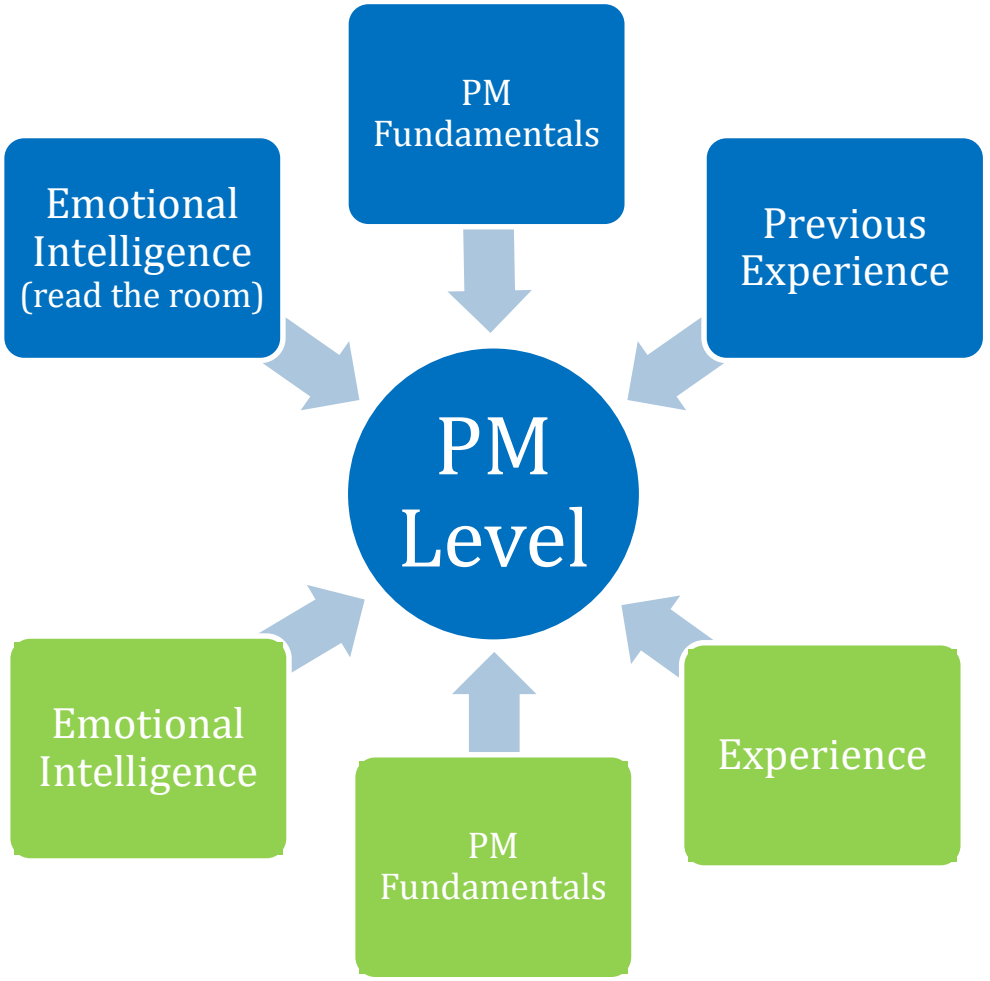
▶ Hours		Month starts on	04-01-2022				05-01-2022				06-01-2022			07-01-2022			08-01-2022			09-01-2022			Sun
User	Short description	Parent category	Allocated	Actual	Availability	Capacity	Allocated	Actual	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	Allocated	Availability	Capacity	
▶ S	Total		196	429	-28	168	202	93	-26	176	170	6	176	161	7	168	174	10	184	3	173	176	2,61
▶ M	Total		144	59	24	168	158	30	18	176	158	18	176	151	17	168	166	18	184				1,83
▶ S	Total		163	167.5	5	168	170	40.5	6	176	162	14	176	155	13	168	166	18	184		176	176	2,30
▶ C	Total		164	189.5	4	168	174	80	2	176	167	9	176	161	7	168	173	11	184	4	172	176	2,365.
▶ H	Total		181	172	-13	168	198		-22	176	191	-15	176	177	-9	168	187	-3	184	3	173	176	2,26
▶ H	Total		171	191	-3	168	175	120	1	176	169	7	176	162	6	168	173	11	184		176	176	2,40

Project Management Training Plan

Initial PM Assessment

PM Self-Assessment

Resource Manager Assessment



Continued Assessment of PM Skills

Training

BASIC
CORE
ADVANCED

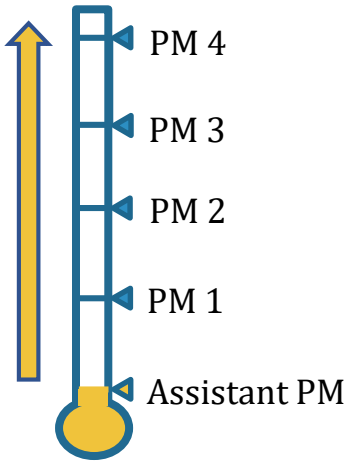
Feedback

Mentor/Project Team/Supervisor

- Relationship Management
- Communication Skills
- Lessons Learned
- Objectives Met/Not Met
- Documentation

Project Success

± 10% Time/Cost/Scope



Benefit:

- 2-3 years of experience;
- not 2-3 years of the same experience

Take Aways

- Maturing the PMO takes a commitment from the whole team.
- Build your people process first, then incorporate the technology.
- Continually look for better ways to see into your portfolio of projects.
- Be Flexible.

Questions?

How Well Do You Know Your List of Projects?

Project Management Office, Information Technology

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