



Navigator Helps Enable Improved Demand and Portfolio Management through Successful Implementation of Project and Portfolio Management (PPM) System

Company: Designer Shoe Warehouse (DSW)

Industry: Retail

Capabilities Area: Demand and Portfolio Management, Project Management, Resource Management, Project and Portfolio Management (PPM) System Enablement

Business Challenge

To facilitate the documentation and prioritization of incoming IT work requests, and enable the implemented PPM system to compare that demand to the active work occurring within the IT organization. The IT area would need a way to report on incoming demand and demonstrate its resource capacity versus demand efficiently and effectively.

Why Navigator?

Navigator was recognized as having the global experience and an excellent skill set with regard to CA Clarity, the PPM solution that was currently in use, along with having professionals that could successfully lead and implement a solution to meet the business need.

Navigator's Role

Analyze and assess the current business processes and utilized PPM system functionality, along with further implementation of additional project and resource management processes that would increase the efficiency of the business.

- Project Management
- Business Process Analysis and Design
- PPM system configuration and implementation of idea entry and workflow approval processes

Development of a Change Management strategy and communication plan to aggressively introduce the client to the anticipated process and tool changes

- Training material development and delivery

Results

Navigator was successful at delivering and implementing additional system functionality that enabled the business to provide a single point of entry for all IT work requests, resulting in increased visibility to the amount of work being requested across the IT organization. In addition, the business now has the capability to assist with budget planning, utilizing a defined prioritization process which will enable them to make better decisions about what IT should be working on in the future based on the following information:

- Understanding of the resource needs and expected benefits of upcoming key projects
- Alignment to organizational goals
- Ability to compare upcoming projects to active investments to determine if the IT organization will have enough resources to complete the forecasted work.