



## University of Surrey case study

**University of Surrey improves consistency, visibility and manageability  
across its project portfolio with Bestoutcome's PM3 software**

### **BACKGROUND**

Recognised as one of the UK's top higher education institutions, the University of Surrey has nearly 2,500 staff and more than 15,700 students. But with fierce competition among all the top universities to attract students, the quality of IT-enabled services is a key differentiator.

One of the most direct ways that the IT department contributes to the University's success is through delivery of projects. With increasing demand for its services, the University IT PMO recognised the growing need to standardise on a single toolset with a centralised database of projects and programmes and selected Bestoutcome for its unique approach.

With a typical portfolio of up to 100 projects of various sizes and complexity on the go at any time, Roger Stickland, Director of IT at Surrey University, realised that the biggest risk he faced was not knowing when something had gone wrong or was falling behind schedule.

"The important thing for me is visibility across the whole portfolio which allows us to adjust priorities and focus in a balanced way," said Roger. "With so many milestones linked together, one failure or delay can have a catastrophic domino effect and directly impact on the delivery of key elements of the University's strategy."

### **SOLUTION**

With so much dependent on successful project delivery, Roger invited Bestoutcome to help.

The University's IT Department had initially planned to implement Bestoutcome's Outcome Driven Project Management (OPDM) framework and PM3 as an out-of-the-box deployment. However, following a pilot, it concluded that an appropriately tailored implementation would enable it to realise maximum benefit. Bestoutcome worked closely with the University IT's PMO to create a customised version of ODPM, which distils practices from established project management methods such as PRINCE2 and DSDM to deliver a 'lean' approach to project management focused on achieving desired business outcomes.

### **THE BENEFITS**

"The successful delivery of major IT projects required our project organisation to grow and to address frustrations with the project delivery methodology," said Roger. "Clarification of processes, roles and responsibilities was much needed. Working with Bestoutcome, we have achieved this by introducing an outcome-driven approach and toolset, improving the consistency, visibility and manageability of our project portfolio."

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