

## Fenland District Council - A P2.net Case Study

**Concerto is delighted to announce that Fenland District Council has chosen P2.net to manage and monitor the Council's 2006-7 IMS programme, a major undertaking, consisting of 58 projects and a total budget of £1.2 million.**

In this case study, John Bradshaw, Project Office Coordinator, Finance, responds to a number of questions to provide factual insight and background to the implementation of P2.net across Fenland District Council.

### What is Fenland's approved methodology for managing projects?

Fenland's approved methodology for managing projects is known as the Fenland Way. It was introduced two years ago, primarily to provide formal governance and a reporting structure for the Customer First programme. This was a major undertaking that revolutionised the way in which Fenland interfaces with its external customers, through the opening of a contact centre and four multi functional shops, one in each market town, in the district.

### Is the Fenland Way based on PRINCE2?

Yes, the Fenland Way is based on PRINCE2. It is a practical project management methodology that has been based on various Microsoft toolkits, for example a Project Initiation Document (PID) created in Microsoft Word and a risk log created in Microsoft Excel.

### What led to the decision to source a Project Management software solution?

Experience of using the Fenland Way has shown that it requires a certain amount of administrative effort. For example, the existing Programme Highlight Report was a spreadsheet that was updated, manually, by Project Managers once a month. The effort required has been a major barrier to adoption, although some Project Managers were keen to use the Fenland Way.

In the early part of 2006, senior management undertook a review of the operation of the Fenland Way. This resulted in the conclusion that its administration needed to be streamlined as a matter of urgency, to improve its effectiveness and to increase its adoption. The review also concluded that the most practical way of achieving this would be through the introduction of project management software, basic requirements, for this software were identified as being:

- Web based
- PRINCE2 compliant
- Easy to use
- Capable of providing good management information

We conducted an evaluation process of the leading solutions in the market place. P2.net was selected as the product that was most capable of meeting Fenland's needs.

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### How is P2.net to be rolled out across the Council?

The first phase of the implementation of P2 will be to manage the 2006-7 IMS programme. This is a major undertaking, as it consists of 58 projects and has a total budget of £1.2 million. Furthermore there are expectations of Senior Management that the programme will make a significant contribution to facilitating Fenland's strategic objectives through delivering change, business improvements and efficiency gains.

Fenland launched P2.net live on 24th October and over the next few months, quality assurance checks will take place, to identify gaps in usage and further training needs in order to support the use of P2.net and the further adoption of the Fenland Way.

### How do you envisage P2.net will improve processes within the Council?

We will use P2.net to streamline the administration of managing projects.

P2.net will also be used to produce quality programme and project management information that is timely, accurate, reliable and accessible.

At our request, Concerto has introduced a capacity planning module that can be used to manage resources. This will improve the process of managing operations as well as projects.

### What future developments are planned for the use of P2.net at Fenland?

A new IMS Programme Board will be introduced shortly. This will undoubtedly result in the introduction of additional reporting requirements that P2.net will need to meet. This may require further development of the software.

Now that P2.net is live, its use and take up will be encouraged through training, support monitoring and review and the solution is already being rolled out to other service areas.

24 non IMS managers have asked for training in the use of the Fenland Way and a training programme will be implemented for these managers over the next few months.

*"We are very pleased to be working with Fenland. They are a pro-active and forward thinking District Council. We are already seeing the positive impact of P2.net and are looking forward to seeing its use increased across the Authority"*  
Kevan Davey, Concerto Director

### About Concerto Support Services

Concerto Support Services is focussed on providing web based Project and Performance Management software solutions, management consultancy and targeted PRINCE2™ training to Public and Private sector clients. Further Information, including virtual tours and online demonstrations, is available on our website.