



# Improving Outcomes from IT-enabled Projects

GTEC

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Chief Information Officer Branch, TBS

# Context

**What  
TB/TBS  
Does**

**POLICY**

**PRACTICES**

**CHALLENGE**

**MONITOR**

**How  
TB/TBS  
Does It**

Policies,  
Directive and  
Standards

- Guidelines
- Tools
- Templates
- Enhanced Management Framework

Review of TB  
submissions  
and supporting  
documentation

- Sit on project governance committees
- Review project reports

**Action  
Plan to  
Improve**

New policies on:  
• Management of  
Projects

New Directives:  
• Management of  
IT-enabled  
projects  
• IT Investment  
Planning

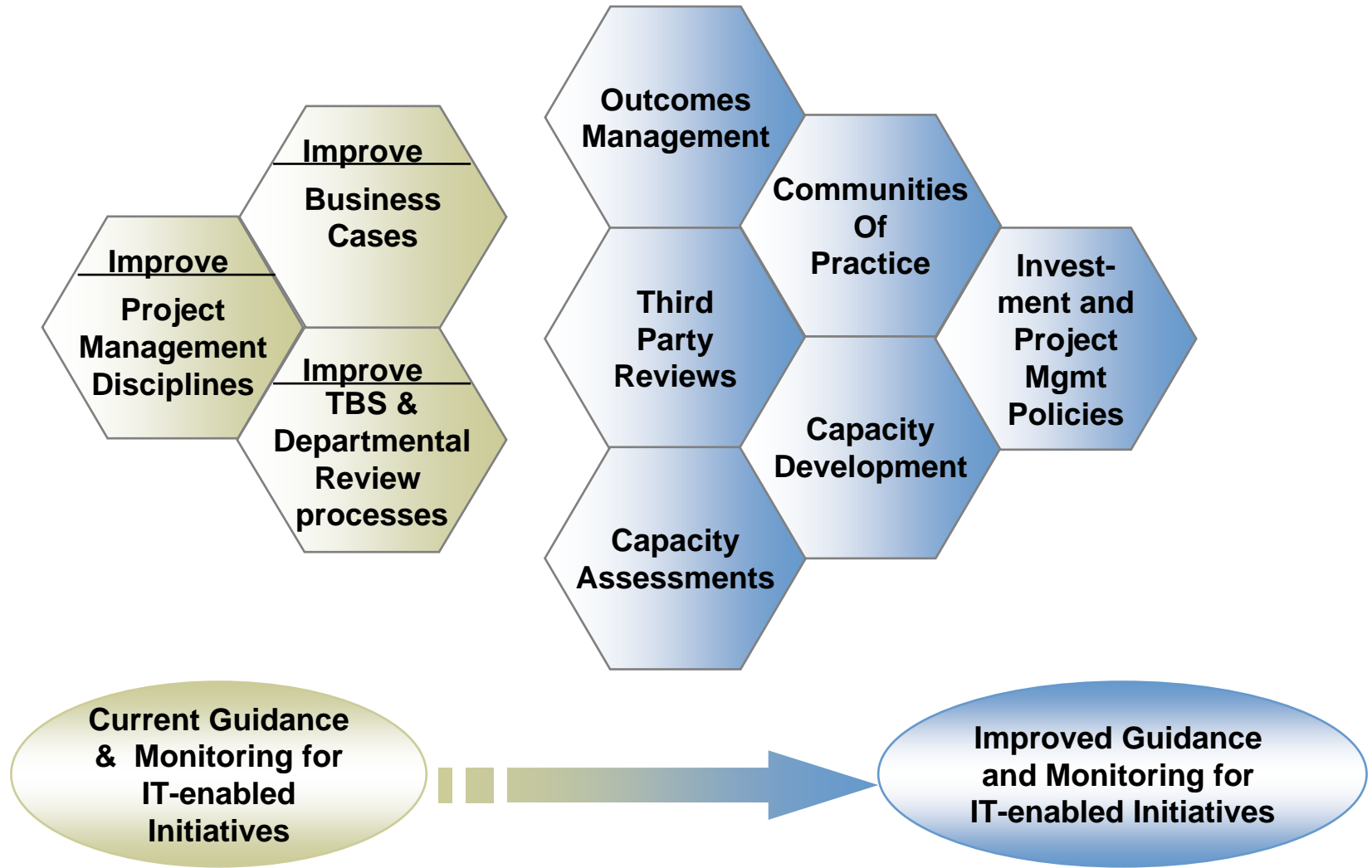
- Improved Business Cases
- Outcomes Management
- Communities of Practice
- Capacity Development
- Capacity Assessment

- Improved TBS Departmental Reviews processes

- Third party reviews
- Improve monitoring processes



# Improved Project Oversight – Action Plan





# Policy on the Management of Projects - New

- Linked to the new policy on Investment Planning
- Focus on Governance
- Departments must self-assess their organizational capacity to manage projects (including past performance)
- PPA and EPA replaced with tailored oversight based on departmental capacity and project complexity and risk
- Will be fully phased-in by April 2011
- Each department will follow existing policy until the new policy comes into effect for that organization.

# Pending Directive – Management of IT-enabled Projects

- Will clarify mandatory requirements for the management of IT-enabled projects.
- Areas of focus:
  - Business cases
  - Defined business outcomes
  - Standard reporting of project status to TBS
  - Formalized Gating processes
  - Formalized Use of Third-party reviews



# TBS Support

- Overhauled Guidance and Tools (currently known as the Enhanced Management Framework)
- Establishing Communities of Practice
- Improved processes for reviewing TB submissions



# Community Engagement

- Senior Executive guidance
  - Chief Information Officer Council
  - Services ADM committee
- Community of Project Management Practitioners
- Considering wiki / blogging / forum for further outreach



# Timelines

- First meeting of Project Management Practitioners held
- Project Status Reports: pilot winter 2008
- Third Party Reviews: pilot winter 2008
- New Directive: March 2008
- New Guidance: as ready and on-going





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