

Project Note

Project management review for a company critical EAI

The combination of a multitude of complex IT systems is essential for the smooth functioning of mobile communication. An EAI project was launched to respond more quickly to customer needs.

Project

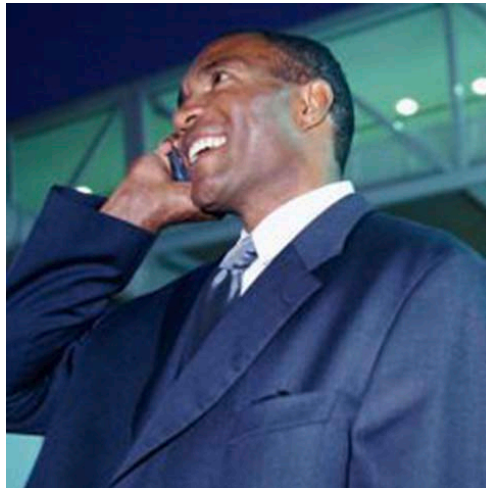
The leading Swiss mobile net operator serves more than 3.6 million customers. Smooth functioning of a number of in-house and purchased IT systems is essential for providing their services. An EAI (Enterprise Application Integration) project was launched to respond more quickly to customer needs. The IT systems necessary for transacting a business process were technically integrated starting with important business processes, such as new registrations or subscription changes. In order to minimise risk, an external review focusing on project management and project organisation was carried out in the initial phase.

Implementation

Zühlke specialists and the customer jointly examined the following segments based on the definition of the precise goals of the review:

- Requirements management
- Project planning
- Project controlling
- Configuration management
- Software development process and
- Team qualification

The review relied primarily on interviews with key individuals in the project and on inspection of work results. Checklists based on the SEI/CMM model were used for the interviews. The findings obtained were prepared in a report together with concrete recommendations and presented to the customer's management team.



Customer use

- External and neutral point of view:
Management obtained a neutral point of view from outside on a critical company project.
- Risk limitation:
The project management review uncovered potential risks. Precise countermeasures proven in practice were proposed for every identified risk.
- Exchange of experience:
Due to insights gained on a multitude of different projects the Zühlke specialists are well versed in state-of-the-art practices for project management and can pass these on to the customer in a purposeful manner.

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