

Case Study



Lloyds TSB

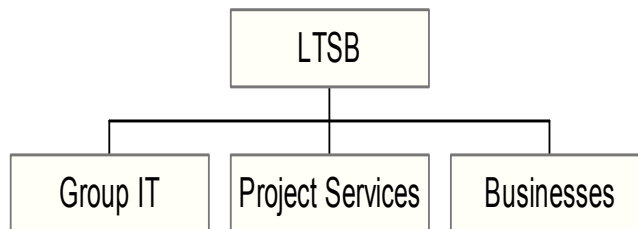
Neil Morse Group IT 26th March 2003





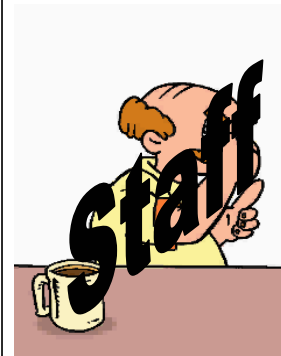
Background

- Group IT and Business



Illustrative only

- Why improve projects?

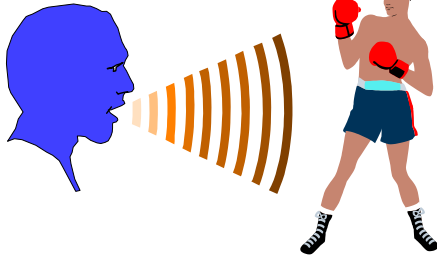


Measurement is vital - establish the baseline asap.
Be clear on why you are doing it.

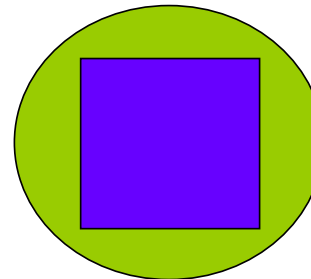


The barriers PMs see

Support Challenge



Project
Programme
Portfolio



Wrong
Profile

The project management community are key stakeholders



Vision (2 of 6)

- ➔ **The role of, and paths to Project Manager will be clearly defined and the role will be prized within Group IT**
- ➔ **Project Managers will be supported by a comprehensive training and education programme from initial training through to the highest level of competence required within LTSB Group**

A vision is not a woolly statement - make it explicit



Lloyds TSB

Aims



Off the shifting sand
more realistic planning



Predictable delivery

'To create project managers who are recognised as the best within Lloyds TSB and the IT workplace'



Lloyds TSB

Aims



Professional, self-drive to
be best in class

*'To create project managers who are recognised as the best within Lloyds TSB
and the IT workplace'*



Lloyds TSB

Aims



Trusted to deliver

'To create project managers who are recognised as the best within Lloyds TSB and the IT workplace'



Lloyds TSB

Aims



Don't sit on the fence

Take responsibility

'To create project managers who are recognised as the best within Lloyds TSB and the IT workplace'



Lloyds TSB

Aims



Improved
resource
planning

Good project
managers
want to work
in Group IT

'To create project managers who are recognised as the best within Lloyds TSB and the IT workplace'

Methodology?



Lloyds

TSB

A white rectangular box containing the Lloyds TSB logo (horse silhouette) and the text "Lloyds TSB" in blue, with "MaP" in black below it. Two arrows from the "Lloyds" and "TSB" boxes point to this central box.

GCMS

- Benefits management
- Gateway

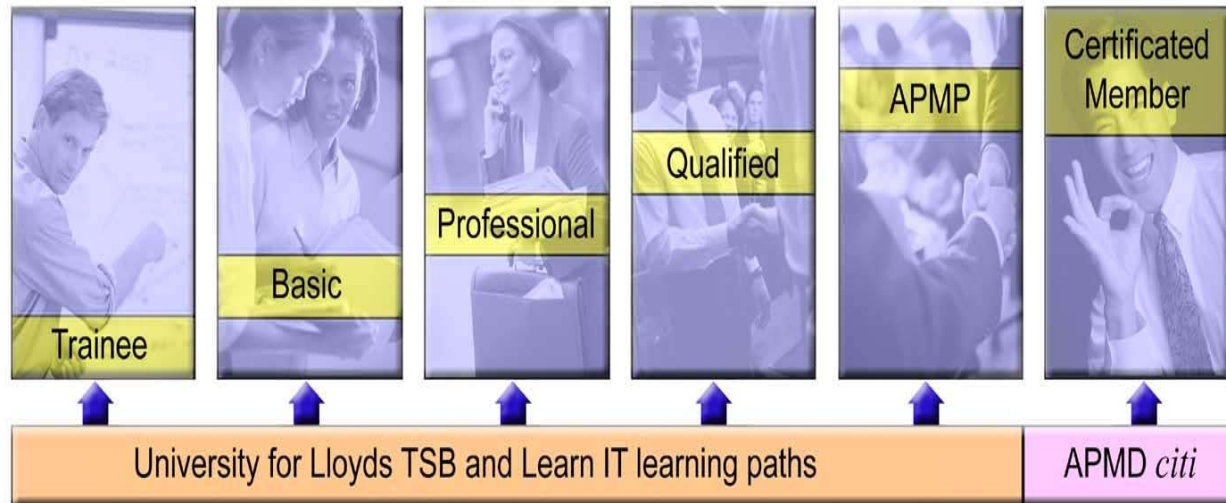
Owners must be users



Lloyds TSB

Project management training

➔ LTSB university offering and how it is being added to



Horses for courses, get involved in shaping, aligned with the vision and business objectives.

Lloyds TSB APMDP



Lloyds TSB

Day 1	Day 2	Day 3	Day 4	Day 5
Introduction Success factors Business strategy Business change management	Stakeholder management Organising for projects Project management as a career in Lloyds TSB	Planning Scope definition Estimating Creating a viable schedule	Productivity Risk management Project status Providing project transparency	Project control systems APM certification Resource management Managing remote teams

- Session 1 Focus on success
- Session 2 Advanced disciplines
- Session 3 Technology intensive projects
- Session 4 Integrated casework
- Guest speakers

Senior sponsorship, visibility, flexibility, evolutionary.



Lloyds TSB APMDP

Day 6	Day 7	Day 8
Managing the design process Impact of technology life-cycles Managing a major e-commerce financial services project Getting the 'deliverable' right	Contract management	Integrated casework (contd) Presenting the plan
	Integrated casework	Programme close

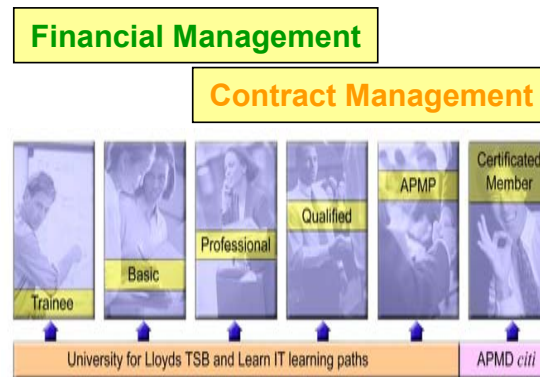
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Align other education with the level of your offering.



Next steps

➔ Framework development



support and development

LearnIT on line learning

Managed development

Assignment management

Process and Quality management and improvement

Project manager networks

Advanced project manager development programme

PM tools and techniques

Ongoing support is essential - leadership and direction.