

15 - 16 November, Wembley Stadium, UK



Birmingham City Council, CPS and
Microsoft Project for the Web.





Sam Graber

Professional Services
Director

sam.graber@cps.co.uk



Nicholas Smith

Senior Application Support
Manager

nicholas.smith@birmingham.gov.uk



Kevin Cahill

Senior Delivery Manager

kevin.cahill@birmingham.gov.uk




About CPS

 Microsoft
Microsoft Partner
Gold x 13

 **Microsoft**
Advanced Specialization x 8

 Microsoft
FastTrack
Partner


Microsoft
Most Valuable
Professional
x Five



HM Government
G-Cloud 12
Supplier



Digital Outcomes
& Specialists 5



ISO27001
ISO20000
ISO9001



Reduce emissions by 70%
by 2030 and achieve Net
Zero by 2040



Birmingham City Council

*Improves services by
managing a transparent
project pipeline through
visualization and reliable
data solutions*

Nicholas Smith (Senior Application Support Manager)
Kevin Cahill (Senior Delivery Manager)



BE BOLD BE BIRMINGHAM



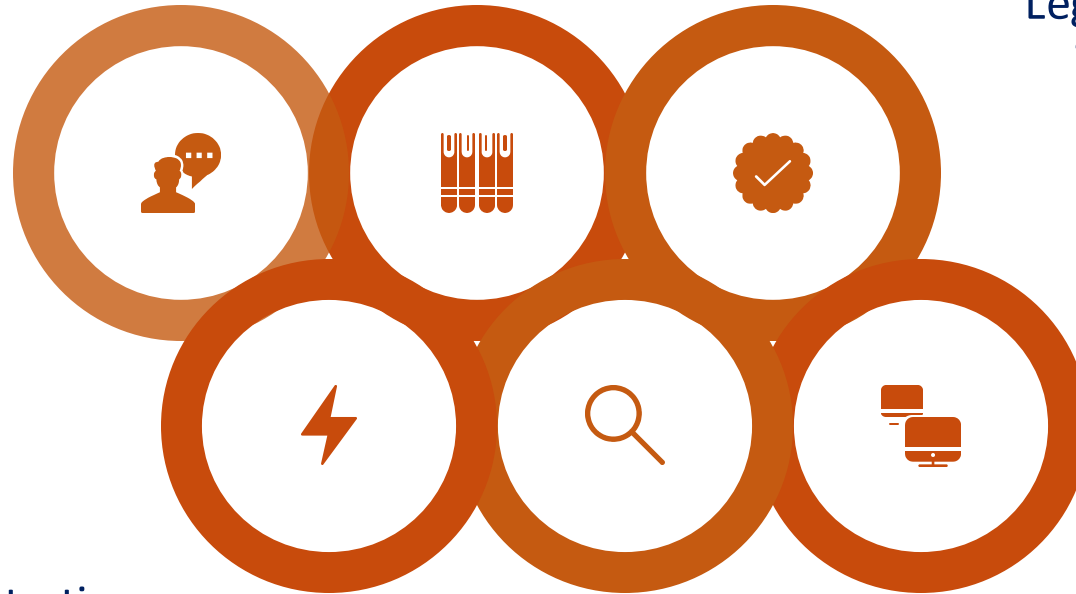
Challenges

Budget restrictions due to COVID
Imposed limitations on Solution choice

Too much work,
with too few resources

Mixed bag of Project, BAU,
Legislative, Strategic and
'Tactical' workloads

Unrealistic expectations and
understanding of delivery
timescales and system
complexity



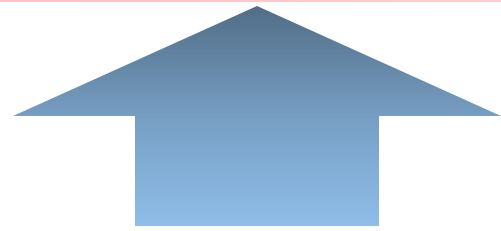
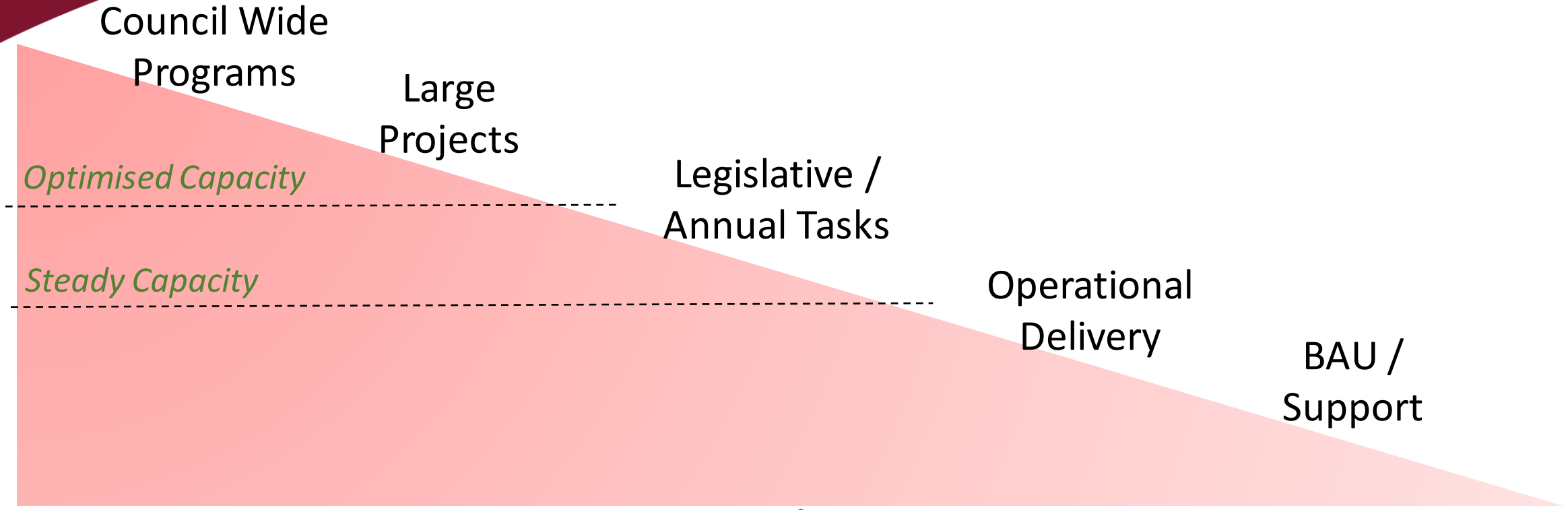
Several big programmes in
flight at the same time

Difficulty demonstrating
constraints and plans to
Business Stakeholders

Unable to easily plan around
annual peaks and troughs

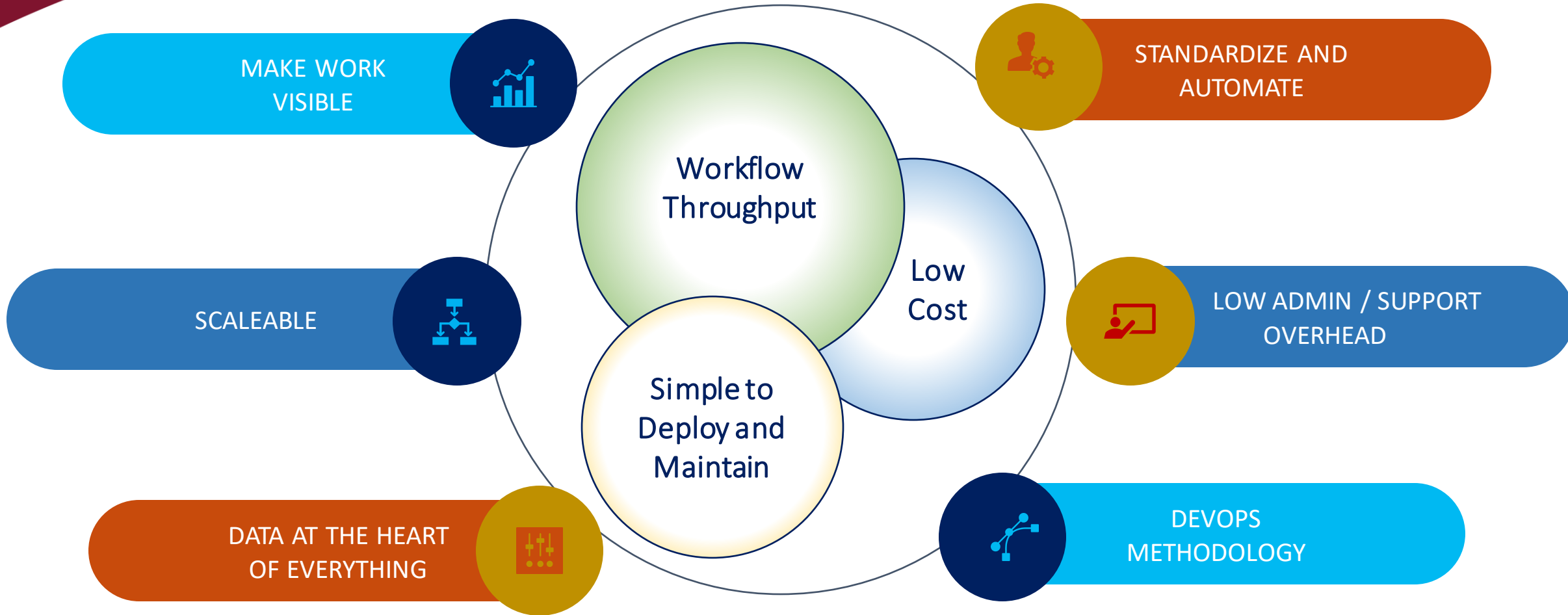
New Hybrid / Working
from Home requirements

Prioritisation vrs Capacity



Requirement for New Digital Technologies

Direction of Travel



Delivery Hub

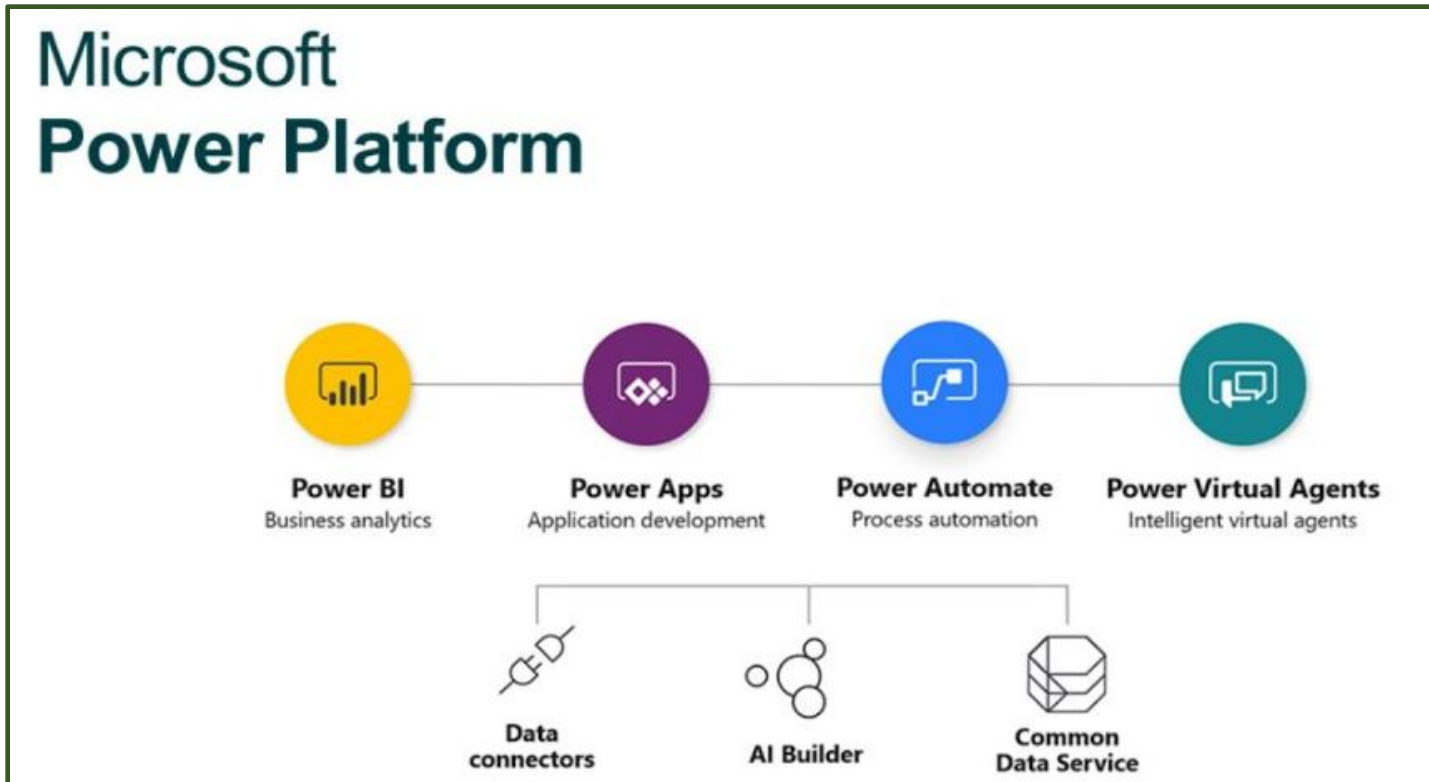
Single source
of Truth

Integrated
Reporting
Dashboards

Meet most
Project Management
Requirements

Repeatable &
Automatable
Processes

Collaborative
& Transparent



ROADMAPS (Work
in-progress)

DASHBOARDS
(Work in Pipeline)

STANDARD
APPROACH
(to all Projects)

SCALEABLE
(For Programmes &
Portfolios)

RESOURCE
UTILIZATION

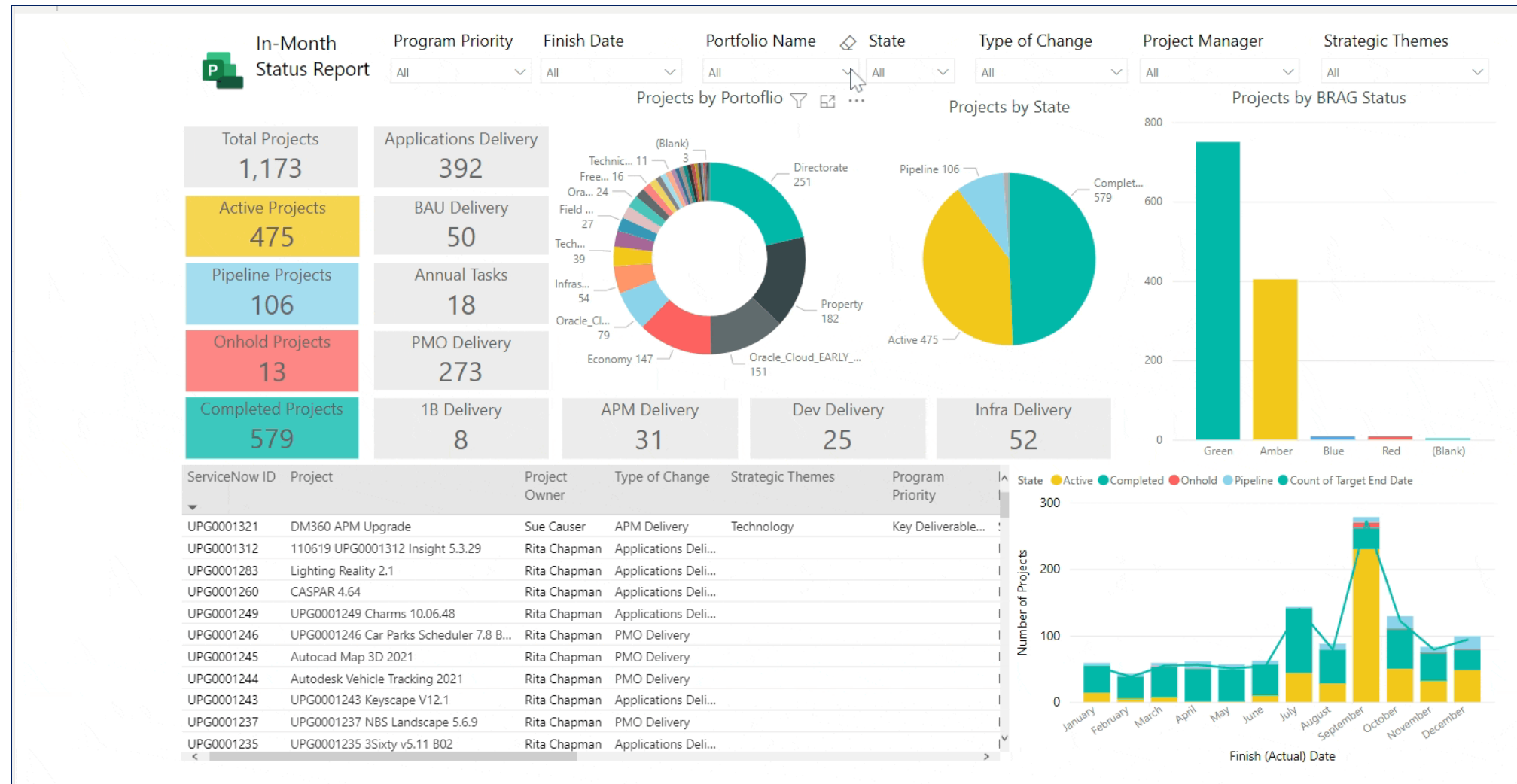
High Level Dashboard

Dice and Slice information to suit audience

Interactive graphics to emphasise the narrative

A year's worth of workflow throughput information on a single page

Always up-to-date and self-serviced to Stakeholders



Team Specific Dashboard

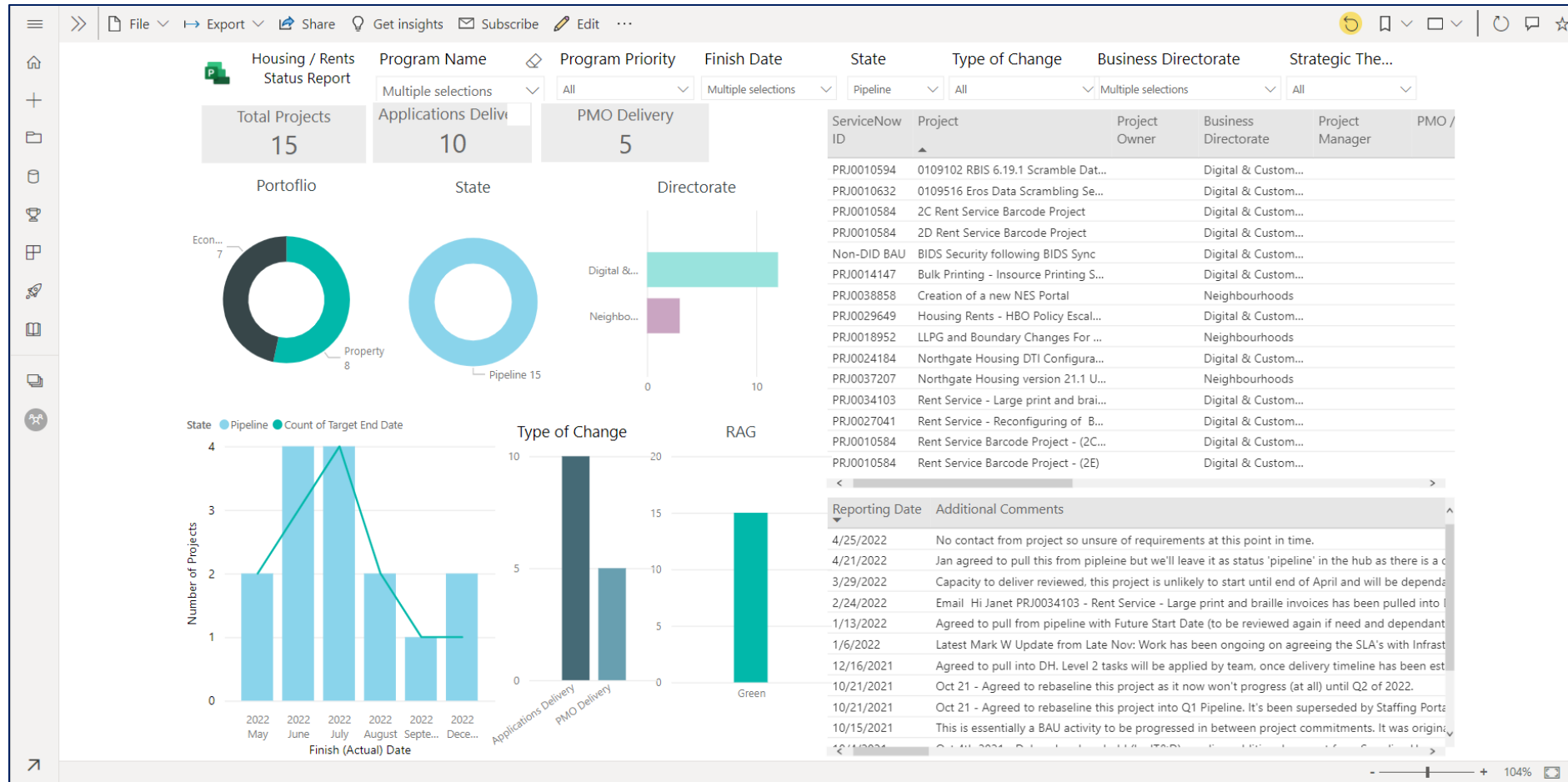
Transparent collaboration

“Make Work Visible”

Build rapport and bring Stakeholders onboard

Where best to deploy scarce Resources is everyone’s responsibility

If one Project is blocked, what can be progressed instead?



Through-put as Roadmap

Roadmaps provide great visualisation

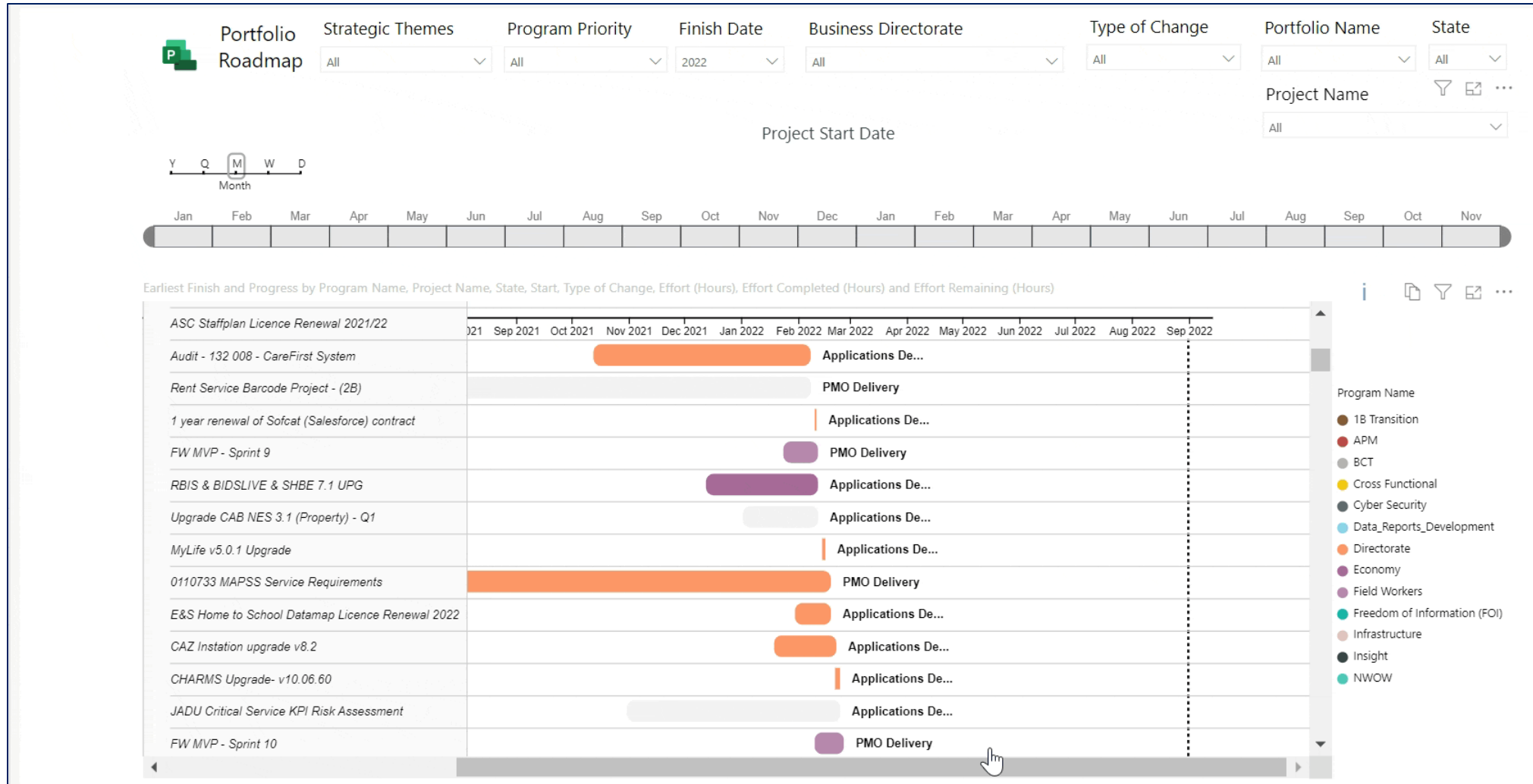
What's Started, In-flight or Pending

Identify bottlenecks / Identify similarities

1. Standardise

2. Rationalise

3. Automate

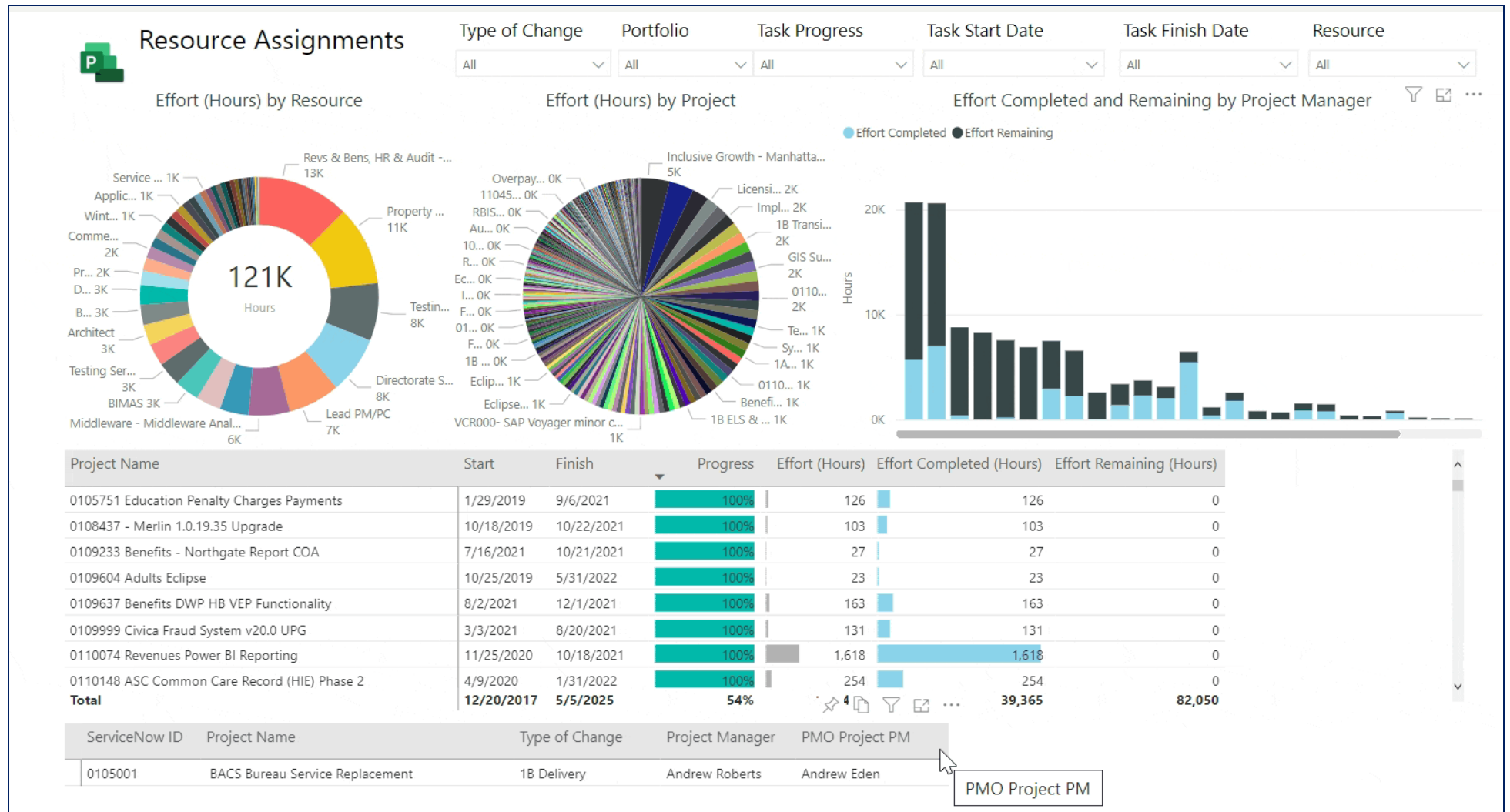


Detailed Resource Utilisation

Track back SME over-commitment to identify in-flight Projects consuming specified resources

'Opportunity Cost' conversation

If your Project needs SMEs immediately, what can be stopped? deferred? or cancelled?



Resource Utilisation Trends

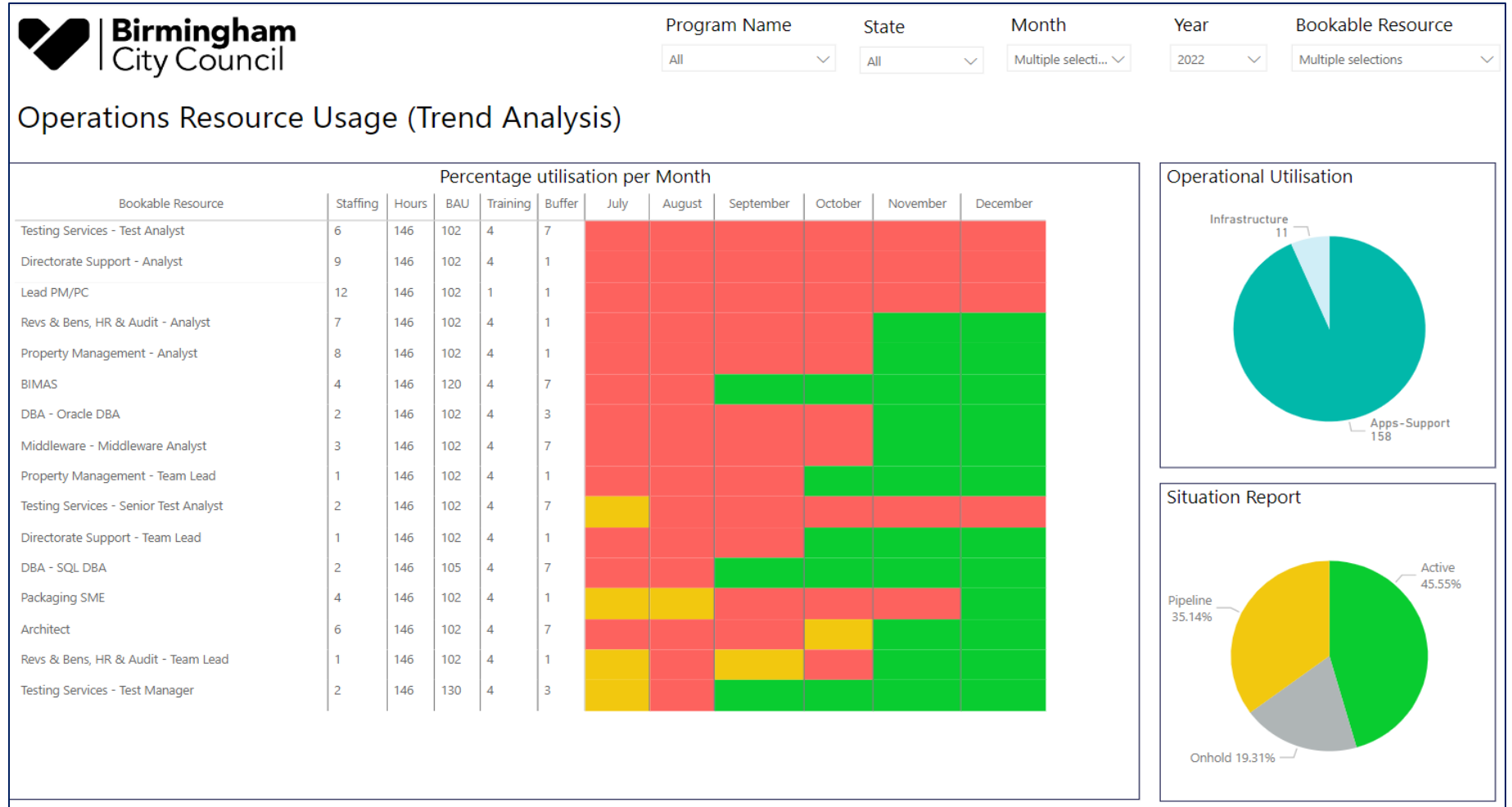
Trend Resource Utilisation (not an exact science)

Track available SME hours (outside of BAU, Training & Buffer)

Map SME availability against aggregate Project Task requests

Represent results as a Heat Map

Most Operational Resources are over-committed for the immediate future



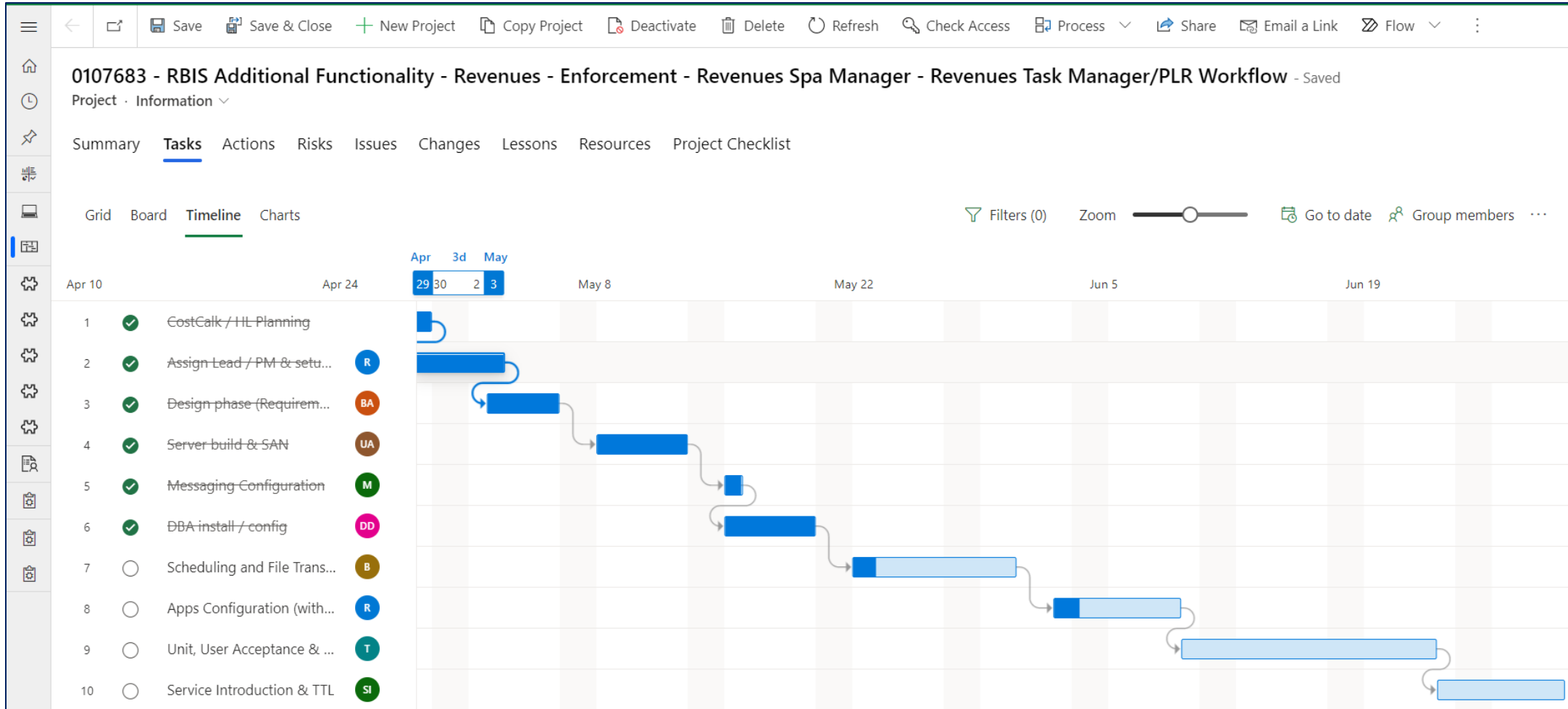
Task Management Gantt

Delivery Hub facilitates complex, interdependent Task Mgmt

Use GANTT Charts, Lists and/or Kanban

Can be used simultaneously to suit all styles of fulfilment:

Agile, Waterfall, Hybrid, Etc



Task Management Kanban

Delivery Hub accepts manual updates as well as data loads.

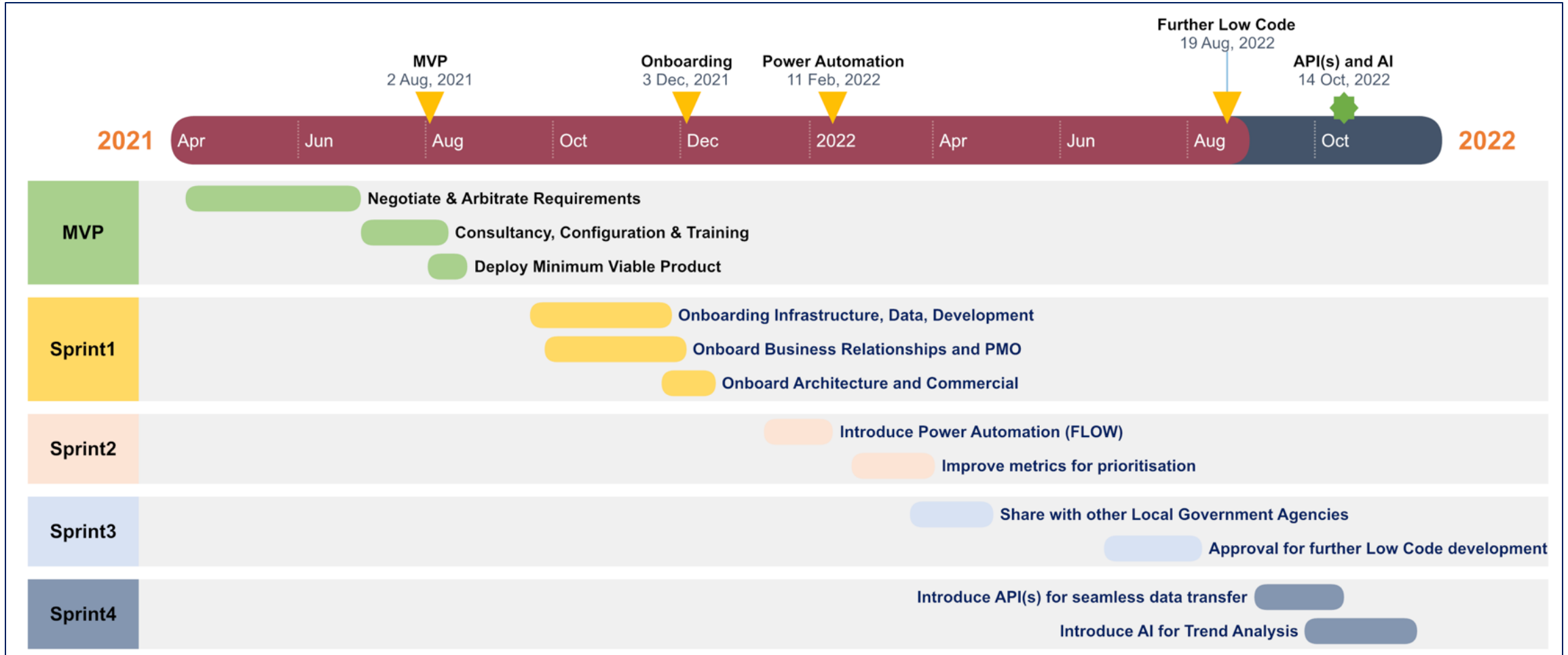
Load data easily from Excel, CSV, XML, MPP (Project)

Alternatively import data via Power Automate (FLOW), or API

Documents can also be attached per Task for easy reference

The screenshot shows a web-based Kanban board for a project titled "0107683 - RBIS Additional Functionality - Revenues - Enforcement - Revenues Spa Manager - Revenues Task Manager/PLR Workflow". The interface includes a top navigation bar with options like Save, New Project, and Delete. Below the title, there are tabs for Summary, Tasks (selected), Actions, Risks, Issues, Changes, Lessons, Resources, and Project Checklist. The board is organized into three columns: "Not started", "In progress", and "Completed". Each column has an "Add task" button. The "Not started" column contains two tasks: "Unit, User Acceptance & Smoke Tests" (due 06/23) and "Service Introduction & TTL" (due 06/30). The "In progress" column contains two tasks: "Scheduling and File Transfer" (due 05/31, 14% complete) and "Apps Configuration (with NEC)" (due 06/09, 20% complete). The "Completed" column contains three tasks: "CostCalc / HL Planning" (due 04/29, 100% complete), "Assign Lead / PM & setup for success" (due 05/03, 100% complete), and "Design phase (Requirements Gathering)" (due 05/03, 100% complete). The interface also features a sidebar with navigation icons and a top right area with filters and group options.

BCC Journey



BCC Journey

Implementation



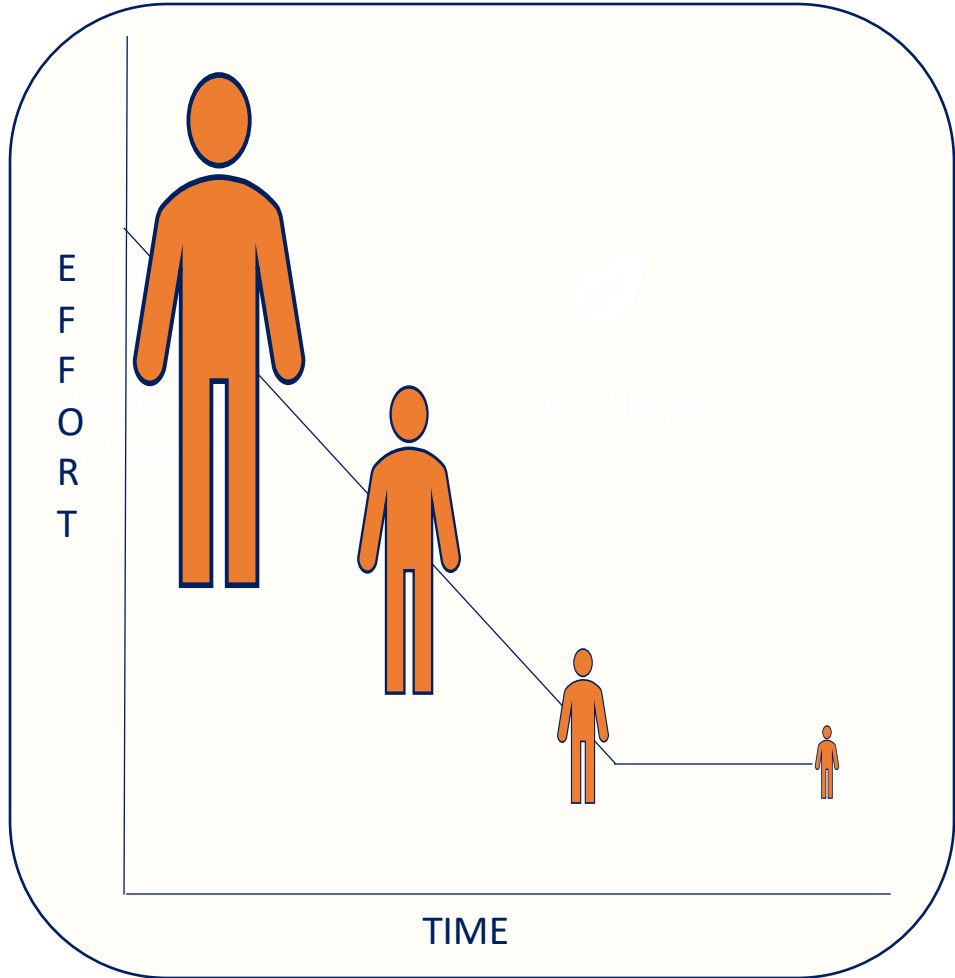
Usage

500 Big Projects a year

40 Projects Closing a Month

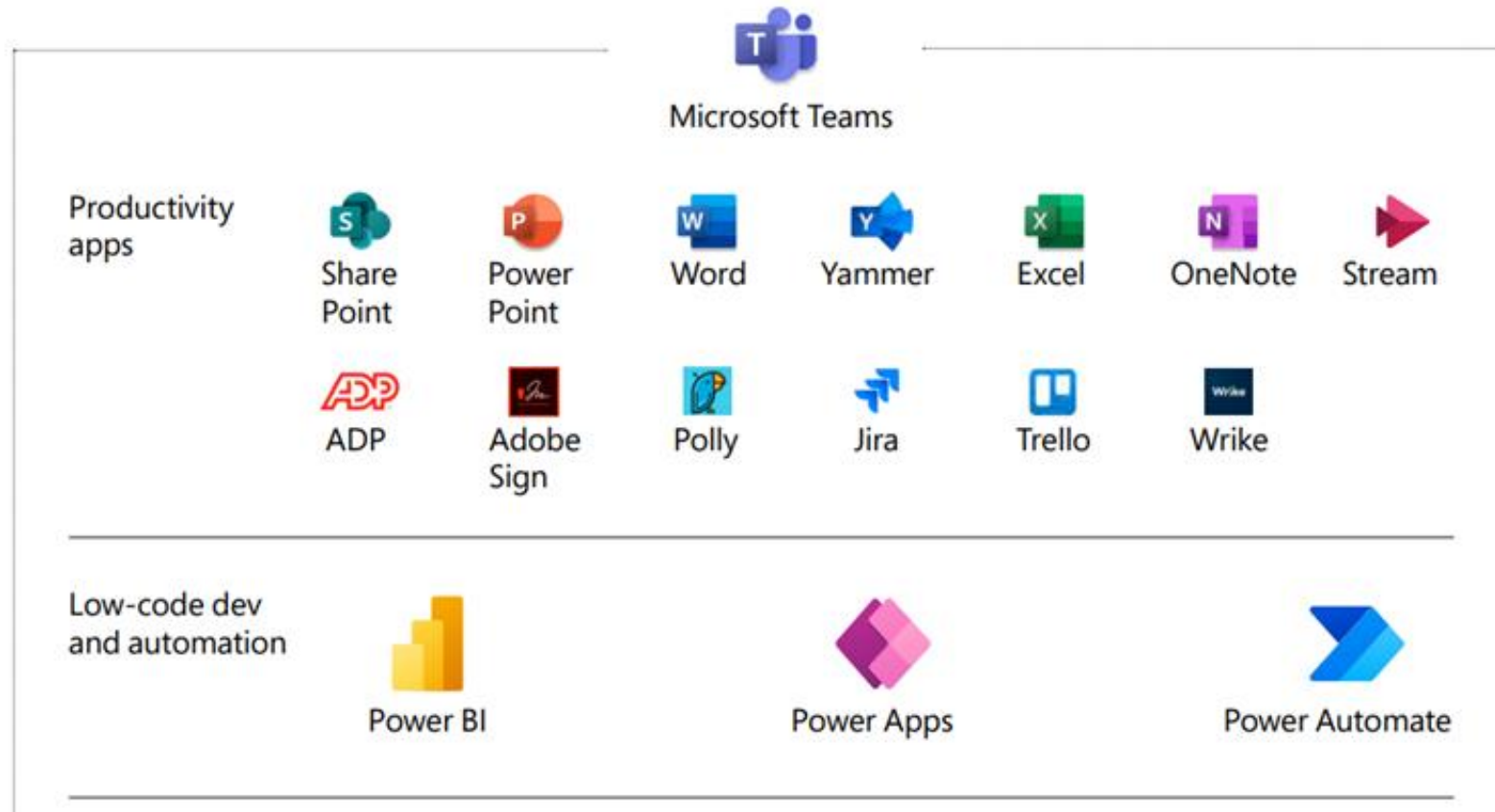
90 Projects Active at all times

Decreasing Effort



Toolchains and Big Data

- Microsoft recommends TEAMS as a Low Code integrator for Apps, Automation and MI;
- Optionally combined with High Code Azure components for a full Data Lake solution



The CPS Approach



QUESTIONS?

Visit us on Stand 12

