



## Baylor College of Medicine Craft Project Management Vision with Catapult



The Baylor College of Medicine (BCM) Information Technology department manages infrastructure and development projects at one of the country's most respected medical schools. The team of 150 IT employees handles support for 35 departments and more than 12,000 users.

Due to the broad spectrum of customers and requests, the team is tasked with managing many competing priorities which demand the same limited resources.

BCM IT formed a Project Management Office (PMO) to manage resource allocation, project schedules and budgets while fulfilling the College's multiple missions.

The PMO identified two primary issues that could be improved with technology. First, it had to establish a way to consolidate all IT projects into a single system so that schedule and cost status could be viewed in a single location. They also needed to implement a means to manage their human resources and forecast resource availability.

The decision was made to replace a set of custom applications with something more robust and easier to maintain. After reviewing many options for creating an information and collaboration infrastructure that would be flexible, easy to use and easily accessible, they chose to implement Microsoft's Enterprise Project Management (EPM) and SharePoint solutions.

BCM selected Catapult Systems to design and implement a pilot system for the College because Catapult's approach and methodology best fit their environment.

### How Catapult Systems Helped

Catapult used its proven project methodology to help BCM clarify technology needs to enable project management tracking and improved collaboration. Then, through workshops with IT executives, Catapult defined requirements and designed a prototype of the product, refining it before configuring the application for the pilot program.

The solution for the information and collaboration infrastructure used Microsoft's EPM and Collaboration platforms, together consisting of Microsoft Office Project Server 2003, SharePoint Portal Server and Windows SharePoint Services, and leveraged SQL Server 2000 as the database layer.

The solution was branded with BCM's corporate colors, styles and logos. Development and implementation of their new infrastructure took 12 to 16 weeks.

Catapult then developed training materials and trained the pilot team, so that BCM could implement the final platform themselves. The pilot team tested the application for approximately two months. Following the pilot program, BCM IT made the needed adjustments to the platform and rolled it out to all of IT at the beginning of their fiscal year.

### Executive Summary

#### Solutions

- Microsoft Enterprise Project Management
- Microsoft SharePoint
- Microsoft SQL Server

#### Client Profile

Baylor College of Medicine, the only private medical school in the Greater Southwest, was founded in 1900. The College consistently ranks among the country's top 125 medical schools. Located in Houston's Texas Medical Center, a 700-acre complex housing 42 member institutions, BCM has affiliations with seven teaching hospitals, each with a national and international reputation for medical excellence.

#### Business Challenge

BCM's IT department supports all IT projects for 35 departments, creating competing priorities for their limited resources. They did not have a centralized view of their IT projects, nor could they track how resources were being used or forecast when they would be available.

#### How Catapult Helped

Catapult Systems helped BCM identify their requirements for a project management and collaboration system. They then developed a pilot program centralized vision of their IT projects and resources. They also trained BCM to support and implement the final platform themselves.

#### Results

- Centralized view of all IT projects
- Improved resource management
- Improved understanding of timelines
- Improved team communication
- Enhanced project management

The new platform is primarily used by IT employees to track time, as well as provide custom project templates using BCM's project methodology.

It also provides Web access views based on custom project, task and resource attributes. BCM plans to roll the project tracking application out to other administrative departments in the College. Their new SharePoint collaboration platform provides BCM's IT with workspaces for each project to collaborate, manage change requests and track issues and risks. Catapult continues to assist BCM with their plans for future project management.

## Results

- Dramatically improved project management due to centralized project tracking and real-time project status reports, allowing for more proactive project management
- Enhanced resource management through resource availability analysis and forecasting
- Increased executive visibility of all IT projects and resources
- Improved interaction within teams using new collaboration platform
- Increased project data availability improves communication with BCM IT's customers

## How Can We Help *You?*

Let us know at 800.528.6248 or [info@CatapultSystems.com](mailto:info@CatapultSystems.com)

