



The Problem

The challenges facing state and local government offices are vast—not the least of which is the ability to effectively manage capital programs. With data and systems growing in both size and complexity (or lack thereof), along with an increase in organizational touchpoints, governments are confronted with finding ways to standardize processes, increase efficiency, and maintain accountability. To do that, your agency or department requires a window into the lifecycle of project processes to reveal real-time information and highlight potential issues before they become crises.

The lifecycle of capital programs is complex, sometimes spanning years for a single project. Traditional scheduling and construction tools only address a small portion of the overall requirements to support capital program management. Bidding and procurement, funding, land acquisition, creation of public-facing Web sites to keep the public up-to-date—none of these are addressed in current software systems. When looking at the number of users involved in capital program execution, you begin to understand a flexible system is needed to provide each user with a window into the lifecycle of each project, based on their role.

The Potential

What if you could achieve increased visibility into every nuance of your capital programs, and take control by:

- Proactively monitoring problems based on existing project data spread across multiple systems
- Standardizing and coordinating processes across departments and agencies
- Accessing critical reports to link, compare, and monitor all data within the project lifecycle
- Ensuring availability of up-to-date, accurate documentation and related news and events
- Providing filtered access to information based on the people and roles you define
- Selecting information from your projects to publish onto public websites for citizen self-service
- Centralizing all project documentation and Web content

The Solution

The combination of Enterpulse's capital projects portal framework based on leading technologies from BEA Systems and Interwoven afford you the opportunity to leverage your existing data—from accounting and general ledger to procurement to Land Acquisition—and view it in a way that provides real-world contextual value by factoring in business rules that you define. With the kind of flexibility offered by the world's leading J2EE Application Server and Content Management system, your agency can add new departments, users, and data while tackling key business problems, one at a time.

The Alert Module | Be proactive: Intercept project issues with real-time data monitoring

Take charge of performance and manage issues before they adversely impact the overall project. With the Enterpulse portal solution, your dashboard view into schedules, budgets, and other critical information offers convenient, color-coded "alerts" that immediately notify you when potential conflicts or discrepancies within the project arise. Viewed via the portal dashboard, alerts can be filtered by program, project, or date, and provide a line-item description of the issue and severity level based on a red, yellow, and green schema.

These automated checkpoints coalesce data among your different systems, such as accounting and general ledger, based on specific business rules that you define. And with different business rules addressing different business processes, each alert can support a tangible ROI.

The Scheduling Module | Stay on track: Standardize project processes, phases, and efforts

With multiple systems supporting multiple projects and multiple interdependencies, scheduling across departments becomes an arduous task. Project managers and executives need real-time views into critical work efforts, dates, and milestones to ensure the project is on track—and on target to **stay** on track. The portal enables you to easily add and update core scheduling information and make that information available via easy-to-use project dashboards. For even further accountability, the portal provides an audit trail of all modifications to scheduling data and associated reasons for updates.

Fully integrated into the overall portal solution, scheduling data can be leveraged by the Alert Module, with custom business rules to notify managers when key dates are passed or when deadlines are missed. And by predefining standard project tasks from which to choose, creating and maintaining a project schedule has never been easier—or as consistently executed. These features ensure you meet the needs of your clients while promoting smooth and efficient operation across the agency and departments.

Interwoven, The Document/Content Management Engine | Maintain project documents and related content

So much of project tracking and success relies on consistent, up-to-date documentation. The ability to upload, maintain, and retrieve all project-related documents and other content enables a one-stop shop for project managers, executives, or other government personnel to gain a comprehensive view of current progress and past events. Using the world's leading Content Management software, your organization can also define specific templates and make them available to project managers via the portal to provide another level of convenience and work efficiency. Content and documents can easily be added through the portal and associated with a specific project, and conveniently downloaded or viewed from multiple project drill-down areas. From status reports and weekly meeting minutes to agendas and legislative activity, government personnel with access privileges are able to gain significant insight into the project, all from one location. The capabilities of Interwoven extend further to include the ability to update general portal content such as news and events, with the ability to publish that information to public-facing websites for both project-specific and general department or agency communications.

The Reporting Module | Evaluate success: Leverage reports to assess progress

The ability to access summary detail about a program or project is the foundation of the portal, and is key to ensuring its successful completion—on time and within budget. The portal comes equipped with standard reports that allow your key executives to get snapshots with which to evaluate the project for both in-process reviews and post-mortem analyses. Just some examples of potential reports you may use include:

- View all open alerts by project manager
- View all closed alerts by business rule
- View all status reports, and by project
- View all performance evaluations
- View performance evaluations by project manager

With reporting capabilities that allow you to filter and compare specific criteria, you can add valuable context to summary detail and achieve an overall picture of project progress.

User Administration | Advocate adoption: Offer custom, roles-based views

The User Administration features of BEA Portal are designed to let you define key users of the system and their associated roles. Creating and deleting users allows you to control system accessibility, while providing the appropriate users with custom, roles-based views of portal content. This framework solution automatically filters information based on the individual and his or her role within the projects environment, resulting in:

- Higher user adoption
- Faster deployments due to minimal training needs
- Anywhere, anytime access
- Lower maintenance costs and total cost of ownership

Case in point: The City of Chicago's Public Building Commission is experiencing a time savings of an entire day per week in accounting through the portal's "alerts" engine, which monitors outstanding payout requests and discrepancies between the city's accounting and budgeting systems for more than 400 million dollars in construction projects.

What does this mean for you?

Implementing the Enterpulse capital program management framework will help local, state, and federal agencies reap many benefits, some of which include:

- Standardize processes and best practices sharing
- Improved communications
- Consolidated data from multiple sources, including spreadsheets and existing applications
- Significant reduction in report preparation time
- Accountability for the government through increased visibility of pertinent information
- Improved project planning and execution processes resulting in direct cost savings