Iterative Project Report for Programs & Multi-Year Phased Projects

Submitted to Project Oversight on 02/03/2022

GENERAL INFORMATION

Program/Project Name: Enterprise Service Management 2

Agency Name: North Dakota Information Technology

Project Sponsor: Duane Schell

Project Manager: Jacob Chaput

PROJECT DESCRIPTION

The program seeks to replace all customer-facing service requests from the legacy Work Management System (WMS). This will involve rebuilding the services within ServiceNow according to industry best practices. The program will also configure configuration management database (CMDB) within ServiceNow to meet the crawl phase of crawl/walk/run methodology.

BUSINESS NEEDS

1. Currently customers need to use two different systems for service requests and NDIT service teams must work within two systems, decreasing service request and staff efficiency while increasing the likelihood of errors.

2. NDIT currently does not utilize Common Service Data Model (CSDM) or have Configuration Management Database (CMDB) implemented. Through CSDM, NDIT will be able to map relationships between technical and business perspectives. This will empower leadership to align with strategies and provide quicker service with better change management. Currently, the organization must rely on institutional knowledge and legacy asset management systems to understand what it owns, how it is configured, and what impacts systems have due to changes or outages.

PROGRAM/PROJECT FORMAT

Program/Project Start Date: June 15th, 2021

Budget Allocation at Time of Initial Start Date: $750,000

How Many Phases Expected at Time of Initial Start Date: 2

Phase Approach Description: Two projects will be created in parallel to solve the program's business needs.

Estimated End Date for All Phases Known at Time of Initial Start Date: June 30th, 2022

PROGRAM/PROJECT ROAD MAP

The program road map shows the high-level plan or vision for the program/projects/phases. It is intended to offer a picture of the lifespan of all the effort that is expected to be required to achieve the business objectives.

Project/ Phase	Title	Scope Statement	Estimated Months Duration	Estimated Budget
Project 1	Service Catalog 3	Rebuild remaining customer facing, non-billable service requests on WMS within ServiceNow.	6	$369,693
Project 2	CMDB	Configure configuration management database (CMDB) within ServiceNow	TBD	TBD

Notes:

CMDB professional services procurement is in progress.

PROJECT BASELINES

The baselines below are entered for only those projects or phases that have been planned. At the completion of a project or phase a new planning effort will occur to baseline the next project/phase and any known actual finish dates and costs for completed projects/phases will be recorded. The iterative report will be submitted again with the new information.

Project/ Phase	Project/ Phase Start Date	Baseline End Date	Baseline Budget	Funding Source	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Project 1	1/10/2022	6/1/2022	$369,693	State				
Project 2	TBD	TBD	TBD	TBD				

Notes:

Project 2 is currently procuring professional services needed to baseline the project.

OBJECTIVES

Project/ Phase	Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
Project 1	100% of customer facing, non-billable requests are in ServiceNow.	Remaining customer facing, non-billable WMS requests are rebuilt in ServiceNow.		

KEY LESSONS LEARNED AND SUCCESS STORIES

A lessons learned effort is performed after each project or phase is completed. This process uses surveys and meetings to determine what happened in the project/phase and identifies actions for improvement going forward. Typical findings include, "What did we do well?" and "What didn't go well and how can we fix it the next time?"

Project/ Phase	Key Lessons Learned and Success Stories
Project 1	TBD

KEY CONSTRAINTS AND/OR RISKS

- High complexity catalog items must be completed by May 10th, 2022
- NDIT staff must be available for project activities

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