

Program and Portfolio Management

Security Office Case and Alert Management PMO

A diversified financial services firm had undertaken a program to implement common security case management across its operating units. An initiative to implement and customize a Norkom Enterprise Investigation Management platform was progressing, though lacked alignment with the firm's Information Technology group. The initiative needed leadership to align program objectives and develop an operating framework to achieve these objectives.

Approach

Katahdin Solutions was engaged to evaluate the program and implement changes to achieve cost and delivery objectives. The effort included:

- Evaluating and refining program objectives and timelines
- Adjusting delivery team make-up
- Managing vendor relationships
- Defining a program operating model covering demand and delivery management
- Implementing Quality Assurance methods and tools for testing and tracking solution defects
- Establishing in-house application customization and integration capability to enable cooperative solution development and reduce vendor reliance
- Defining the appropriate mix of business sponsor, IT, and vendor responsibilities
- Formalizing solution request queue prioritization and delivery pipeline management
- Driving the process for porting the platform to a more efficient, cost effective LINUX operating environment.
- Establishing a Program Steering Committee and managing the committee process
- Running operating team meetings and producing all deliverables and program communications

Katahdin operated the program's PMO for over a year.

Results

The program's quality and progress improved notably under the restructured program.

- A six month backlog of delivery defects was eliminated, and new defects were rarely introduced.
- Delivery times were shortened by improved processes and in-house development skills.
- Operating costs were reduced.
- Key process efficiencies were enabled, and a path toward automating security and compliance alert incident capture was defined.

Through information technology and advisory capabilities, Katahdin Solutions provides consulting services to organizations seeking to achieve greater efficiency and value from their project delivery and compliance initiatives.