



KM for Program and Project Management

Mark Youman

Principal

ICF International

myouman@icfi.com

KM for Program and Project Management

- KM for Program and Project Management
 - Coordination, information management, and task/issue tracking
- Team collaboration tools are frequently are underutilized or unused after initial set up
 - Microsoft SharePoint, Lotus QuickPlace, many others
- Scenarios for successful use include:
 - Multi-organizational program teams
 - Integration of PM processes in KM environment

Example: Louisiana Road Home Program

- Problem
 - Stand up and implement the largest single housing recovery program in the history of the United States
 - Tie together staff from multiple companies across the country as well as 14 new Louisiana offices
- Solution
 - Web-based collaboration portal organized around the program structure and culture
 - Blend program wide information sharing with team-based collaboration
 - Embed collaboration tools in business processes
- Results
 - Portal used as virtual “home base” for program operations, training, policy/procedures, and team operations




http://portal.road2la.org - The Road Home Information Portal - Home - Microsoft Internet Explorer provided by ICF Consulting Gr

File Edit View Favorites Tools Help Links cn R2LA SHRPII_RFPs SHRP II d eit et >> Google G Settings

My Site Site

Home Program Calendar PMO Communications Team Rooms Centers & Call Center HR Map Gallery Sites Policies & Procedures

All sources

 The Road Home Information Portal
Home

The Search function is now available

Home

- Program Calendar
- PMO
- Communications
- Team Rooms
- Centers & Call Center
- HR
- Map Gallery
- Sites
- Policies & Procedures

Actions

- ▣ Add Listing
- ▣ Create Subarea
- ▣ Upload Document
- ▣ Change Settings
- ▣ Manage Users
- ▣ Manage Content
- ▣ Manage Portal Site
- ▣ Edit Page

Welcome to *The Road Home* Information Portal! This Web resource is designed as a central point for information delivery, collaboration, and coordination for *The Road Home* staff. The portal is evolving rapidly as we determine new uses and create new information areas. For more information please contact Mark Youman at myouman@icfi.com.

For security reasons, Applicant Data are not allowed on the Portal.

Announcements

Brown Bag Series Begins!! 9/28/2006 2:37 PM
by Booth, Eric
The brown-bag, informal presentations followed by a Q&A session will begin on Monday, October 2 at 12 pm (lasting one hour). The presentations will cover a variety of topics about The Road Home Program. A new topic will be discussed...

Travel Calendar Available! 9/23/2006 10:57 AM
by Booth, Eric
The Program travel calendar is now available for everyone to use. It is a convenient location to jot down your whereabouts and let your teammates plan for your departure/arrival. Enjoy!
Susan asks that everyone on the project indicate their...

Email Forwarding Instructions 9/20/2006 7:01 PM
by Googins, Jennifer
Here are the details of e-mail forwarding:
If you requested to have your e-mail forwarded, and received a response stating that it was completed, your e-mail will continue to be forwarded.
If you configured a rule in Microsoft Outlook to automatically...

Download the Road Home Information Portal Desktop
Click on the graphic above and click to install the icon on your desktop. Once installed, this icon will give you access to the portal.

External Collaboration
The Road Home program will soon (restricted access) collaborate with groups such as clients, vendors, or you have external collaboration news know.

Links

- The Road Home Public Website
- Louisiana Road Home Program
- Louisiana Recovery Authority
- The Road Home Action Plan
- Louisiana Public Broadcasting R Hall Meeting
- ICF International Website
- State of Louisiana Office of Con Development

Portal Site Map

Program Calendar
Travel Calendar

PMO
PMO Charter | General Information | Customer Deliverables | Data Entry Project | Support

FAA Terminal Services Program

- Problem
 - Air traffic control tower design and build involves resource-intensive coordination and long cycle times
- Solution
 - Web-based collaboration projects to tie together FAA staff nationwide as well as design firms and contractors
 - Support ongoing knowledge sharing in key areas such as Terminal Towers, Navigation, Communications, Radar, and Infrastructure
 - Establish project team collaboration for initiatives such as Cost Estimation, Enterprise Architecture, and Security as well as Terminal Services projects
- Results
 - Terminal design cycle shortened from 3 months to 3-4 weeks
 - Terminal Services units and teams have adopted Web-based collaboration to achieve their business goals more quickly and efficiently—1100 users





Terminal Home

- Documents**
 - Shared Documents
 - Key FAA Standards and Orders
- Pictures**
 - ATCT Construction
 - Las Vegas ATCT Site Visit Pictures
- Lists**
 - Contacts
 - Tasks
 - Terminal Issues
 - Biweekly Terminal Telecon
 - National Teams
 - Key Reference Documents
 - Test
- Discussions**
 - General Discussion
- Surveys**

Engineering Services Terminal Home Page

Contact Jack McNamee 202-646-2294
jack.ctr.mcnamee@faa.gov



Announcements

Changing Your Display Name and Password 2/3/2005 10:29 AM
by Administrator
You'll probably want to change your display name and password. Open the attached file for step-by-step instructions. Click on the message title above (Changing Your Display Name and Password) to open this message and select attachment.

Events

| | Today | View by Day | View by Week | View by Month

March 2006						
Sun	Mon	Tue	Wed	Thur	Fri	Sat

Useful Resources

URL
Key Reference Documents

Links

- AFTIL Laboratory
- Atlanta Terminal Platform
- ATO T Facilities
- Enterprise Model
- Quality Management System
- Western Service Area Terminal Platform

National Teams

- A&E General Information
- Cost Estimating Team
- Design Guidelines Team
- National Civil/Structural Engineering Team (NCET)
- National Electrical Engineering Team (NEET)
- National Mechanical Engineering Team (NMET)
- Primavera Implementation Team
- Terminal Facilities Standard Design Project 2005

Example: New York State DOT, Ozone Action Day Program

- Problem
 - Coordinate multiple subcontractors, local Transportation Management Agencies, and state government organizations to operate and measure the NYC area Ozone Action Date Program
- Solution
 - Create a Web-based “home-base” for project information, coordination, and reporting
 - Provide access for clients as well as implementation team
- Results
 - Improved information access and client satisfaction



New York Ozone Action Days Program Portal

Program Development and Management

New Document Upload Document New Folder Filter

Type	Name	Description	Modified	Modified By	Checked Out To
Folder	New Alert Sign Ups		8/23/2006 10:24 PM	Michael Grant	
Folder	Open Activity Reports		8/24/2006 11:22 AM	Crystal Corwin	
Folder	PAC Meeting Minutes		8/24/2006 11:31 AM	Catherine Thomas	
Folder	Program Planning Documents		8/26/2006 10:46 AM	Catherine Thomas	
Folder	Current alert network participants		9/5/2006 1:48 PM	Michael Grant	

Media Resource Sharing Document Library

New Document Upload Document New Folder Filter

Type	Name	Description	Modified	Modified By	Checked Out To
Folder	Employer Recruitment Materials		8/24/2006 5:49 PM	Michael Grant	
Folder	Event Planning Materials		10/3/2006 2:06 PM	Linda Bailey	
Folder	PowerPoint presentations		8/23/2006 11:15 PM	Michael Grant	
Folder	Telemarketing Resources		8/24/2006 5:49 PM	Michael Grant	

ICF Internal Access Only

Type Name Description Modified Modified By Checked Out To
There are no items to show in this view of the "ICF Internal Access Only" document library. To create a new item, click "New Document" or "Upload Document" above.

Add new document

Internal Draft Documents

New Document Upload Document New Folder Filter

Type Name Description Modified Modified By Checked Out To
There are no items to show in this view of the "Internal Draft Documents" document library. To create a new item, click "New Document" or "Upload Document" above.

Critical Success Factors and Lessons Learned

- “Build it and they will come” will fail
- Program and project managers must lead by example
- Keep the technology simple
- Don’t take passwords/access for granted
- Provide user support and training even for basic tools