



Project review service

The Micro Focus Project Review Service provides an in-depth, independent assessment of project performance to help maximize overall project efficiency

OVERVIEW

Micro Focus provides a Project Review Service to explore, analyze and report on overall project performance and improvement suggestions as they relate to the client. This service comprises a set of research activities undertaken with client resources, and results in the provision of a formal report, detailing independent, evidence-based observations and recommendations.

Micro Focus is uniquely placed to offer this service as it is backed up by the successes of hundreds of projects already undertaken over 35 years of service delivery, and is aligned with industry best-practice methods such as PMI and PRINCE2.

The experienced project management professionals who deliver the service are well-versed in the approach as well as the specific practices and technologies involved. Micro Focus actively ensures both the skills and cultural fit for each engagement. The approach can be tailored according to the needs of each project undertaken and is determined by customer requirements.

SERVICE OFFERING

Typically, the customer will already have engaged Micro Focus to provide one of a range of Professional Services, or will be undertaking its own IT transformation project using Micro Focus products and technology, possibly involving a 3rd party partner.

Micro Focus' expertise and experience in providing tailored services to help customers get the most from their Micro Focus product investments has yielded tremendous insight and understanding of the best methods to use in such projects. Our own delivery methodology includes a continuous improvement process that ensures we learn from each project.

In the Project Review Service, Micro Focus undertakes an independent audit and review of the practices and methods employed by customers on their key projects. The Service incorporates three key elements:

- Data Collection – a comprehensive data capture exercise involving detailed interviews of all selected project participants, managers and stakeholders, based on a set of detailed questions, plus review of project assets including plans, minutes, communications, documentation and related material
- Data Analysis – an exhaustive review of responses to enable categorization, trend analysis, cross-checking, follow-up questioning, prioritization and deduction
- Reporting – a formal report, illustrating the key areas identified and conclusions drawn, with a clear executive summary of key recommendations. The full report is typically delivered via an on-site presentation by Micro Focus

APPROACH AND SCOPE

Reviewing client project performance is most appropriate when a significant IT project is underway, when the scope of work is non-trivial and the project is active and pre-defined. These may involve Micro Focus products, Micro Focus Professional Services, or both.

The objective of the review process is to assess the overall performance by comparing project activities against published critical success factors through a thorough fact-gathering interview process and to provide key conclusions and recommendations.

Micro Focus will assign an independent, experienced Professional Service program management resource, with no prior project involvement or awareness, to undertake this Service. This ensures an impartial and dispassionate review service can be provided.

Typically, the review process will comprise the following outline steps:

- Upfront agreement of scope and objectives
- Assignment of Micro Focus project review service resource
- Preparation of the project asset review activities (required assets, review period)

- Preparation of the interview process including candidate respondents, schedule and logistics, to be approved by key stakeholders
- Review of project assets as provided by the client including any follow-up queries
- Respondent interviews – onsite, face-to-face or by telephone
- Offsite analysis and appropriate follow-up and validation effort
- Results generation and report creation
- Dissemination of final report and onsite presentation

A vital component is the creation and execution of the interviews themselves. Using a boilerplate of around 75 questions per candidate respondent, Micro Focus takes input across a variety of project execution and control categories. The interview process can be tailored depending on the nature of the project being assessed, but respondents are typically asked to spend at least an hour in the interview sessions. Follow-up enquiries during the analysis phase would usually be by telephone.

Additionally the Micro Focus project staff may also be interviewed as a check-and-balance exercise, where required or appropriate.

The resulting deliverables include a full PDF format Project Review Report, and an accompanying presentation outlining the key points of the report, including the key findings and recommendations for any corrective action.

If you have an active project which you would like to review from a performance perspective, please contact Micro Focus for an exploratory conversation.

About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

For additional information please visit: www.microfocus.com

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