

## Case Study

# Getting a Deviated Project back on track with Minimal Efforts

*How a large government agency brought a deviated project back on track with minimal efforts*



### The Customer

The Department of Human Services (DHS) is the largest government department in Victoria State in Australia. DHS directly employs more than 13,000 people and has the responsibility of delivering selected healthcare applications to various agencies within Victoria State, after they are developed at vendors' development centers and tested within the department in line with the requirements of the end-user. DHS also funds organizations such as hospitals, aged care facilities, ambulance services and community service agencies that collectively employ more than 80,000 people.

The DHS noticed many slippages in timelines proposed by product vendors, which eventually started impacting the sentiments and funding of the agencies due to non-collection of statutory information on Victorian health. A continuous delay in time to deliver outstanding functionality forced DHS to conduct a technical review of the efforts estimates submitted by the product vendor. DHS started looking for a CMMi 5 company with established processes and eventually chose Mahindra Satyam for this engagement.

### Mahindra Satyam Solution

Mahindra Satyam delivered its proven consultancy services by conducting a process audit of project development life cycle and after carrying out a technical review of the efforts using Function Point analysis. The team from Mahindra Satyam conducted interviews with representatives of both the parties to know the status of the delivery. The team also collected relevant documents to understand the functionality of the delivery and the outstanding deliverables for the FP estimation.

During the engagement, Mahindra Satyam reviewed the project methodology and unearthed various shortcomings in the processes that adversely affected the timelines. Mahindra Satyam conducted Function Point analysis on the selected parts of the project and submitted a review and recommendation report proposing remedial actions based on the immediate priorities with a view to get the deviated project back on track.

### Benefits

With Mahindra Satyam, DHS was able to bring the project back on track with minimal efforts. It also succeeded in eliminating the process gaps, thereby enabling better project management.

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