

Department of Environmental Protection

Division of Water Resource Management (DWRM):

Staff Augmentation: IT Project Management

Enterprise 24x7 Inc. Engagement Summary

Overview

The Division of Water Resource Management (DEP-DWRM) had a need for Project Management Services to manage the design, development and deployment of multiple complex IT Projects. Between others, the main two projects focused on:

- Water monitoring data STORage and RETrieval (STORET) Application Implementation Project
- Water quality evaluation for Total Maximum Daily Load (TMDL) Application Implementation Project

E24X7INC Services

The E24X7INC **Project Manager (PM)** was responsible for overall coordination, status reporting and stability of project-oriented work efforts. The PM was required to manage multiple projects simultaneously and establish and implement project management processes and methodologies for the DWRM IT community to ensure the projects were delivered on time, within budget, adhered to high quality standards and met customer expectations. The PM was responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. The PM partnered with senior management of the DWRM, DEP Water Information Technology Systems (WITS) and DEP Office of Information Technology Services (OTIS) community to identify and prioritize opportunities for utilizing IT to achieve the goals of the groups. The PM possessed extensive knowledge and expertise in the use of Project Management methodologies and tools and understand human resources policies and practices and change management techniques as used within the DEP.

- Served as the Project Manager for Total Maximum Daily Loads (TMDL) Tracker, STORage and RETrieval database (STORET) Replacement Discovery, and STORET Replacement project.
- Ensured that the projects were compliant with all required WITS and Office of Technology & Information Services (OTIS) Project Management standards.
- Directed and managed project development from initiation to closure.
- Defined project scope, goals and deliverables that supported business goals in collaboration with senior management and stakeholders.
- Developed full-scale project plans and associated communications documents.
- Effectively communicated project expectations to team members and stakeholders in a timely and clear fashion.
- Liaised with project stakeholders on an ongoing basis.
- Estimated the resources and participants needed to achieve project goals.
- Drafted and submitted budget proposals and recommended subsequent budget changes where necessary.
- Where required, negotiated with other department managers for the acquisition of required personnel from within the agency or vendor community.

Department of Environmental Protection

Division of Water Resource Management (DWRM):

Staff Augmentation: IT Project Management

Enterprise 24x7 Inc. Engagement Summary

- Determined and assessed the need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle.
- Set and continually managed project expectations with team members and other stakeholders.
- Delegated tasks and responsibilities to appropriate personnel.
- Identified and resolved issues and conflicts within the project team.
- Identified and managed project dependencies and critical path.
- Planned and scheduled project timelines and milestones using client required tools.
- Tracked project milestones and deliverables.
- Developed and delivered progress reports, proposals, requirements documentation, and presentations.
- Determined the frequency and content of status reports from the project team, analyzed results, and troubleshoot problem areas.
- Proactively managed changes in project scope, identified potential crisis, and devised contingency plans.
- Defined project success criteria and disseminated those to the involved parties throughout project life cycle.
- Coached, mentored, and motivated project team members and contractors, and influenced them to take positive action and accountability for their assigned work.
- Built, developed, and grew business relationships vital to the success of the project.
- Conducted project post mortems and created a recommendations report identifying successful and unsuccessful project elements.
- Developed best practices and tools for project execution and management.
- Worked on other Projects as needed and assigned by client supervisor.

Technologies Leveraged

- Project Management Standards
- Oracle Forms & Reports
- MSOffice
- PMP Certification
- Oracle Database
- MS Project
- J2EE/ XML
- ArcGis/ArcIms
- JIRA