



Establishing P3M and Product Controls for Wessex Water

THE CLIENTS' CHALLENGE

Serving more than 2.8 million customers across the South West, Wessex Water's regional water and sewerage business depends heavily upon project management.

Following an initial Project, Programme and Portfolio Management (P3M) maturity assessment from IMD Group in 2018, our consultants returned in 2019 to re-assess, re-evaluate and make recommendations about the next steps for Wessex Water's Information Systems (IS) Programmes.

BRINGING A LASTING LEGACY

We left the client with a professional project management discipline that identified best practice, shared internal knowledge and developed a consistent approach to managing stakeholders. This delivered a sustainable organic capability that strives for continuous improvement, and increased productivity within the team.

HOW WE HELPED

A selected team of IMD consultants carried out extensive interviews with a cross-section of the Wessex Water IS function and delivery teams to gather information, knowledge and awareness that would help us understand the baseline.

- **Investigating the root cause.** By diving deeper during the discovery phase, we got to the root cause of the systemic problems, rather than simply highlighting challenges on the surface.
- **Analysing extensive data sets.** In addition to the interviews, we established a consolidated data set by reviewing over 100 artefacts to identify common themes, improvements and rationale for recommendations (both inside and outside the project scope).
- **Taking a long-term view.** By continuing to work closely with the client team to cross-examine the impact of our transformation recommendations, we were able to form a long-term strategy.
- **Continued learning & development.** We rolled out a series of accredited project management learning and development initiatives to build awareness and engagement across the business.



SUCCESSFUL OUTCOMES

By working closely with the client and gaining a thorough understanding of the base line before proceeding, we were able to deliver a transformative IT programme while leaving a robust, permanent legacy of enhanced capabilities.

- Wessex Water's new IT programmes enable effective business transformation by defining, planning and delivering IT projects. These help the business to constantly evolve.
- We worked side-by-side with the crucial IT business unit to help them successfully deliver their portfolios of change programmes and projects.
- We supported enhancements from upgrading the operating systems across the business to developing a distribution risk assessment system for network interventions.
- By reviewing the PMO, the transformation programme provided a step change in capability. Through recommending process changes and delivering agile learning and development, we achieved a successful skills transfer.



CAPABILITIES WE PROVIDED



"IMD Group has helped us with our PPM maturity. Using their maturity assessment model, the consultants honed into the material opportunities for improvement and provided recommendations. Following the audit, we shaped a transformational programme which has already delivered a step change in our capability and informed our PMO's ongoing roadmap of change."

Richard Trevithick, *IT PMO Manager,*
Wessex Water



If you are embarking on project management or system re-evaluation, speak to **Darren**



Connect with Darren



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