

## CASE Project office service rationalizes project delivery

Projects for the advancement of municipal online services require strong project management. The project office service provided by Ixonos for KuntaIT is a pioneer in introducing project culture into the public sector.

Inspiring the digital experience.

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## Background

The objective of KuntaIT, the local-government IT management project operating under Finland's Ministry of Finance, is to create nationally interoperable, customer-oriented services that improve cost-effectiveness, for the use of the municipal sector. The projects funded by KuntaIT particularly aim to promote online services as well as networking.

Successful completion of a project requires monitoring of project objectives, costs, schedules and quality. Measuring the benefits of the deliverables—did the project achieve what it was meant to?—is also important. Another challenge is to match the diverse project management methods of various municipalities.

To manage the implementation of KuntaIT's development projects, KuntaIT utilizes a project management method created for their own use. More specialist resources were needed to apply this method to projects, and to develop it. Establishing a project management office was clearly a necessity.

## Solution

KuntaIT acquired the project office service by outsourcing it to Ixonos. In the service, Ixonos provides KuntaIT's projects with method and process support during the entire life spans of the projects. The service also includes the management of KuntaIT's project portfolio, as well as the development of a project management method and toolkit. The operation of the service includes, among other things, prediction of support needs; a process for designing support requirements; a model for steering-group work; quality monitoring; and a mentor network consisting of consultants at Ixonos.

## Benefits

The KuntaIT project office service pioneers the introduction of project culture into the public sector. Even internationally, the project office service outsourced to Ixonos is among the first in its field.

The method and process support, which covers the entire life spans of projects, ensures that the projects proceed on schedule and that they reach their objectives.

Through projects, KuntaIT has reached its objective as supporter of communality. One of the exemplary planned implementations is the "Toward partnership—limitless services for families with children and for young people" project, which aims to use online services to serve inhabitants from childhood to adulthood. Several municipalities have participated in designing and implementing the project. The service has pulled together, among others, maternity, child health and youth services as well as culture and leisure services. The objective is for the customer's user interface to change according to his or her needs, from child welfare clinic to working life.