KEYEDIN® PROJECTS

6 BEST PRACTICES FOR RESOURCE DEMAND PLANNING SUCCESS

A real-world, practical guide to resource demand planning in the Digital Age

Topics Included in This Guide:

- What you need for best-in-class resource management
- Meeting predictive and adaptive project needs
- Effectively managing demand profiles
- Resource demand planning by role, task and cost
- Best practices to ensure success

Introduction

We know that when you can measure your ability to manage resource demand, you protect your business goals. You also have the ability to innovate—your value is wrapped up in your ability to move quickly and capitalize on profitable ideas.

What best practices will allow you to successfully deliver both predictive and adaptive projects in tandem across your portfolio? Measuring these aspects of your portfolio against solid metrics requires a solid technology solution. As an Aberdeen Research blogger stated, "While many of the strategies that facilitate project management are evergreen, the technologies that are utilized to support them are constantly evolving. This is because increased demand, competition, and customer (internal or external) expectations lead organizations to seek out ways to deliver more innovative products while delivering projects on-time and under budget."

Six Best Practices to Ensure Success

Let's look below at the areas you must master with resource demand planning—and examine how you realize the power to innovate by mastering these basics. How close are you to excelling in all of these areas?

TOPICS COVERED IN THIS WHITEPAPER INCLUDE:

- WHAT YOU NEED FOR BEST-IN-CLASS RESOURCE MANAGEMENT

- MEETING PREDICTIVE AND ADAPTIVE PROJECT NEEDS

- EFFECTIVELY MANAGING DEMAND PROFILES

- RESOURCE DEMAND PLANNING BY ROLE, TASK AND COST

- BEST PRACTICES TO ENSURE SUCCESS

Best Practice #1: Quickly create demand profiles for projects in order to forecast resource requirements and analyze your capability to deliver

Technology enables this best practice by using good scenario modeling and reporting functions. Every project management office and portfolio manager knows - the one who forecasts best usually achieves the best results. One of these results is being able to move quickly when innovation beckons.

Adaptive project management shines when you use demand profiles because in that environment, you must maintain good communication enterprise-wide among project teams to create flexible work streams that turn on a dime. These demand profiles keep you flexible, integrated and collaborative when meeting any new challenge by keeping things simple.

Best Practice #2: Easily Account for project delays or changes in project scope

Again, if you can't do this, and do it well, you will spend your project management energy on putting out fires -- and most of your projects will feel the heat. Technology is also crucial in this best practice area, because scope problems on a portfolio scale are next to impossible to track if you aren't working within a good portfolio management solution. This delivers a visible, repeatable process for reallocating resources in the face of change.

Delaying demand or bringing demand forward in unsustainable ways –we've all done it to meet a deadline or set of deadlines—will continually haunt you. Unless your change projects are spurred from these one-offs, you will never have a guarantee that they will stay just that—a one-time problem. Create a repeatable process of continuous improvement to meet these challenges head on.

Best Practice #3: Make sure projects are fully resourced in the present

Resource demand planning experts are often surprised—but never incapacitated. The speed of market change, especially when it relates to keeping ahead of your competition and meeting customer needs, is incredibly accelerated these days. Iterative planning during your resource demand allocation sessions must always include room to move on a new opportunity. Have you taken the time to do enough scenario modeling for these eventualities? Have you prioritized projects to ensure you are focused on those offering maximum business benefit?

Best Practice #4: Maintain a real-time picture of overall resource capability by comparing resource allocations across different teams, departments and roles

Having the appropriate resource demand planning technologies to place people where you need them is just as important as having the right tools to measure costs across the portfolio. This is a hallmark of a highly-evolved PMO – change management and communications are core capabilities—but you need the "trench" information, too - to manage change on projects going forward.

Matching your resource demand to capacity is a solid start. Once you run a few scenarios and then compare them against what "really" happened, you can save money by using your people better and coming up with new improvements that can manage your headcount and help foster a leaner, more effective organization without losing quality in the portfolio.

We know that there are many great resources out there to help you figure out how to sell your decisions effectively, but if you don't have the proper visibility for your resources among projects, let alone across a portfolio, you'll continually be under the gun trying to explain yourself.

If you possess this "agility under fire" when it comes to your people and projects you're on your way to overcoming the resource demand impediments we listed above—and becoming a true, trusted collaborator rather than a pencil pusher, checking off to-do lists. You will be viewed as the person who comes up with innovative ideas based on solid planning methods -- empowered by real numbers and based on real experience.

Best Practice #5: Compare resource demand by role and department against the overall capacity to deliver

Can you ever be sure your group is adept at aligning resource demand with your capability to deliver? If they have a handle on it, can they do it consistently for pipeline, ad-hoc, and especially mission-critical projects?

Spend some time with your team; discuss how you define roles for each area and how you mobilize them to meet the needs of pipeline, ad hoc and mission-critical projects. You will quickly uncover places where your capacity is stretched to the limit and perhaps also where you have some room to redeploy for greater effect.

Look to rationalize roles. The more you rationalize and consolidate, the easier the process becomes, and the more reactive you can be. Remember, this is about capacity, don't over complicate things by drilling down to skill levels, we want to easily answer key questions, like, do we have enough Developers and Business Analysts to meet demand?

WEBINAR

WEBINAR: KEYEDIN SPOTLIGHT – RESOURCE DEMAND PLANNING

Best Practice #6: Claim resources supplied to your projects to ensure correct teams are in place for the required time, effort, and duration to deliver projects successfully

Chances are, you share teams across projects and use cross-functional teams to get the job done. In many cases, how well these teams collaborate will dictate the level of project success. The level of collaboration will be directly affected by the stability of the team. Too many changes and morale will fall, communication slows, confusion creeps in and innovation flounders.

By building a mechanism to define project teams in your technology solution, coupled with the ability to claim resources, from a PMO standpoint gives clarity and brings stability to the project.

Once you've got the right information about your people and processes and you've connected them to current and future resource demands, you will have the power to move with confidence. But you need to measure capacity appropriately and ensure your entire company is on board with your philosophy and system of metrics.

Together, we'll figure out where you are in that journey in our next white paper, when we discuss the four top best practices to instituting metrics **Optimizing Resource Investments – Using Metrics to Bring More Value Now**.

[i] http://blogs.aberdeen.com/category/business-intelligence/

About KeyedIn™ Solutions

KeyedIn Solutions is focused on helping organizations simplify processes, improve performance and drive results. The company's Cloud-based software systems not only offer greater flexibility, but effectively scale as business needs dictate and can be implemented quickly, delivering a measurable ROI months, or even years ahead of on-premise systems. And KeyedIn offers a true SaaS model, making its solutions affordable for every budget.

KeyedIn Projects, the company's project management suite, helps businesses and professional services organizations improve everything from project initiation to execution by managing programs based on top-line strategy and delivering profitable projects to the bottom line. KeyedIn Manufacturing is an ERP system that helps custom manufacturers work smarter so they can increase productivity and bring new products to market quickly, for a distinct competitive advantage. And when new solutions need to be developed quickly, KeyedIn clients turn to KeyedIn Konfigure, the company's rapid application development (RAD) platform for affordable applications designed just for them.

When businesses need results fast, they look to the Cloud – and turn to KeyedIn Solutions. You should too. Keep up with us at www.keyedin.com

KEYEDIN®
PROJECTS
Strategy-led and Execution-driven
Cloud-based Project Management Solution

Part of the KeyedIn Solutions Business Portfolio

www.keyedin.com

Corporate Headquarters
5001 American Blvd West
Suite 1010
Minneapolis, MN 55437, USA
p +1 866 662 6820

EMEA Headquarters
Maple House
Woodland Park
West Yorkshire, BD19 6BW, UK
p +44 (0)1274 863300