

Case Study

Project Management Best Practices

HSBC

Client

Industry:
Banking.

Description:
HSBC is a full service Bank, covering all forms of financial products, retail and capital.

Challenge

HSBC has a strategy of deploying commercial off the shelf packages (COTS) for managing financial products and services for their capital market division.

They needed assistance in assessing their internal project management processes and tools against best practice, further, they required assistance in developing a formal set of SLA related to the vendor contracts procured.

Approach

The project commenced with initial kickoff meeting and interviews with executives and Chief Information Officer (CIO). Subsequent data gathering with stakeholders, followed by designing new templates and key service level agreements (SLA) metrics. The project concluded with the final assessment of current processes for the implementation of COTS packages, development of a set templates for project management and a set of SLA for vendor contracts management.

Project Definition

Key Objectives

- Review project sizing and estimation.
- Review project management processes in the deployment of COTS packages for capital markets.
- Develop project management templates.
- Develop template for Vendor SLA.

Deliverable

- Executive workshop.
- Formal report on the improvement of project management process.
- Detailed presentation.
- Complete set of best practice templates for project management and vendor contract management.

Benefits and Outcomes

Actionable advice

- Improved efficiency and controls for project management and related implementation processes.
- Definition of key Vendor SLA.

Final Impact

- New set of project management templates and process controls for improving the life cycle management of cots package implementation
- Improved efficiency and effectiveness of management and financial processes controls related to the capital markets division.

Testimonials

"Thorough set of outcomes and deliverables that added great value of the management controls of the package deployments."

Ruth Brennan
Head of Corporate IT Management