

DYNAMIC SYSTEMS USES ITS TWO-FOLD  
**PROJECT MANAGEMENT**

STRATEGY TO HELP A STATE GOVERNMENT

GET THE RIGHT TALENTS, STREAMLINE  
ALL PROCESSES

**ABOUT THE CLIENT**

**Industry:** Government

**Location:** Undisclosed



## AT A GLANCE

### Challenge

The client, which is a State Government, wanted to overcome Project Management challenges including silos, lack of transparency, and unplanned downtime due to an outdated IT infrastructure.

### Solution

Dynamic Systems served as the interface between multiple subcontractors and the customer and offered a two-fold Project Management approach: Onboard the right talents for the project and build a customer-contractor PMOs relationship based on trust.

### Results

- IT infrastructure upgrade
- Seamless integration
- Functional and technical training
- Comprehensive project documentation

## Overview

Dynamic Systems helped a State Government optimize its Project Management by onboarding the right talents for the project and building mutual trust between the customer and contract Project Management Offices (PMOs).

## Challenge

The State Government had operations distributed across multiple locations within the state. It needed to standardized, streamline, and facilitate the management of these geographically dispersed operations to keep up with demands.

Its old and outdated IT infrastructure, however, was a hindrance to achieving this goal. The infrastructure was prone to unplanned outages that put the stability of the system at risk.



**Distributed operations**  
across multiple  
locations



**IT infrastructure** that was  
old, outdated, and prone  
to unplanned outages



**Lack of transparency**

Another pain point was lack of transparency. According to the client, the Project Management contractor was not transparent about the status of the project.

The client wanted a trusted partner that could help them solve these Project Management problems.

## Solution

Dynamic Systems stepped in to prime the contract and served as the interface between multiple subcontractors and the customer. The original team had to be relieved of their duty and new team members hired onto the project.

Dynamic Systems was brought in during the execution phase, which was near the original period of performance expiration. Dynamic Systems performed the following activities to get the project back on track:

- **Brought in exceptional talents** with significant years of experience across multiple industries and broad backgrounds that spread across databases and applications, who helped keep the processes up and running 24x7 and buy back the schedule.
- **Defined and documented the scope of the project**, encompassing the following:
  - What have been done
  - What needs to get done moving forward
  - How to task the scope to completion

- **Implemented Schedule Management** to enable a single, integrated schedule; consistent status and delivery; and Schedule Baseline to see mapping of tasks being executed against a plan. These were delivered through multiple media including MS Project, Adobe .pdf, MS Excel, and MS PowerPoint so all stakeholders could view them.
- **Established Cost Management** for internal reporting on a Fixed Price contract.
- **Quality Management** by implementing the following:
  - Communications Management for consistent, structured, and transparent discussions; clear escalation requests; dedicated meetings between PMOs; and adapted communications to meet real-time needs. At one point, there was a 24x7 operation and the customer wanted to receive real-time updates on the project status, which were sent via text messages.
  - Risk Management through a 4-step process: identify, analyze, mitigation planning, and tracking.
  - Action Items and Follow-Up by creating consistency and documenting verbal action items; actively following up on actions items; and providing timely responses to customer questions.

Dynamic Systems used a two-fold Project Management approach, which involved onboarding experienced talents (so ramp-up time was minimal) and going back to the basics of Project Management — cost, schedule, and technical objectives — to establish stronger partnerships between the customer and subcontractors. Dynamic Systems believed that a good relationship between the customer and contractor PMOs was critical to resolving the client's Project Management problems.





The customer was very happy with their final system.

## Results

Leveraging Dynamic Systems' proven experience in Project Management, the client was able to reap the following benefits:

### IT Infrastructure Upgrade

Dynamic Systems implemented the following upgrades:

- Platform upgrade from Solaris SPARC to RHEL 7
- Application upgrade from EBS 11.5 to EBS 12.2
- Database upgrade from 10g to 12c

### Seamless Integration

Dynamic Systems helped break the silos and facilitate Project Management by enabling seamless integration not only of systems and applications but also of project schedules.

### Functional and Technical Training

As the interface between multiple subcontractors and the customer, Dynamic Systems ensured every player could keep pace with the changes in and demands of the project by providing effective functional and technical training.

### Comprehensive Project Documentation

Dynamic Systems helped create consistency and ensure transparency through a comprehensive documentation of the project, including its scope, progress, changes, and plans.



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