Microsoft Office Enterprise Project Management

Customer Solution Case Study

Project Manager Allows Check-ups on the

Move for Health Ministry’s IT Projects

“[Project managers] are very happy with the tool and

they love the fact that they can now browse on

multiple devices and can access this EPM from

**Customer:** Ministry of Health

**Website:**  www.moh.gov.sa/en

**Customer Size:** 250,000 employees

**Country or Region:** Saudi Arabia

**Industry:** Public Health & Social Services

anywhere.”

**Customer Profile**

Eng. Ahmed Alhedaithy, Director—Project Management Office, Ministry of Health

Saudi Arabia’s Ministry of Health runs

more than 300 hospitals and 3,000

clinics. It has a 10-year e-health strategy

to exploit digital technology and its

Project Management Office for IT

projects.

Ministry of Health (MoH) in Saudi Arabia could hardly avoid

noticing Saudis' enthusiasm for mobile electronic devices, which

are used widely, including for accessing social networking

websites. In 2013 the ministry’s Project Management Office

(PMO) realized that it could exploit that popularity to improve

further its oversight of IT projects, by upgrading from its

Microsoft Enterprise Project Management (EPM) 2010 software

to the 2013 version.

**Software and Services**

Microsoft EPM 2013

Microsoft Project Professional 2013

Microsoft Lync Server 2010

Microsoft SharePoint Server 2010

Business Needs

Abdullah Alsubaie. “They all assume that

the PMO will solve all the problems and

stop the projects from going wrong.”

The PMO has responsibility for the

hundreds of IT projects needed to support

a 10-year e-health strategy, which the

Ministry of Health (MoH) launched in 2011.

“The e-health strategy includes everything

from a small IT system for a single office to

ministry-wide projects. It requires a lot of

time and attention and many risks and

issues need to be solved”, says the PMO

Director Eng. Ahmed Alhedaithy.

Since 2011 the PMO had already been

using the 2010 version of Microsoft’s

Enterprise Project Management (EPM)

software, which allowed it to plan and

track IT project activity overall and in

detail, as well as produce timesheets,

graphical analysis of workloads and handle

administration. The EPM was used by

about 90 people, including up to 15 in the

PMO.

“There are a lot of questions from both

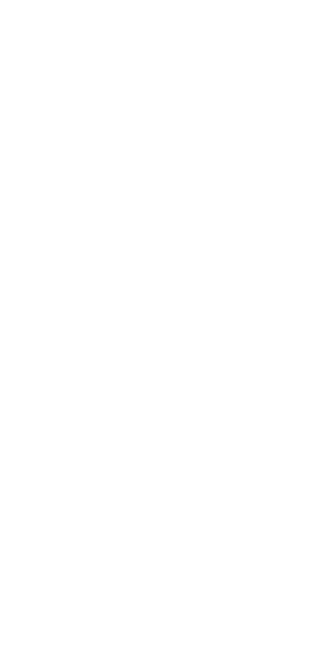
sides, from the project managers and the

management,” says the PMO officer

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When the 2013 version of the EPM

make sure that hierarchy was maintained.

The latter concern proved groundless,

although the first couple of checks threw

up some problems.

**• More oversight**

appeared on the market, the PMO saw that

the new version’s improved communication

and collaboration functions could be used

to exploit the use of multiple types of

mobile devices by MoH project staff. “One

of the major reasons [for considering an

upgrade] was this mobility aspect,’ says the

PMO Consultant Furqan Asrar. “We thought

that was a great feature for us.

“We have an enterprise view of all the

projects; how they are progressing, the

current issue, the current risks,” says

Alsubaie. The EPM also produces bi-weekly

management reports, with risk

Nevertheless, overall the move to the EPM

2013 looked a winner and the migration

was completed in December 2013. The

PMO handled the switch itself and the

licensing was covered by the existing

Enterprise Agreement, all of which made

the move cheap. “It was value for money,’

says Asrar.

assessments and recommendations.

“The senior management is very happy

with the dashboards they are working with.

They have project dashboards and they

have overall dashboards and they can drill

down to whatever details the see fit,” says

Asrar.

For example, in the EPM 2013, with the

Microsoft voice-over-internet and instant

messaging software Lync installed, contacts

can be initiated simply by hovering over a

name and content can be copied and

pasted to Microsoft Office products.

The installation produced some problems

that required a lot of time and patience.

However, project managers are happy with

their improved access to the PMO system

while senior managers have project and

overall dashboards that give them access

to as much detail as they require.

The EPM 2013 is accessed by 50 general

users, 50–60 project managers and some

other people such as team leaders. The

total is likely to increase, as the MoH will

have plenty more projects in future.

Content can also be synchronized easily to

the SharePoint collaboration software.

The PMO also saw that the EPM 2013

included a friendlier interface than its 2010

version.

Procurement of the EPM 2010 through a

Microsoft partner had also been simple, by

updating an existing Microsoft Enterprise

Agreement. Once installed, the EPM was

easy to use, as most project managers

were familiar with other Microsoft

products.

**• More mobility & Openness**

Users can access project information in the

EPM 2013 from a wide range of mobile

operating systems such as Android, iOS,

and Windows. Although the PMO helped

some users, most switched easily from the

PME 2010 because of their familiarity with

other Microsoft products.

Solution

The new version of the EPM offered the

chance to help project managers further

with their work. The PMO wants the project

managers to be more engaged by using it.

Most users supported a later move to give

the MoH’s suppliers access so that they

could input information. Project managers

were happy because they had all the

Therefore, by September 2013 the MoH had

decided to upgrade to the EPM 2013 — the

first who implemented Enterprise Project

Management 2013 in the MEA region in the

healthcare industry, according to the

Microsoft Healthcare MEA team. Yet the

MoH was careful to run trials before

confirming the move, including checking

whether all the MoH’s many sites would

migrate properly.

“They are very happy with the tool and

they love the fact that they can now

browse on multiple devices and can access

this EPM from anywhere,” says Alhedaithy.

information from the vendors in one place.

Benefits

The EPM allows the PMO to highlight

project difficulties, help project managers

and pass serious problems to senior

managers. It produces regular, detailed

management reports. Users can access the

system from anywhere and are using the

system more.

Another area of concern was related to the

existing master-project relationship within

the organization, with the PMO wanting to

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