Project Execution Excellence...we're on it!

A Little Background on Onit Management Consulting, and How We're Different

Edward Byers
Partner | Lead Consultant
edward.byers@onitmc.com
Tel: 206-257-2233 x101

Charlotte Franklin
Partner | Lead Consultant
charlotte.franklin@onitmc.com
Tel: 206-257-2233 x102

ONIT
MANAGEMENT CONSULTING
www.onitmc.com

Who we are

- Small (but feisty) boutique consulting firm

- Puget Sound area based

- Owned and run by experienced consultants – experts who hire experts

- Certified 100% Minority- and Woman-owned Business Enterprise (MWBE) by State of WA (#M3M0023450)

- Certified SBE (SCS) by King County (#2122)

- Federal DBE Certified (#D3MF0023450)

- Graduates of the PortGen-Port of Seattle Accelerator Training Program

- Graduates of Goldman Sachs "10,000 Small Businesses" (10kSB) program

- 10 years of service to the institutions that keep the Washington community strong!

ONIT
MANAGEMENT CONSULTING

Our Services: Communications at the Core

Project and Program Management

Technology Deployment and Business Transformation

Continuous Process Improvement (CPI)

Process Mapping, Design, and Improvement

Organizational Change Management (OCM)

Readiness, Adoption, Consumption

Instructional Design (ID)

Training Strategy; Curricula; eLearning/in-person/hybrid content development

Leveraging Project and Program Management, Continuous Improvement, OCM, Instructional Design, and Communications tools and frameworks to help clients solve business problems and drive results

ONIT
MANAGEMENT CONSULTING

Our Business Model: Solution-Based…

Start with **YOUR** project goals

…build the right **team** in the right proportions

…provide the right services at the right time

…at a competitive rate

This is not just staff augmentation!

ONIT MANAGEMENT CONSULTING

# Our Mantra: Maximizing Value for our Clients

Great people!

- Senior practitioners with at least 15 years of experience

- All with advanced degrees and multiple professional certifications

- "Big 4" senior level talent at small firm practitioner price

Versatility and Creativity!

- All consultants qualified and certified in two or more business areas (PM, OCM, CPI, ID)

- Applying the best, most practical tools and approaches for each individual project

- Practical problem solvers with client-side and consultant-side experience

ONIT
MANAGEMENT CONSULTING
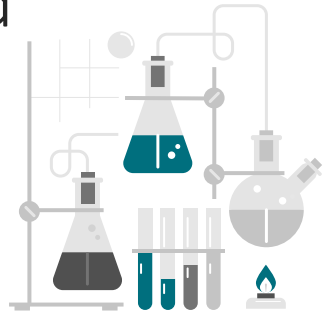
We're Onit...Our People

Managing Partner Edward Byers, PMP, SSGB:

25+ years in Project and Program Management

Managing Partner Charlotte Franklin, MSc, ACMP:

25+ years in Communications, Event Management, and Organizational Change Management

Experienced team of Onit Consultants:

Min 15 years as credentialed experts in Project and Program Management, Training, Process Improvement, OCM, and more

Our Clients Include…

Some of our previous projects...

Data Governance Strategy and OCM	Project Management Methodology Development and OCM	GIS Application Process Improvement and OCM
SharePoint Migration Planning	Business Diversity Management System Project Management and OCM	Facilities Expansion Strategy
Access Control Technology Infrastructure Deployment	Corporate Compliance Process Improvement	Sales Training Conference Content Strategy and Development
Merger and Acquisition IT Platform Integration	Disaster Response Strategy and OCM	Field Safety Equipment Change Process Improvement

case studies

ONIT
MANAGEMENT CONSULTING
www.onitmc.com

County Hazardous Waste Program needs standardized Project Management Methodology

PROBLEM

- Program is staffed by teams from multiple agencies and has no common processes for delivering projects.
- Projects are difficult to consistently manage, measure and report on.
- Inefficiencies contribute to cost overruns and missed opportunities.

SOLUTION

- **People:** Work closely with program stakeholders to assess team project management needs; create and deliver engaging program to build project management skills; build a "community of practice" around project management.
- **Process:** Create integrated, streamlined project management methodology adapted to the Program's unique work.
- **Tools:** Build a series of easy-to-use, interchangeable templates to enable project delivery via the new project management methodology.

RESULTS

- Nearly 100% of the staff targeted for skills improvement participated in formal project management training classes.
- A critical mass of targeted staff participated in peer-led follow-up activities ("community of practice").
- Survey data shows a significant increase in key project management skills, and good adoption of the new tools and processes.

ONIT
MANAGEMENT CONSULTING

Power Utility Needs Network Drive Governance and Data Migration Planning

PROBLEM

- 20-year-old network drive has no governance or file system architecture.
- Rampant duplicate and obsolete data, and inconsistent file-naming and folder management practices, have rendered drive virtually unusable.
- Data is frequently "lost" on the drive.
- Division is out of compliance with agency records requirements.

SOLUTION

- **People:** Create stakeholder team to provide business requirements for new network drive structure. Gather input on information flow between teams. Create education and training plan to support migration to new environment.
- **Process:** Develop new processes around file and folder naming, information sharing and file workspace ownership.
- **Tools:** Architect a folder structure based on information flow rather than organizational divisions; introduce file management tools such as Treesize Pro and advanced Windows Explorer features.

RESULTS

- Users are trained in new network drive architecture and data management practices built around their business requirements.
- Users earmark up to two-thirds of existing data as obsolete or unnecessary for migration.
- Users migrate relevant current data into clean new file structure.
- Division moves into compliance with agency records requirements.

ONIT
MANAGEMENT CONSULTING

Transit Agency Needs "Re-imagining" of its SharePoint implementation

PROBLEM

- Agency runs on SharePoint 2010, for which vendor support will soon end.
- Absence of governance has created vast variation in SharePoint use practices across the agency, and a proliferation of site collections and duplicate documents.

SOLUTION

- **People:** Empower teams with the skills and resources necessary to use built-in SharePoint capabilities to improve business processes.
- **Process:** Develop a SharePoint migration plan that integrates technical requirements with business needs and includes a robust post-migration adoption program to build organizational capacity.
- **Tools:** Architect a cloud-based SharePoint environment built around agency business processes and records management policy, rather than around organizational units.

RESULTS

- Migration to SharePoint Online becomes an opportunity to mine increased value by improving business processes.
- Agency staff can gain the skills and support necessary to improve cross-org practices.
- Technical solution becomes focused around business productivity and compliance.

ONIT
MANAGEMENT CONSULTING

$50M Facilities Expansion Proposal Requires Multi-Party Board Presentation for Approval

PROBLEM

- Healthcare client facing severe space shortage must get speedy approval by Board of Directors for new facility plan.
- Proposal must be comprehensive and requires involvement of several disparate external stakeholders, who are not aligned on schedule or requirements.

SOLUTION

- **People**: Representatives from each stakeholder company are formed into a project team, communicating directly with each other rather than only through client's representative.
- **Process**: Board Proposal treated as a project, with expectation that project team members work together. Their goal is no longer each fulfilling terms of their individual purchase orders for standalone deliverables, but participating in a successful overall project delivery.
- **Tools**: Standard project management tools and methodologies are implemented: Project Schedule, Responsibility Assignment Matrix, Action Item List, recurring Core Team Meetings, Project Status reporting; alignment is created between previously unconnected stakeholders.

RESULTS

- Comprehensive Board Proposal is produced ahead of schedule
- Key relationships developed between stakeholders, that will assist in the construction of the new facility.
- Board Proposal project creates a framework to serve as starting point for the construction project.

ONIT
MANAGEMENT CONSULTING

Fortune 50 Client Needs Standardization of Conference Delivery Processes

PROBLEM	SOLUTION	RESULTS
• Delivery method for key twice-yearly training event is undocumented, labor-intensive, process-bereft, and cannot be scaled • Intellectual property regarding the event resides only between the ears of contractor resources • Executive leadership pushing for larger events with more moving parts, executed with LESS funding – a clarion call for more effectiveness and efficiency by the project team	• **People:** Educate client and contractor resources on the value of disciplined process execution; use Lean framework to facilitate informal reviews with SMEs • **Process:** Interview SMEs to capture initial process improvements, then leverage Lean, Six Sigma and PMI-PMBOK techniques to refine further. • **Tools:** Create process map showing efficiencies gained; create "friction" map highlighting project areas under stress (blockage points); document project risks; create "playbooks" for key deliverables; other planning and analysis tools to assist program leadership	• Project team and project leadership aligned around a single delivery framework for the event. • Event delivery made more effective and efficient by eliminating ad hoc processes and methods for each iteration • New delivery framework is documented, reducing risks associated with staffing changes

ONIT
MANAGEMENT CONSULTING

Start-up Software Firm Challenged by Rapid Growth

PROBLEM

- Lack of communication between departments creates friction
- Lack of organizational discipline impedes execution
- Lack of project ownership hinders projects
- Project teams lack understanding of business financials

SOLUTION

- **People:** Behavior modification to create project manager accountability within the organization
- **Process:** Implementation of project framework, project documentation requirements, and project "gates" concept
- **Tools:** Rollout of MS Project; creation of project dashboard; implementation of project metrics for measurement of project performance; consistent and objective reporting standards created for proper program portfolio analysis

RESULTS

- Firm quickly grows from 300 people to 1600+ while maintaining project discipline
- Firm is able to acquire and successfully integrate operations of a larger competitor
- Business delivery methodologies prove to be scalable, supporting growth

ONIT
MANAGEMENT CONSULTING

Global Infrastructure Manufacturer Struggles to Service its Start-up Customer

PROBLEM

- Global infrastructure manufacturer knows its start-up customer is unhappy with its support
- Project costs are out of line, and the engagement margins / profitability are below the manufacturer's expectations
- Manufacturer's project managers are "experienced but not mature"

SOLUTION

- **People:** Creation of a customer-focused project culture of planning instead of reacting
- **Process:** Align project team on standard project management practices and procedures; creation and enforcement of change control procedures
- **Tools:** Implementation of standard project management documents and objective project performance metrics (Earned Value)

RESULTS

- Project Management Office is restructured and refocused
- Project plan, forecast and actuals become aligned
- Productivity improves
- Client satisfaction increases
- Engagement profitability increases

ONIT
MANAGEMENT CONSULTING

In Our Clients' Words...

As the Supervisor for the Applications and Platforms team at Sound Transit, it was a pleasure to work with the team at Onit to help us assess our needs for migrating SharePoint on-premises to the Office 365 platform. The Onit team exceeded my expectations. Their professionalism and ability to really understand the needs of the Agency produced a final work product that vastly improved our understanding of the Agency's needs for the migration. I would highly recommend Onit for any SharePoint related requirements."

Sean Cantellay | Supervisor | IT Platforms and Systems Administration | **Sound Transit**

"With their combination of communications savvy and strategic program management methodology, Onit brings a unique perspective to S4's delivery process. Onit is helping us ensure our processes are scalable, reliable and repeatable...As an added bonus, the entire team is just a pleasure to work with!"

Ena Reynen | Business Program Manager | **Microsoft**

I am very impressed with quality of work provided by the Onit team and the clear and professional manner in which it is communicated.... It's wonderful to work with them and I am grateful for the extra effort and quality service provided."

Kimberly Flin | ITSD Project Management Office | **Seattle City Light**

"It is my pleasure to recommend Onit for any project requiring diligence, detail, follow-through and superbly written executive level communications. Charlotte...within days began to absorb the culture, communications style, and hierarchy to better target and deploy her skills appropriately. Her articulate verbal communications, quality of work and pleasant demeanor really helped to bring teams together and accelerate quality results."

Tom Hebner | Director, Facility Services | **Premera Blue Cross**

ONIT
MANAGEMENT CONSULTING

Recapping our Strengths

Complete Solution
- Single delivery methodology adapted specifically for your environment
- Proven project delivery frameworks (Lean, Six Sigma, Prosci, ADDIE, and PMI standards)
- Commitment to excellence in project delivery

Teamwork
- Our experts working not just *for* you but also *with* each other
- Short or long-term engagements with resources mapped to your needs – flexibility to suit your project
- Budget-friendly; not required to fund a full-time resource on small projects

Accountability
- Your engagement managed by a senior partner in the business
- Every project has agreed goals and metrics
- Knowledge transfer: work underpinned by templates, reports and other documentation, leaving you with reusable materials

ONIT
MANAGEMENT CONSULTING

How can we help you?

ONIT
MANAGEMENT CONSULTING