

SERVICE: IT PROJECT MANAGEMENT

Boeing Flight Operations Engineering

Challenge

After spending \$1.5 million on a UNIX based publishing system for Airplane Flight Manuals, the Director of Flight Operations Engineering at Boeing did not yet have a completed system. Because the project schedule continued to slip and therefore required more and more budget, the IT team had lost the trust of their business client. To finish the system, IT wanted another \$1 million and one more year, while the Airplane Flight Manual group continued to struggle with incorrect manuals that took hours to track down and fix manually. The business client felt stuck and not sure how to proceed.

Solution

Ventura Project Group assembled a combined business and software development team to review the project's cost, schedule, and quality challenges and provide a business case for an innovative new system. The new system was web based on a SQL server database, and developed using a rapid application development/prototyping method with strong project management and weekly communications to a steering committee. Ventura Project Group involved the IT group and helped them develop new skills that strengthened their department for future projects.

Results

The Director saved \$500,000 in the initial development and \$200,000 per year in maintenance and support. The system came on-line 50% sooner than the original system's plan. Our project was on schedule and budget while meeting the customer's quality expectations. In addition, the IT group learned new technology and a new way of working together with a key business unit.

"We are delighted with the work David Gallimore and his team provided Flight Ops Engineering. We have hired them to develop Flight Technical Services On-line, a major customer-facing web site. It is a pleasure working with David and his team!"

John E. Hope, Director of Flight Operations Engineering, The Boeing Company

Project Deliverables

- 360 Project Assessment
- Business Case
- New Design and Plan

To evaluate the effectiveness of a current IT and/or business project or plan a new one, contact Ventura Project Group at info@venturaprojectgroup.com.