

SERVICE: IT PROJECT MANAGEMENT

Boeing Flight Technical Services

Challenge

Boeing's airline customers wanted the ability to download their Boeing software, flight operations manuals, airplane flight manuals, and view a library of their electronic communication with Boeing Flight Technical Services (FTS) via the web, 24 hours a day, seven days a week.

Solution

Ventura Project Group assembled a combined airline customer/Boeing business and software development team to define the web site's vision and scope. A business case was developed and presented to executive management to establish a new, on-going business process improvement and web development team to take FTS into the Internet Age. The team used LEAN process improvement and rapid application/prototyping development methodologies to refine business processes and develop a new database-driven web system using PERL and SQL server.

Results

Hundreds of airline customers were delighted with the ease of use, reliability, performance, and 24/7 self-serve access to the latest versions of their manuals and software. Since creating FTS On-line in 1996, FTS has saved hundreds of thousands of dollars by not publishing and distributing its content on paper, microfiche, and CD ROM. The improved business processes increased staff productivity and allowed FTS engineers to focus on higher value work—such as charging for proactive flight operations audits. The Boeing IT team developed new skills and experience from the software development contractors that enabled them to maintain the current version of the system and develop new features.

"Once again, we are delighted with the work David and his team provided Flight Technical Services. The airline customers are increasing their usage of FTS On-line every week and we are saving time and money by not having to ship our paper manuals all over the world by the pallet-full!"

— Bob McArthur, Director of Flight Technical Services, The Boeing Company

Project Deliverables

- Business Case
- Project Plan
- New Web Architecture
- Refine Business Processes
- Rapid Application Development Methodology
- Skills Transfer to Boeing IT Team

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.