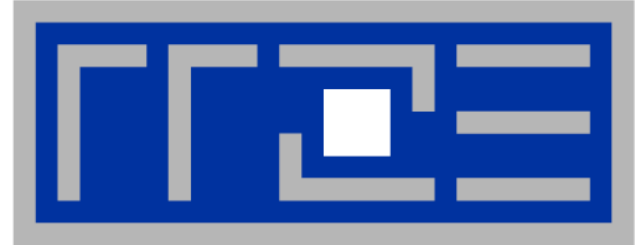


SIX MONTHS MORE - ABOUT ANOTHER AMBIGUOUS IDENTITY MANAGEMENT PROJECT

Hendrik Eggers

EUNIS 2007, Grenoble, France

June, 27th 2007



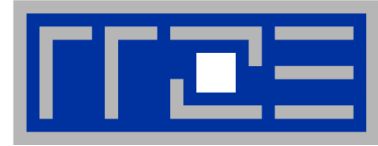
SIX MONTHS MORE - ABOUT
ANOTHER AMBITIOUS
IDENTITY MANAGEMENT
PROJECT *or practical PRINCE2*

Hendrik Eggers

EUNIS 2007, Grenoble, France

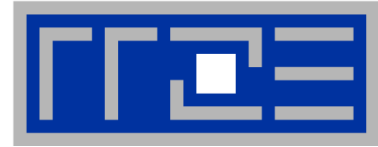
June, 27th 2007

Preliminary Notes



- **practical experience**
- **„good practice“**
 - **Is there any „best practice“?**
- **Continuous development**

Lessons Learned



- **Technology is only the flavor of an identity management project.**
- **There is a need for strategic goals!**
- **There is a need for strict project management!**
- **Some decisions have to be made authoritatively.**
- **Management support is not to overestimate!**
- **Building complex information systems needs manpower.**
- **One key competence of the project manager is the power / ability of endurance.**

Software project management

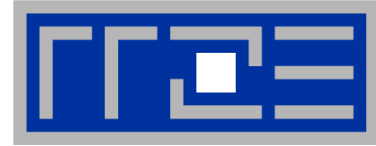


- **What Project Management (pm) is about:**
 - **coordinating and ensuring all activities**
 - in time delivery
 - meeting all requirements
 - **Communication with customer**
- **Why Project Management (pm) is needed:**
 - **subject to budget and**
 - **schedule constraints**
 - **set by the organization**



Sommerville, I. (2006): Software Engineering, 8th ed., 92 pp.

Software pm distinctions

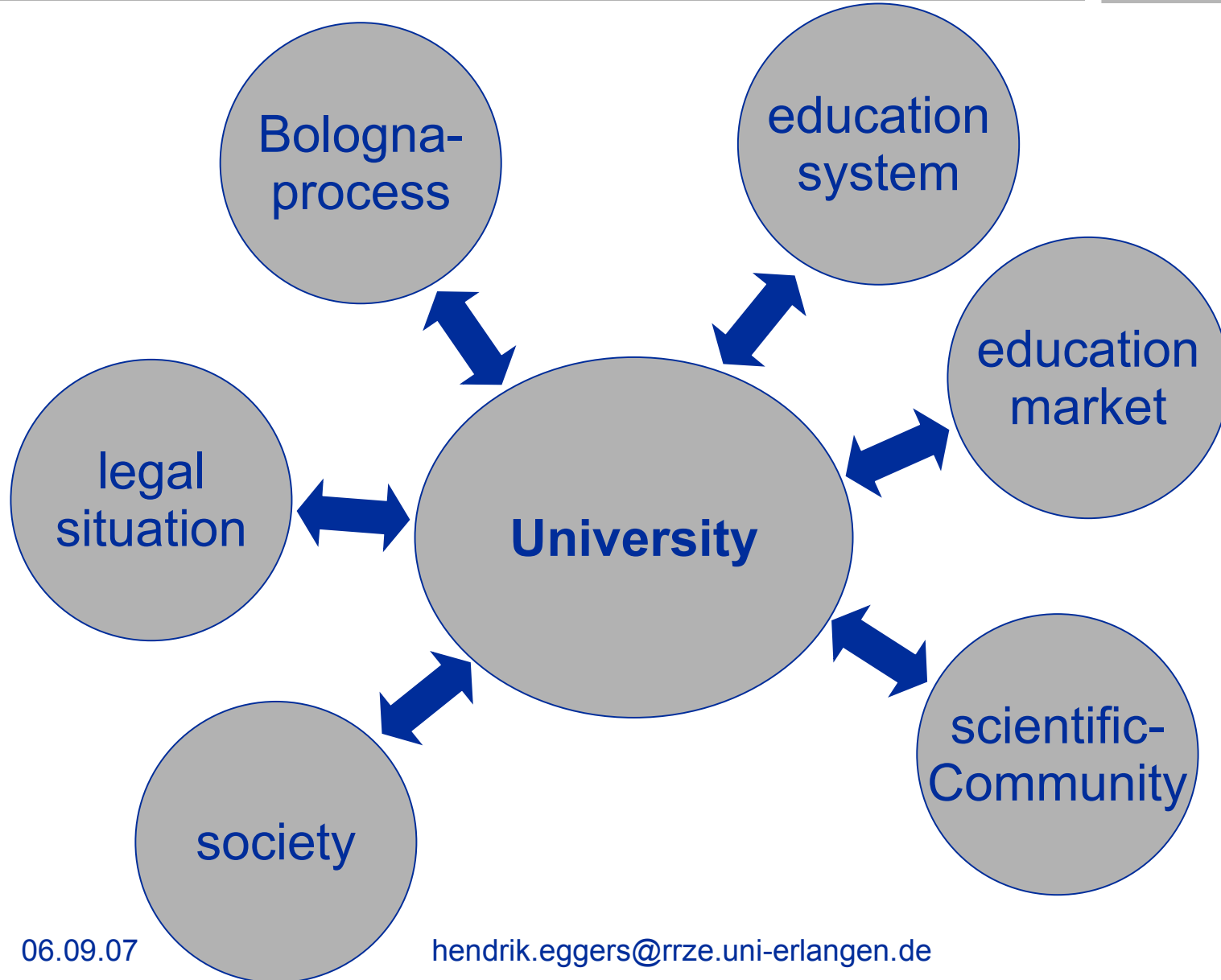
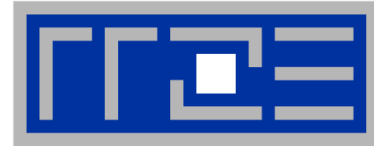


- **The product is intangible.**
- **The product is uniquely flexible.**
- **Software engineering is not recognized as an engineering discipline with the same status as mechanical, electrical engineering, etc.**
- **The software development process is not standardised.**
- **Many software projects are 'one-off' projects.**



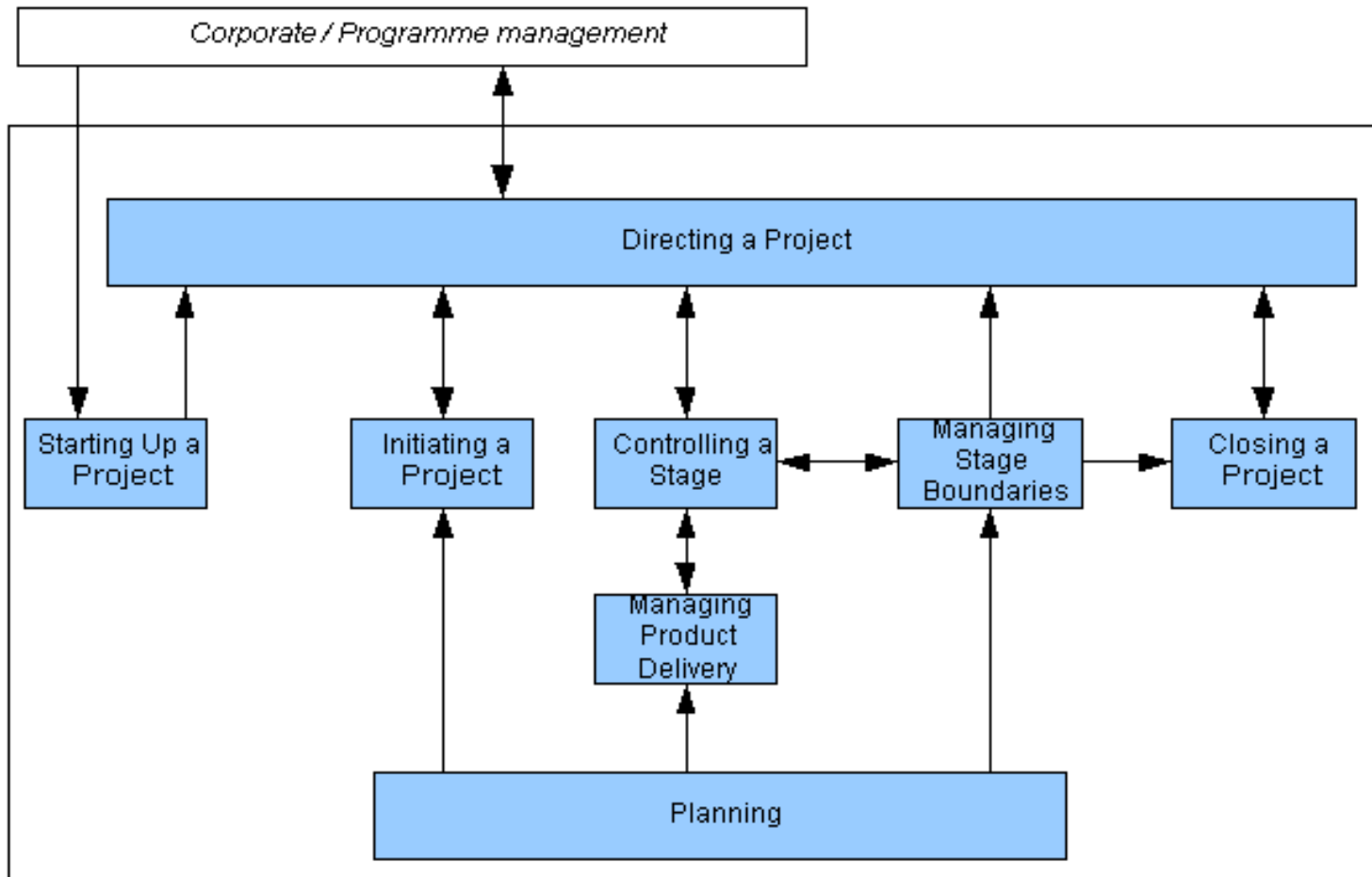
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The environmental conditions of higher education (in Germany)

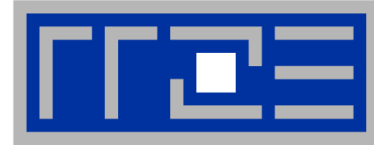




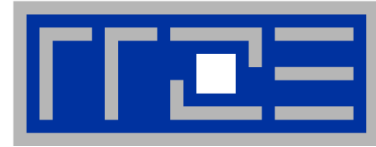
■ Projects in Controlled Environments



Practical PRINCE2 (1/3)

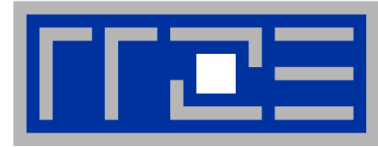


- **pm for less than 25 members???**
 - **PRINCE2 as adoptable and practical method for projects with => 3 members**
- **Everything starts with a mind map!**
 - **keeping all informations in track**
- **Planning in evolutionary steps**
 - **tomorrow up to next quarter precise**
 - **The rest will come clear as the fog goes**
 - **communicating upcoming appointments**



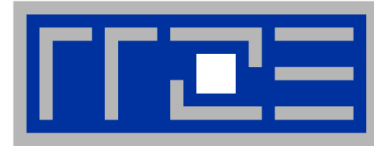
- **Kick Off – with all stakeholders**
 - to communicate and stress their role
 - based on a dedicated stakeholder analysis
- **Team norming**
 - building the project team
 - strengthening the motivation
 - defining and refining rules

Rules



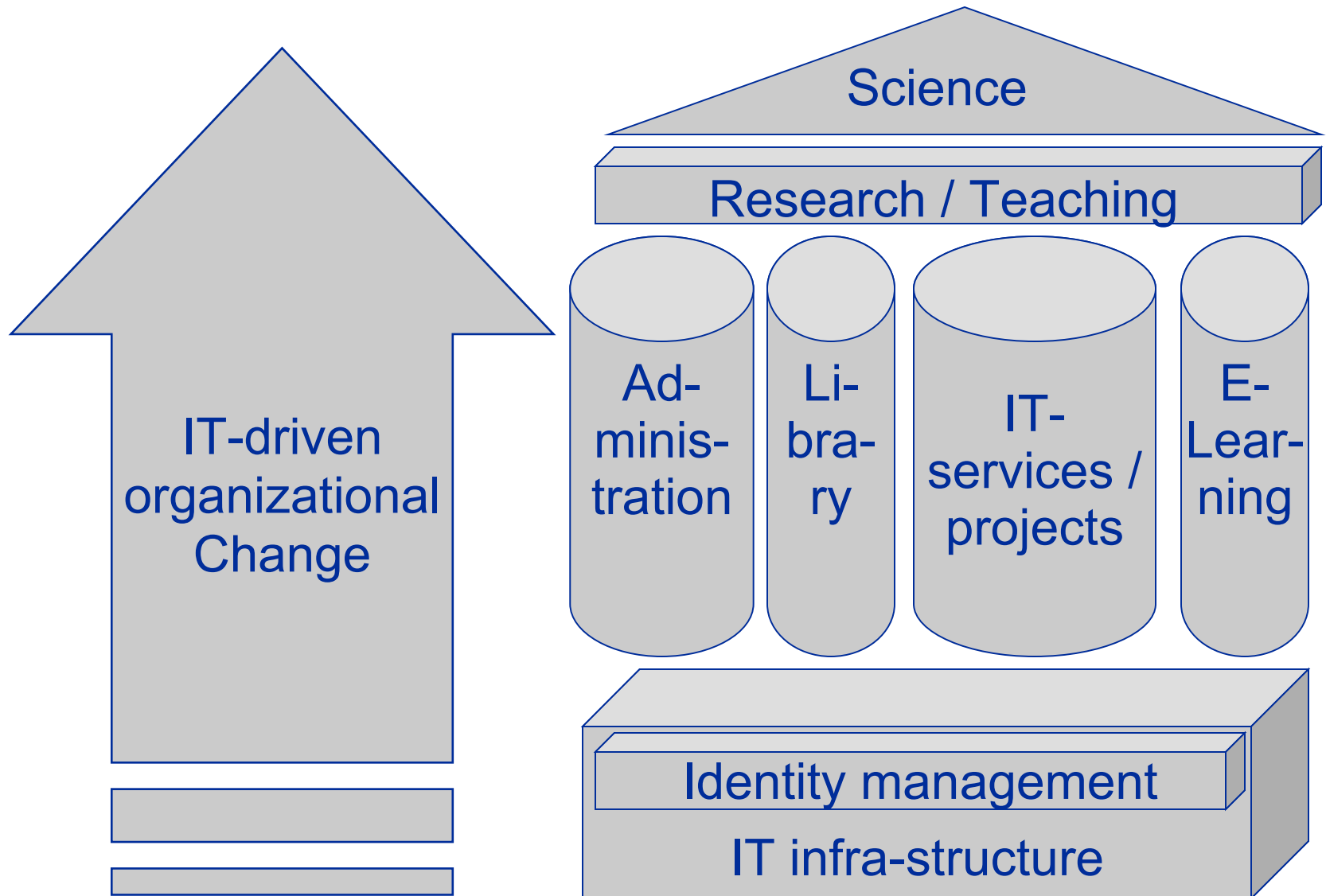
- **Found, developed, created, announced at the team norming**
- **describe „common sense“**
- **make the project manageable**
- **Plus in efficiency of team work prevention of discussion**

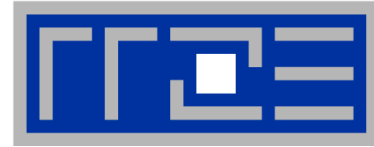
- **rules of communication**
- **rules of information storage and retrieval**
- **rules of reporting**



- **Risk management as vital project element**
 - bugzilla as tool insufficient
 - OTRS and ITIL extension
- **reporting**
 - weekly reports via weblog
 - monthly meeting of the IDMone working group
- **Wiki as information repository**
 - With simple security
 - subversion for documents, if unavoidable
- **Detailed time tracking in discussion**

the university „building“

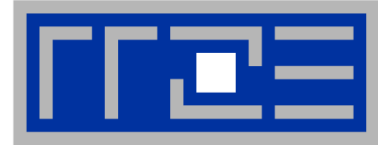




- **reinventing / restructuring IT-services**
- **Projects to reach this aim**
 - **IDMone**
 - **Campus IT (CIT)**
 - **E-Learning**
 - **portal (targeted information)**
 - **help desk**
 - **coaching organizational change of university**
 - **Document management system**

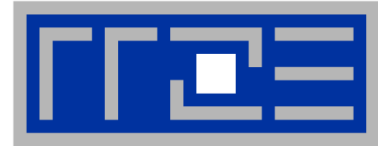


Advisory board



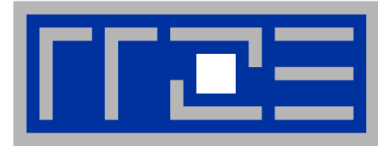
- **super project management**
 - 12 staff members
- **managing IT-projects**
 - as named before and many more
 - including coaching
- **reviewing and attending organizational change**
 - developing / offering solutions
- **In cooperation with the board of the university**
 - under guidance of the provost (direct reporting)

Open issues



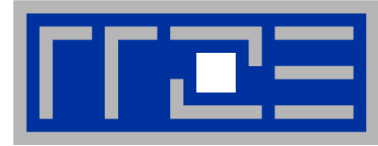
- **documentation of discussions**
 - **Not only what was decided, but how the decision came in place**
- **Improving tools support for risk management**
- **bi-lingual documentation**

Questions to discuss?



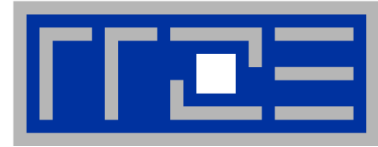
- **What are the main topics for change in your organization:**
 - **Bologna**
 - **Voice over IP**
 - **Identity Management**
 - **Introduction of cost and activity accounting**
 - **Introduction of other IT-innovations**
 - **Which one?**
- **Who is using project management methods like PRINCE2?**
- **Is there a need for exchange?**
 - **Could EUNIS offer a forum?**

Coopetition?!

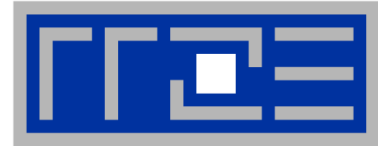


- **Is there a need for exchange?**
 - **Could EUNIS offer a forum?**
- **Would you answer a questionnaire provided via EUNIS list?**

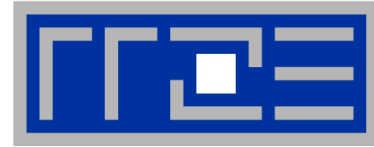
Links



- **Bugzilla / OTRS**
- **Eclipse**
- **freemind**
- **GanttProject**
- **MediaWiki**
- **OpenOffice.org**
- **PRINCE2**
- **Subversion**
- **BPMN**
- **ws-bpel4people**



**Kind regards
for your patience
and attention!**



Dipl.-Kfm.

Hendrik Eggers

Head of „Projects & Processes“

RRZE ▪ Martensstrasse 1

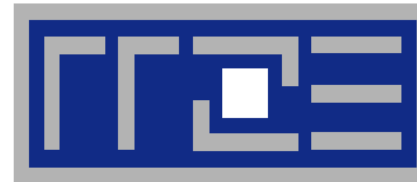
91058 Erlangen ▪ Germany

Phone: +49 9131 85-27819

Cell Phone: +49-151-17412707

Fax: +49 9131 302941

hendrik.eggerts@rrze.uni-erlangen.de



**Regionales
RechenZentrum
Erlangen**

Der IT-Dienstleister der FAU

<http://www.rrze.uni-erlangen.de>

Friedrich-Alexander-Universität Erlangen-Nürnberg (FAU)