

Programme Controls Case study

KEY DELIVERABLES:

- Processes that support the contractual requirements of hub & spoke contracts
- Processes that work in harmony with the existing Network Rail standards
- Processes that support the requirements of a multi funded programme of work
- Deliverable solutions that could be embedded in minimal time.
- Fully documented processes and guidance notes
- Processes that deliver:-

Integrated reports	Risk Management
Change Control	Cost control
Earned Value	Single integrated programme
P3e planning standard	

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KEY BUSINESS CHALLENGES:

- Hub and Spoke contracts with a history of failure
- There were no standard / best practice guides for programme controls
- Programme controls had a history of being report generators only
- A multi funded programme with various stakeholders
- Implementing key business change and effectively handling soft issues with both the contractors and client teams.
- A short period of time to mobilise the solutions

BUSINESS OVERVIEW:

The **North London Line** (NLL) is a **vital part** of the transport system serving the 2012 London Olympics. This project is driven by **Transport for London (TfL)** and the Olympic Delivery Authority (ODA) aspirations to increase the frequency of North London Line (NLL) passenger services to a minimum of 4 trains per hour (tph) over all routes served. The North London Line Railway Improvement Programme asked **tusp** to support them in development of a **robust 'Programme Controls' processes** and procedures for the management of the **hub & spoke programme** of work.

THE SOLUTION:

- A series of one to one interviews to understand the requirements from the client organisation.
- Development of workshops to understand the requirements
- Facilitation of robust workshops to drive out issues
- Collation of workshop outputs to develop processes and solutions.
- Development of the minimum planning standards
- Ongoing modification and improvement of the Programme Controls processes
- Governance role to ensure continued compliance with the latest standards
- Implementation of a reporting suite, driven from the P3e planning solution
- Trouble shooting issues throughout the programme organisation
- Briefing of the Network Rail and Contractor planning teams
- Ongoing management of the Programme Controls team

