

*Delegata*<sup>®</sup>

SOLUTIONS WITHOUT BORDERS

## Workload & Capacity Management (WCM)

Partnering with clients to deliver targeted results, Delegata and CalPERS received the GTC “Best Solutions” Award for WCM.



### The Challenge

CalPERS is the largest public pension fund in the nation providing retirement and health benefits to approximately 1.5 million public employees, retirees, and their families and more than 2,500 employers. The Information Technology Services Branch (ITSB) is responsible for all IT functions and is currently undertaking a \$300M Pension System Resumption (PSR) project, the new platform upon which CalPERS will base all of its pension operations. The ITSB Senior Management team (SMT) needed to manage/prioritize the work generated by PSR while concurrently managing day-to-day operations. Failure to do so would result in significant costs to CalPERS - an estimated \$1M per week.

## The Solution

CalPERS selected Delegata to deliver the Workload and Capacity Management (WCM) project to ensure that the ITSB SMT has the workload and capacity information necessary to lead ITSB towards fulfilling its work commitments for the PSR project while simultaneously maintaining existing project schedules. The goal of the WCM is to significantly improve productivity by clearly organizing and communicating ITSB's capability to support:

- ✓ Retirement of all applications/technology being replaced by PSR
- ✓ CalPERS on-going business
- ✓ Incoming PSR and all other associated project work

## The Benefits

Delegata developed, implemented and trained CalPERS ITSB SMT on the WCM solution which enables them to:

- Distinguish priorities in current and future work
- Identify resource capacity constraints
- Effectively manage and monitor workload and make appropriate priority decisions
- Accomplish necessary PSR planning work while maintaining high quality in existing projects

Delegata partnered with CalPERS and employed formal Organizational Change Management and Business Process Reengineering methods to ensure the new WCM solution was successfully adopted. The system is now used to effectively manage workload and avoid impacts that were previously unavoidable among hundreds of events per week.

**Delegata and CalPERS received the 2008 Best Solutions Award at the Government Technology Conference (GTC) for the workload and Capacity Management Project.**

## About Us

Delegata is a premier consulting and systems integration firm specializing in eBusiness Solutions, Project Management, Organization Change Management, Application Development, Process Alignment, Technology Migration, Planning and Analysis. Our customer-centric solutions establish the architectural frameworks that support seamless transitions from existing to new technologies while leveraging current investments. Utilizing strong industry acumen and our configurable Diamond® Methodology, Delegata begins with client business objectives, aligns technology components, and delivers tightly integrated total solutions tailored to our clients' unique environments.

## Contact Us

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