

TECH TIP



Managing Project Server Change Requests - Make it Simple!

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Would you like a simple and efficient way to manage change requests in Project Server 2007?

Here's a technique that can help. You can use Project Web Access (PWA) to help you manage requests for changes to the implementation! Don't try to deal with emails, word docs, spreadsheets and phone calls!

Set up a simple "public" workspace in PWA for all change requests. This gives the stakeholders and users an easy way to log their requests, immediately see what's been posted, and also view the status of previous requests. They will see if someone else has already posted the same request - eliminating redundant requests and saving everyone time. People in the organization can also check the status of their request - if it's under consideration, if it has been implemented or perhaps even rejected (and why).

Create a request form with some useful structure that contains information like key words for tracking the type of request, the date when the request was made, description, and other helpful information. You can also setup email alerts for the administrator so each new request can be considered immediately.

This approach gives the administrator a simple way to keep track of every request, and communicate with the requestors so there is no need for additional emails and phone calls inquiring about the status. You will also have a running-record of all change requests and the outcome for each. The requestors always know the status, without bothering the administrator!

An added benefit is that by making this easy, and visible, you'll find that people become more innovative in their thinking about the business processes and how they can leverage EPM to improve your organization and achieve goals.

If you'd like to get details on how to set up a system like this, request our Tech Tip: Make a Project Web Access Change Request Log. Send us an email with "Tech Tip" in the subject: marketingPOC@quantumpm.com

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