

ANACOM

Industry: Public Administration | **Client:** Public regulator

This public body has the task of regulating the communications sector, including electronic and postal communications and, without prejudice to its nature as an independent administrative entity, assisting the government in these areas. It manages, in its day to day, a multiplicity of projects, of the most diverse natures, in the different types of businesses of the communications sector.

Problems and Challenges:

The problems and challenges of this project had to do with the **need to have an impartial functional unit that guarantees the quality** and the necessary support to several organizational areas, in order to make decisions about new projects that will bring value to the organization. In addition, it was also necessary to ensure support in justifying the budget request to the Management for new projects.

The “Creating a Business Case Office” project aimed to implement methods for the correct selection of projects to progress within the organization. To this end, it relied on the preparation of the Business Cases proposed by the various directorates of this organization and on the process of evaluating changes that would jeopardize the benefits or mission proposed in the Business Case.

Elements of Value:

With this project several value creation elements were created:

1. Analysis of AS IS methodology and identification of improvement aspects;
2. Interviews and focus group with the main stakeholders to define the needs and how to implement them;
3. Collection of financial and non-financial information from projects;
4. Identification of key project KPIs;
5. Definition of the TO BE and implementation plan of the methodology and support tools;
6. Training the business units in the methodology and tool;
7. Follow-up and continuous improvement.



Transformational Vectors:

The implementation of this project resulted in lasting transformational effects for this regulatory entity. In particular, it has been possible to filter out potential projects that are unable to progress, **resulting in significant operational savings for the organization.**

Steps were also taken to **create a culture of scientific analysis of the projects**, avoiding the use of unfounded assumptions for the estimation of benefits.