



***CAI's Data & Analytics Solutions help the state of Georgia provide visibility to constituents and save millions of dollars per year***

“As the stewards of taxpayer dollars, we need to ensure project success through a well-defined and proven governance process...Multi Million Dollars Savings to Reinvest in Innovative Projects”



**Calvin Rhodes**  
Former Chief Information Officer  
Georgia Technology Authority

**Challenge**

With an annual IT budget of more than \$1.2 billion and limited shared services across 100 agencies, the State of Georgia needed to determine precisely where its IT spend was going and how savings might be found. The state is required to carefully leverage its IT dollars for its constituents and manage project risk. This responsibility falls to the Georgia Technology Authority (GTA), a state agency that collects and analyzes data about the state's technology investments as part of managing its enterprise IT.

To manage project risk across the agencies and report the findings in a meaningful way, the GTA needed world-class governance processes. In support of these processes, the GTA needed meaningful data to help the state project management office (PMO) better predict and reduce project risk and provide proactive performance management methods to improve project success.

To manage the state's enterprise technology investments – make sound decisions for its enterprise IT and stretch limited taxpayer dollars – the GTA needed a user-friendly way to collect data to track costs and statistics concerning application inventory, personnel resources, and hardware and software resources by each agency. It wanted to automate the processes involved in collecting, analyzing, reporting, and displaying the data.

**Solution**

GTA looked to CAI's TrueProject and Advanced Management Insight (AMI) solutions to provide best practices and technical know-how that would help it drive its project governance and data collection initiatives.

The result is two new agency programs:

- 1) The Georgia Enterprise Management Suite (GEMS) dashboard for project governance using CAI's True Project solution.
- 2) The State Technology Annual Report Register (STARR) collects data regarding state agencies and government IT projects for analysis and yearly comparisons using CAI's Advanced Management Insight solution.

GEMS dashboards use charts and objects to visualize analysis of project budgets, schedules, risk data, and scores, and also integrates user-entered comments and assessment responses to enable a level of management insight not typically provided with traditional governance reporting solutions.

With CAI's  
TrueProject  
and Advanced  
Management Insight  
solutions,  
GTA saves  
more than  
**\$280 million**  
a year.

[With TrueProject]  
"we have a better  
understanding of  
what is really going  
on."



**Teresa Reilly**  
Executive Project Director  
Georgia Technology Authority

### Benefits

GEMS provides a 360-degree view of state projects using a combination of traditional, quantitative operational data and qualitative assessment data. Agency leaders can now objectively analyze projects based on business value and the probability of success. Because GEMS is a hosted, web-based application, agency leaders can access it anytime, anywhere. Stakeholders, including project managers, team members, and others, can offer input and review the status of a project, program, or portfolio. It analyzes the entire range of project indicators and provides easy standard monthly reporting, so leaders have improved visibility into the performance of projects, programs, and portfolios throughout their entire lifecycle.

The state's new STARR capability enables the state to collect IT information from each agency and provide insight into possible savings opportunities. It inventories the agencies' applications along with their associated expenses, identifying business needs and making state security concerns visible. Dashboards display the collected information, making it easier to identify cost-effective initiatives. The data is used to develop the Annual State IT Report, which is presented to the Georgia legislature and included in the Georgia Enterprise IT Strategic Plan.

The GTA has reaped the following benefits from CAI's TrueProject disciplined project performance management solution:

- Increased visibility, control, and governance to proactively manage projects
- Improved financial performance, with an annual savings of more than \$280 million
- Improved quality of deliverables and timeliness of projects across the entire portfolio

The GTA also benefits from a greater understanding of IT expenditures and an improved ability to share information with state leaders, so they can make fact-based decisions about how to best allocate limited public resources for the benefit of the state.

With CAI's help, GTA can now analyze project delivery effectiveness, execute strategies to mitigate risk, improve financial performance, and identify cost-effective initiatives.

### Summary

TrueProject, Powered by Advanced Management Insight (AMI), protects an organization from troubled project and failure issues. Some percentage of projects go awry with significant consequences. And a percentage of projects will have modest to intermediate problems, that if not identified early, will grow into more significant issues. It is critical to minimize those situations and get as early a warning as possible regarding issues that management should be alerted to. The goal of TrueProject is to provide continuous oversight of each project and alert management to those projects requiring attention. With oversight provided by TrueProject, we guarantee reduced project failure, reduced costs, and greater management insight. In summary, TrueProject provides management an enhanced level of oversight, insurance, and visibility into their projects.

### About CAI

Computer Aid, Inc. (CAI) is a global technology services and solutions company with over 7,500 associates serving the needs of commercial and government customers since 1981. CAI's groundbreaking solution, TrueProject, helps organizations gain advance warning of troubled projects to avoid surprises and keeps these organizations focused on best practices.

"This solution] provides  
a governance layer of  
process discipline, best  
practices, and predictive  
analysis to reduce risk..."



**Tom Fruman**  
Former Director of Enterprise  
Governance and Planning  
Georgia Technology Authority