

## PROJECT MANAGEMENT

» **Panacea Consulting, Inc.** has been supporting the program acquisition, management, and evaluation needs of our clients for 17 years.

### Trust can be measured in years.

Our innovative approach to program management has been formed and developed throughout the more than 60 projects managed by Panacea since our inception in 1990, and the tried and true methods we've developed have faithfully yielded consistent, compliant results.

### Panacea's Methodologies. Getting things done consistently.

Panacea's project management approach is founded on the Project Management Institute's Project Management Body of Knowledge (PMBOK), and supplemented with Panacea's own documented project management policies and procedures set down in our Project Management Standard Practices (PMSP).

The methodologies are a comprehensive set of fully integrated proven practices for managing complex projects. They provide a structure that promotes effective planning, monitoring, and controlling of the resources, the application of techniques, and the utilization of tools by our project management team throughout the project.

These practices contribute significantly to effectively managing our clients' applications, systems, and infrastructures. **Currently 90% of our management are PMP certified.**

### Panacea's Solutions. Getting things done efficiently.

Panacea's reliable methods and dedication to researching every possible option make clients glad to hear our advice. From improvements in implementing

emerging technology solutions, to better strategies in configuring, managing, and reporting quality controls, we are committed to helping our clients "do more with less."

We counsel our clients in resource allocation processes, steering them towards the allocations that will enable them to achieve the maximum return on their investments, and provide CMM and ISO 9000 certification support when necessary.

### Panacea Project Management Practices. Getting things organized.

Panacea's Project Management practice consists of five primary phases: *Initiation, Planning, Execution, Monitor and Control, and Completion and Closeout.*

Panacea has a set of standard procedures applied at each phase of the Project Management process, assuring that dialogue is kept open between Panacea management and our clients, allowing us to tailor our solutions to meet their needs at every step.

### The Bottom Line.

The use of the Panacea Management methodologies provides a formal, yet flexible, approach to formulating, developing, implementing, and delivering projects.

Our project management philosophy is standards driven and results oriented. This ensures a repeatable process with quality deliverables that consistently meet our clients' expectations. This is a key reason for the success of our projects and our reputation for quality and customer satisfaction.



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### PANACEA SUCCESS STORY

#### U.S. Army Medical Information Systems and Services Agency NT and MS Exchange Migration.

**Problem:** When the United States Army Medical Information Systems and Services Agency (USAMISSA) needed to migrate more than 8,000 workstations at fourteen different military installations in the United States and Germany from cc: Mail to Microsoft Exchange, it turned to Panacea for help.

**Solution:** Panacea, teaming with Compaq Global Services, employed our proven Project Management Standard Practices (PMSP) in order to provide desktop computer support, software upgrades, and desktop configuration management. The Panacea/Compaq team completed the turnover in 4½ months, well before the critical Y2K deadline and in a considerably shorter length of time than was allotted.

Within two weeks, Panacea provided 24 employees with necessary technical and security credentials, and trained and briefed the employees to handle the requirement and prepare for travel to all locations required. Panacea also established a Program Management Office (PMO) to provide continued logistical and administrative support.

#### Social Security Administration (SSA) Folder Servicing Operations.

**Problem:** The SSA has a big job, keeping track of all accumulated records in case of post-action entitlement. With 4 million recipients receiving more than \$30 billion in benefits annually, the number of folders processed is far beyond the SSA's ability to manage in an efficient and timely manner.

**Solution:** Panacea Project Managers worked with the SSA to develop an efficient operating system, and Panacea continues to monitor and operate the project, with a team of ~100 employees processing over 2.5 million folders annually. Not only does Panacea's staff have complete responsibility for receiving new incoming documents, data entry, processing, labeling, storage, retrieval, shipment, and final disposition, but we also provide significant subcontractor management on a daily basis, managing more than 70 subcontractor employees at times. Panacea's rigorous application of our Project Management Standard Practices allows us to accomplish great things for our customers.

#### Employment Standards Administration (ESA) Computer-Related Services (OASIS).

**Problem:** ESA's Office of Worker's Compensation (OWCP) used to process all received claims by hand, taking months and creating tremendous backlog. They called Panacea for help creating a solution that would save time and money, as well as increasing customer satisfaction.

**Solution:** Panacea used our Project Management Standard Practices and Project Management System to oversee development of the OWCP Automated System for Imaging Services (OASIS). Our highly effective techniques allowed us to deliver on several other simultaneous tasks, such as developing and supporting the requirements analysis, design, development, testing, implementation, integration, documentation and training for the 18-million image capture, storage, and retrieval system. Our Project Manager worked closely with the customer in order to set measurable and achievable goals, and to assure that they were in accordance with the customer's needs. The expectations were communicated to the entire Panacea team, in order to establish a common understanding and sense of purpose. Frequent meetings were held with the customer over the life of the project, assuring that the tasks being accomplished met or exceeded the customer's expectations at all times. Panacea received a letter of commendation for our excellent performance from the Director of DITMS.

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