

CASE STUDY TfL, ELLP

ORGANISATION

Transport for London, East London Line Project (TfL, ELLP) are responsible for project managing the one billion pound East London Line extension which is part of Transport for London's five year investment programme.



BUSINESS ISSUE

Develop a user friendly and intuitive project management system which will enable ELLP staff and contractors to rapidly and easily access their processes, procedures and supporting information. To understand the overall framework and the interactions between their processes, contractor's processes and TfL processes.

SOLUTION

The work was conducted by Atkins working in close cooperation with TfL and other stakeholders:

- Establishing the scope of work in terms of identifying the key processes to be mapped and improved.
- Developing a user friendly Business Portal based on TfL's intranet system.
- Delivery of the project management system processes in the form of process maps.

The ELL Business Portal and processes goes beyond just processes and includes an overall business framework, access to forms, templates, latest news, latest changes, master list of abbreviations and definitions, help on how to use the system and much more.

CLIENT BENEFITS

The key benefits for the client included:

- Saving of up to 80% of text compared with conventional text based procedures.
- Business Portal and processes enable users to identify other supporting information such as forms, other associated processes, abbreviations, references, definitions, responsibilities.
- Enables users to find the information quickly and easily from a variety of perspectives. The interaction and dependencies of activities can be readily identified.
- An overall framework of the processes is a baseline for process improvement and adoption of frameworks such as EFQM, Balanced Scorecard, Strategy Maps, etc.

CONTACT

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