

FOD MOBILITEIT

Laurent Ledoux - President of the management committee at the FPS for Mobility and Transportation

Cegeka's consultants modernize IT management for the Belgian FPS for Mobility and Transportation

The Belgian Federal Public Service (FPS) for Mobility and Transportation cooperates with Cegeka's consultants to modernize its IT management. They focus on restructuring the IT department and facilitating synergy gains for the business. They coach the FPS' IT department and set up a number of best practices and structured processes. At the end of the close cooperation, the FPS will have a better overview of ongoing IT projects and budgets.

Experienced specialists

"Cegeka helps us to improve the operations of our IT department", Laurent Ledoux, president of the management committee at the FPS for Mobility and Transportation says. "Our cooperation with Cegeka provides us with experienced specialists for the project. We would not be able to hire them ourselves due to budget restrictions. It will also improve our ability to meet deadlines for IT projects, monitor budgets, schedule our work and submit more consistent reports to the management and the government. In addition, Cegeka is analysing our current IT environment and technology standards to achieve tangible cost reductions and benefits."

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The strategic importance of IT for the FPS for Mobility to meet its objectives and complete its tasks as part of the federal authorities is growing. Therefore, they want to optimize IT wherever

possible and launch targeted proposals for improvement. However, the human factor is the main asset of our cooperation with Cegeka.

Coaching for project management and developments

Yin Oei, account manager at Cegeka, explains: "We initiated a coaching roadmap to change the organization of and approach to software development and project management (PMO) in a pragmatic manner. We are also implementing a workable process and a set of templates. Finally, we are coaching and supporting the new PMO manager at the FPS to ensure knowledge transfer."

As to IT development, we focus on the reorganization of development teams and the redefinition of their roles based on skills and assignments. Cegeka designs the best practices for ►



ABOUT THE BELGIAN FPS FOR MOBILITY

The Federal Public Service for Mobility's mission is to prepare and implement federal mobility and transportation policies to serve the population, companies and the Belgian economy, as well as each of the Belgian regions. To achieve this mission, the service focuses on safety, security, health, social interests and integration of different means of transport. The FPS for Mobility and Transportation has 1,350 employees.

More information: www.mobilit.fgov.be



CHALLENGE:

- Alignment of the IT organization
- Process improvement for IT, but also between IT and business
- Achieving the defined objectives and deliverables within the deadlines set by the government
- Coaching and Change Management of a newly formed team



CASE STORY

the development method, adjusts the required technologies and improves supporting tools and templates. Cegeka also provides the FPS with independent advice about technology selection and migration to new platforms.

“Cegeka provides us with a non-biased cost-benefit analysis of available technologies”, Laurent Ledoux says. “In addition, Cegeka coaches and supports our new Development Practice manager, to ensure he can grow into his role efficiently.”

High-end consultants

This project was the FPS for Mobility's first cooperation with Cegeka. “We first analysed the needs and requirements, and then submitted a proposal, which is now being implemented. Because the project focuses on the IT department's internal operations, we opted for a central coach supported by two additional coaches and six developers. Our coaching team comprises experienced high-end consultants in the field of IT policy, change management and people management. That is very important, because the internal IT employees had to step out of their comfort zone, which always triggers resistance initially. Now, it is clear that the coaching roadmap was received very positively and has already achieved the expected results.

Improved communication between business and IT

“I have full confidence in Cegeka's broad experience”, Laurent Ledoux states. “If I have to make

specific decisions, I do not hesitate to seek their advice. Because the structure and processes of our internal IT department are clearly defined now, the relationship and communication between business and IT have improved substantially. Before, the business used to request changes to our software applications on a regular basis, which slowed down larger IT projects. That is why we have switched to standard procedures for the approval of changes to applications. As a result, the management receives clear feedback about the timing and status of ongoing projects.”

“Cegeka's coaching improves our ability to meet deadlines for IT projects, monitor budgets, schedule our work more accurately and submit consistent reports to the management and the government.”

LAURENT LEDOUX,
president of the management committee at the FPS for Mobility and Transportation

Expanding the service range

Thanks to Cegeka's support for the professionalization of the IT department, the FPS for Mobility can also expand and develop its range of services. “Our services include various important tasks, such as verification of cars, aviation, driver's licences, vehicle and ship homologation. Before, it was not possible to update our services quickly enough due to the lack of efficient management or the shortage

of people and resources. These concerns are now behind us. In principle, our cooperation with Cegeka will last for six months, but we hope we can continue to cooperate in the future.” ■



SOLUTIONS:

- IT Strategy Consulting
- IT Management
- Quick scan



TECHNOLOGIES:

- XX
- XX
- XX