

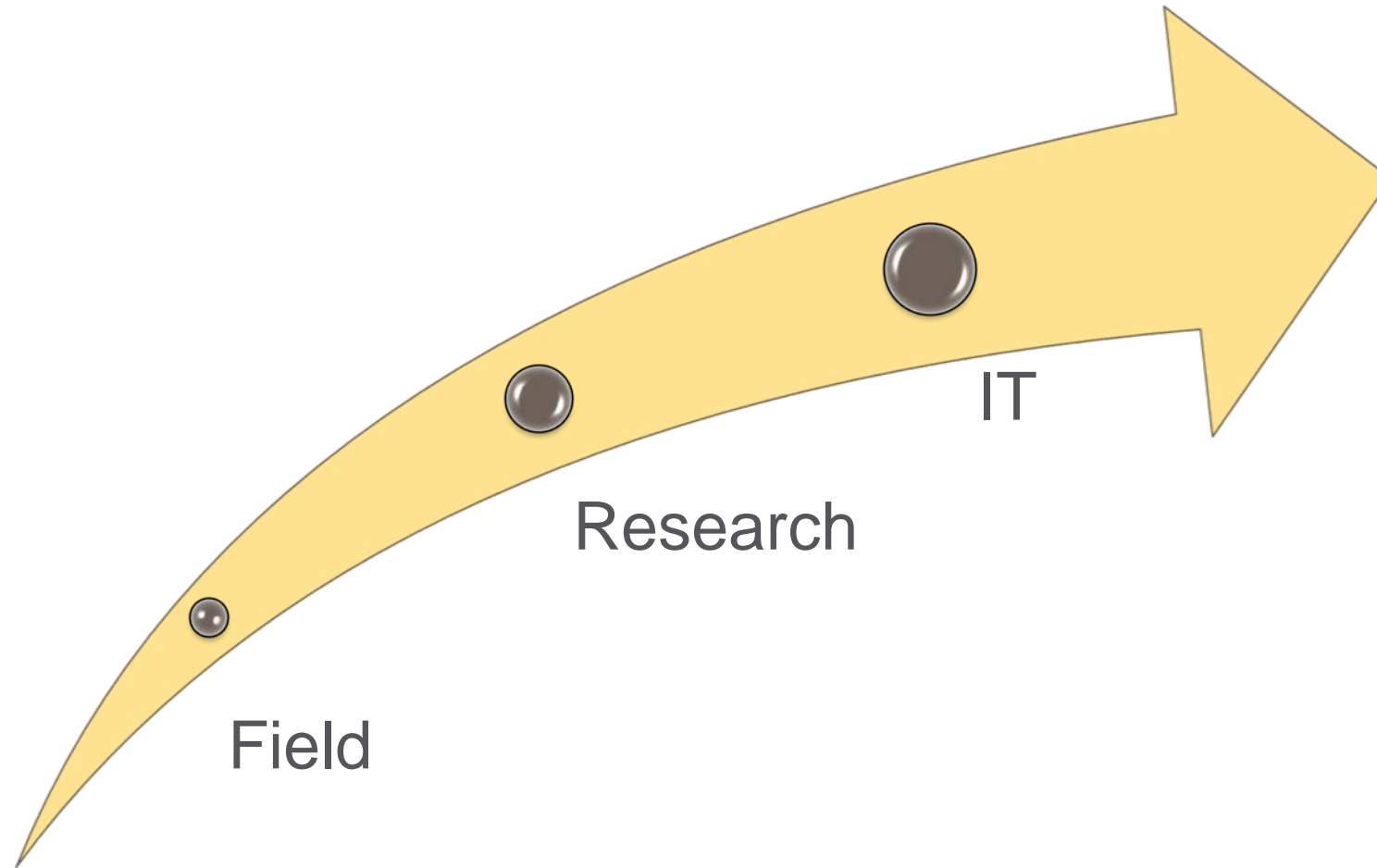


Project Management for Field Managers

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Project Management at NORC



A case against...

- Once launched, the work of field managers is centered on three groups of tasks.
 - Case review
 - Interviewer supervision
 - Administrative duties
- These tasks are governed by standard protocols and procedures.
- Standard project management techniques are either not needed or are not a good fit.
 - What would a WBS look like for an FM managing 15 interviewers tasked with completing 300 cases?

A case for...



Challenge

- Field data collection efforts are susceptible to a variety of threats (staffing, weather, technology,.....)

Project Management concept

- Plan Risk Management

Application to field management

- Formal risk planning exercises
- This is now a standard part of FM planning activities on most NORC studies

Challenge

- Sometimes a region falls behind production targets or has higher than expected costs.

Project Management concept

- Troubled Project Recovery

Application to field management

- “Go to Green”
- Rolled out in late 2017 and now used across all projects

Challenge

- Cost and production outcomes often diverge from projections. IT can be difficult to assess when this is a problem.

Project Management concept

- Earned Value Management

Application to field management

- Addition of Schedule Variance and Cost Variance calculations and charts to tracking reports
- Rolled out in early 2018 and now used across all staffing efforts

Setting new goals

Challenge

- Initial projections are almost always wrong. For longer projects, it can be hard to link current work to goals for where the project should be at the end of data collection.

Project Management concept

- SCRUM

Application to field management

- Adopt a 4 week cycle for setting goals and then tracking progress
- Under development!

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Thank You!



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