

Case Study Daptiv PPM



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John Muir Health Uses Daptiv Connect™ to Integrate Issue Tracking Tool with Daptiv PPM

John Muir Health is among the Bay Area’s most advanced and comprehensive resources for medical care, with two medical centers and the John Muir Behavioral Health Center, as well as the John Muir Physician Network and many remote facilities and services. Areas of specialty for John Muir Health include high- and low-risk obstetrics, orthopedics, neurosciences, cardiac and cancer care as well as general and advanced endoscopic and robotic surgery. John Muir Health emphasizes a commitment to advanced technologies as well as outstanding patient care. The organization also offers extensive community education and outreach programs, and is dedicated to improving the health of the communities it serves.

Organization Need for Daptiv PPM

John Muir realized that their PMO would need a tool to view interrelated project tasks on a new program. “The migration and standardization of the Concord and Walnut Creek Campuses and the underlying projects that go with that program are the most immediate drivers in the need for a tool,” says Rebecca Byrd, Project Manager III. “We looked into Daptiv PPM along with MS Project Portfolio since we already owned the Microsoft Desktop tool, but Daptiv PPM was chosen because it fit our business needs more closely.”

Currently, John Muir Health’s new PMO has started using Daptiv PPM, but “our Physician Network within John Muir Health is inquiring about using Daptiv PPM as well,” says Byrd. Right now, dashboard functionality is particularly valuable to Program Managers and Resource Managers. “A quick look at Daptiv PPM’s dashboard lets our managers know where resources might be over-allocated so in the future they can quickly make proper scheduling adjustments,” says Byrd.

In addition to dashboard reporting, John Muir Health also takes advantage of Daptiv Dynamic Applications™. “We use Daptiv Dynamic Applications for status reporting and to review updated tasks,” says Byrd. “Daptiv Dynamic Applications will be a huge value-add for our Project Managers, helping to facilitate better communication regarding the status of projects.”

Need for Integrated Issue Tracking Information

In addition to Daptiv PPM, John Muir Health had been using an application that helps track and manage IT-specific project issues. All IT employees are required to log project issues into the tool and those issues can be raised to the CIO level. John Muir Health needed the ability to show issues within Daptiv PPM to avoid duplicate work for the project managers and to develop high level issue reports using Daptiv Work Intelligence™.

Key Facts

- Currently, John Muir Health's PMO is using Daptiv PPM; the Physician Network is interested in using Daptiv PPM as well.
- John Muir Health had been using an application that helps track and manage project issues but they needed the ability to show issues within Daptiv PPM to avoid duplicate work for the project managers and to develop high level issue reports using Daptiv Work Intelligence™.
- John Muir Health met with Daptiv to work on a Daptiv Connect implementation plan to sync issues with Daptiv PPM. The result: Daptiv Connect helps sync the data from issue tracking tool every 10 minutes, reducing duplication of work and increasing visibility into issues that are generated using Work Intelligence reports.

Solution

John Muir Health decided to use Daptiv's innovative, on-demand integration service™, Daptiv Connect™, to bring data from their bug tracking system to the Daptiv PPM environment. John Muir Health met with Daptiv on the plan to sync issues with Daptiv PPM, which involved the following steps:

- Requirements Gathering
- Design Daptiv Connect
- Create integration with Daptiv Connect mapping tools
- Testing
- Customer Approval
- Daptiv Connect in Production

Daptiv Connect Details:

- Issue tracking tool includes a web services API that allows data to integrate with Daptiv PPM
- A Dynamic application was created to store issue data in the Daptiv data model
- Daptiv Connect syncs the data from issue tracking tool to Daptiv PPM every 10 minutes
- The integration is designed to add new records, and update existing records in Daptiv PPM
- Project issues are mapped to the corresponding project in Daptiv PPM
- Bug data is available in Daptiv PPM for reporting and analysis using Daptiv Work Intelligence™

“We had a really good experience with Daptiv Connect and our implementation was designed and delivered as expected within two months,” says Byrd. “Our Daptiv Consultant did an excellent job in clarifying our implementation plan, purpose and setting meeting agendas and requirements of what the interface should do along with the design documentation. Everyone was on the same page and throughout the whole process, there was good communication and we were all kept in the loop.”

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Value

“Daptiv PPM along with Daptiv Connect has allowed us to centralize all of our project data in one place, and that’s incredibly valuable to us,” says Byrd. “That means that our project managers avoid duplicate work in the issue tracking tool and Daptiv PPM, increasing executive visibility into issues that are generated from our Work Intelligence status reports.”

Creation of the Issue in Issue Tracking tool Results in this view in Daptiv:

The screenshot displays the Daptiv PPM web application interface. The main content area shows the details for an issue titled 'Pharmacy Pricing Standardization Project' (PSP-2). The issue is currently 'Open' and has a priority of 2. The issue description is 'Sending a test issue to Daptiv to get a screen shot of how this is working'. The issue was opened on 1/27/2009 and has a due date of 3/31/2009. The resolution/closure explanation is 'Document completed. Link to location is URL.' The JIRA URL is <http://oraweb5/issues/browse/PSP-2>. The issue owner is JMH and the vendor is not specified. The status description is 'Open'.

General Information	
JIRA Issue Key	PSP-2
Date Opened	1/27/2009
Priority	2
Vendor Owner	JMH
Issue Category	Other
Status	Open
Resolution / Closure Explanation	Document completed. Link to location is URL.
JIRA URL	http://oraweb5/issues/browse/PSP-2
Issue Name	TEST ISSUE for Daptiv
Date Closed	
Vendor #	
JMH Owner	
Action / Issue Description	Sending a test issue to Daptiv to get a screen shot of how this is working
Status Description	Open
Due Date	3/31/2009

“We’d absolutely recommend Daptiv Connect to any other company thinking about integrating Daptiv PPM with other onsite or on-demand applications. We’re very happy with the outcome of our integration,” says Byrd.