

Project Management: Communication

Overview

TransUnion® needed a partner to manage its business documentation, technical writing functions, and eLearning development.

InfoPros currently has a project team that includes a Program Director, Project Leads, Writers, Illustrators and Online Help Developers.

The Program Director, in addition to managing the InfoPros team, performs a quarterly analysis of unit costs, budgets, and program improvements. TransUnion's key drivers were unit cost reductions as well as flexibility to support fluctuations in workload:

- In two years, InfoPros successfully reduced unit costs by 20%.
- InfoPros uses 6-10 FTEs at a time, depending upon workload and available budget.

Support

InfoPros supports an average of 100 active TransUnion projects that are budgeted, tracked and communicated via its ticketing system on a weekly basis. Deliverables are for a variety of audiences, both internal and external to the organization. In 2012 InfoPros completed 680 projects, 1560 in 2013.

Project Types

InfoPros supports over 15 types of projects and has a team with a variety of skills to meet TransUnion's needs based upon demand and/or fluctuations in the workflow and type. Projects include:

- eLearning
- Online Help
- Application Runbooks
- Process Documentation
- Intranet Content Development
- Standard Operating Procedures
- Corporate Email Communications
- Knowledge Base Article Development

Communication

InfoPros initially worked with TransUnion to understand its business objectives and key performance indicators to determine the best method for tracking, reporting, and maintaining communication with stakeholders as well as internal customers. Daily communication takes place with various stakeholders throughout the organization: Subject Matter Experts, Software Developers, Business Owners, Directors, Business Analysts and Project Managers. This communication, along with detailed reporting, provides TransUnion visibility into the status of its projects and allows InfoPros to analyze results.

InfoPros works on projects across the organization, in over 20 Business Units:

- Corporate Communications
- Information Technology
- Consumer Solutions
- Human Resources
- International
- Marketing
- Legal

Result

TransUnion's environment is challenging: priorities can shift on a daily basis. InfoPros has the flexibility, perspective, expertise, and tools to adapt to the shifts while making objective recommendations according to TransUnion's goals. We continue to:

- Improve quality across the board
- Meet or beat hundreds of deadlines
- Manage an annual budget in excess of \$850K
- Monitor processes to drive efficiencies which reduce unit costs

"We were surprised and pleased that InfoPros exceeded our expectations."

-Paul Braun, VP Client Operations, TransUnion

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Corporate Headquarters:
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Locations:
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Wisconsin

InfoPros measures the success of our deliverables for Clients by creating efficiencies that effectively drive per unit cost down while we adhere to our Clients' schedules and deliver the requisite level of quality. Our management reporting gives Clients the ability to make fiscally responsible decisions based upon actual unit-cost data. Below are examples of the project management reports we use to communicate with our Clients and track their projects. These reports can be tailored to each Client's specific needs.

Report Example 1:

The following is a quarterly report in which we summarize recommendations and cost trends such as cost per unit trends, cost per month trends, forecast reviews, recommendations/ efficiencies, cost reduction tracking, etc.

Client Solutions
Q4 2011 Management Report
1/26/2012

Cost Per Quarter Trend

The quarterly trend on the chart to follow shows a steady increase in spending for both Q3 and Q4. Details by project type and business unit follow the quarterly trend chart. This can be summarized by the following:

- Spending increased in the Documents category mainly due to the TUNA project which accounted for approximately 34% of Document spending in Q3 and Q4 of 2011 (USIT business unit).
- Spending increased in the Knowledge Base SSHD category due to the launch of the self-service help desk program.
- Spending increased for Online Help category (OLH) due to the conversion of OLH from RoboHelp to Flare as well as an increase number of requests (9 requests) in Q3 and Q4 compared to 3 total requests in Q2 (CRS business unit).
- Spending rose significantly for the HR business unit due to the New Hire Orientation project production in Q4.

	Q2-2011	Q3-2011
Total Dollars	\$143,115	\$159,550

Monthly Tracking

	Mar	Apr	May	Jun	Jul	Aug
Total Dollars*	\$53,389	\$57,754	\$42,877	\$42,485	\$63,133	\$48,300
Total Hours	920.5	995.75	739.25	732.5	1088.5	832.0
Work Days	23	21	21	22	20	23
Average Monthly Dollars	\$ 54,055					
Average Monthly Hours	931.75					

*Includes expenses invoiced to ABC Company for all Knowledge Center

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Client Solutions
InfoPros Q3 2012 Management Report
1/9/2013

TransUnion Quarterly Management Report

Cost Per Unit

Below is the average cost per unit grouped by deliverable type and category (new vs. existing). The numbers below will be used for tracking the ongoing average unit cost. A detailed analysis for each category follows.

Project Type	2011	Q1 2012	Q2 2012	Q3 2012	Q4 2012
Documents	Cost/Page				
Documents – New	\$128	\$227	\$215	\$202	\$199
Documents – Existing	\$60	\$52	\$58	\$53	\$49
Emails*	n/a	\$193	\$168	\$169	\$170
Forms – Existing	\$62	\$69	\$168	\$168*	\$168*
General Announcements	\$76	\$87	\$63	\$58	\$56
eLearning	Cost/Minute				
eLearning – New	\$369	\$345	\$383	\$352	\$335
eLearning – Existing	n/a	n/a	\$87	\$67*	\$67*
eLearning	Cost/Survey/Report				
Question Mark	n/a	\$219	\$217	n/a	n/a
Survey Monkey	n/a	n/a	n/a	\$161	\$123
InSite	Cost/Request				
Requests	\$108	\$83	\$80	\$83	\$63
OLH	Cost/ Topic				
New	\$239	\$248	\$259	\$257	\$249
Existing	\$87	\$88	\$123	\$127	\$124
Runbooks	Cost/Page				
Runbooks	\$23	\$20	\$19	\$19	\$16
Knowledge Base Articles	Cost/Article				
New	\$161	\$142	\$157	\$145	\$156
Existing	\$82	\$87	\$89	\$86	\$92
One-off Articles	n/a	n/a	n/a	n/a	\$38

*No additional projects were resolved in quarter.

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Reduced unit costs by 20%

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Report Example 2:

The Project Outline View illustrates hours planned, worked, approved and billed.

TaskPhase	Assigned To	Hours - Planned	Hours - Worked	Hours - Approved	Hours - Billed*	Hours - Gap	Notes	ID
Project Management		6.00	5.00	5.00	5.00	1.00		1
Initial Project Discussion		0.75	1.25	1.25	1.25	-0.50		4
Illustration/Layout		0.25	0.25	0.25	0.25	0.00		2
Content		0.50	1.00	1.00	1.00	-0.50		3
Prototype Poster (2 Door Cabinet)		28.00	20.50	20.50	20.50	7.50		7
Template Design and Layout		8.00	4.00	4.00	4.00	4.00		5
Content		16.00	8.00	8.00	8.00	8.00		6
Illustration		2.00	8.50	8.50	8.50	-6.50		11
Client Revisions		2.00	0.00	0.00	0.00	2.00		22
Jumbo Storage Poster		12.00	4.00	3.25	3.25	8.00		10
Content		8.00	1.75	1.25	1.25	6.25		9
Illustration		2.00	2.25	2.00	2.00	-0.25		12
Client Revisions		2.00	0.00	0.00	0.00	2.00		23
Storage (Tall Cabinet Poster)		12.00	4.25	3.00	3.00	7.75		14
Content		8.00	1.75	1.00	1.00	6.25		13
Illustration		2.00	2.50	2.00	2.00	-0.50		15
Client Revisions		2.00	0.00	0.00	0.00	2.00		24
Wall Cabinet Poster		11.25	4.00	3.00	3.00	7.25		17
Content		8.00	2.00	1.25	1.25	6.00		16
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Report Example 3:

The Project Hourly Report shows the actual resource hours incurred per project.

Company/Project/Phase/Service	Jun-2010	Jul-2010	Aug-2010	Total
InfoPros	320.50	228.25	99.25	648.00
Installation Manuals 2010 04	320.50	228.25	99.25	648.00
07408 - Wholesale Manual [1]	13.50	0.00	0.00	13.50
Technical Illustration	12.00	0.00	0.00	12.00
Technical Writing	1.50	0.00	0.00	1.50
100013 - Faucet Block (Single/Six Pack)	1.00	0.00	0.00	1.00
Technical Writing	1.00	0.00	0.00	1.00
100210 - Double Sink Kit	2.25	0.00	0.00	2.25
Technical Writing	2.25	0.00	0.00	2.25
100211 - One-Piece Double Utility Sink Single Pack	2.00	0.00	0.00	2.00
Technical Writing	2.00	0.00	0.00	2.00
17430- Multiple SKUs - Bath Wall [1]	0.50	0.00	0.00	0.50
Technical Writing	0.50	0.00	0.00	0.50
17431 - Tile Seamless Bath Wall [1]	0.50	0.00	0.00	0.50
Technical Writing	0.50	0.00	0.00	0.50
17432 - Reversible Bath Wall [1]	0.50	0.00	0.00	0.50
Technical Writing	0.50	0.00	0.00	0.50
17434 - 5 SKUs - Bath Wall [1]	0.50	0.00	0.00	0.50
Technical Writing	0.50	0.00	0.00	0.50
200123 - Utility Sink with Cabinet Kit Gooseneck/side spray	6.00	0.00	0.00	6.00
Technical Writing	6.00	0.00	0.00	6.00
200132 - Stainless Steel Sink with Cabinet Kit	4.75	0.00	0.00	4.75
Technical Illustration	2.50	0.00	0.00	2.50
Technical Writing	2.25	0.00	0.00	2.25
200137/200144 - Esquire 18" Utility Sink	4.00	0.00	0.00	4.00

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