

# CASE STUDY - UTELCO AUSTRALIA

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*UTelco Systems Pty Ltd*

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SWINBURNE  
UNIVERSITY OF  
TECHNOLOGY

## THE NEED

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Utelco are a relatively young company who are Communications and Data Warehousing Specialists. They had a dozen IT professionals that were experienced and tertiary qualified in computer technology but had very little idea on how to manage and plan projects and many projects ran over budget.

They wanted a program that:

- Taught their staff all the project management disciplines
- Gave them a clearer view of the project lifecycle and the project planning process
- Made their project management meetings more organized and effective

## THE SOLUTION

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Our head of special projects, Mark Guiney, identified that the staff at their level of skill and experience would require a qualification (Cert IV in Project Mgmt) rather than a more generic overview.

In consultation with L&D and Marks colleague, head facilitator, Greg Wilson, Swinburne University developed a Cert IV in Project Management for Utelco that was customised, referenced and delivered on site over a block period preferred by Utelco.

## THE PROGRAM

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In consultation with Ms. Karen Cohen, HRM at Utelco, we developed a qualification within 4 weeks and rolled it out over 6 weeks. Several staff were also interested in specific courses in MS Project which we also organised.

## THE OUTCOME

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Karen has reported back that all staff reviewed the program very positively and have begun applying the skills they learnt within the program.

It is early days but Utelco staff are showing a better understanding of their scope and project planning leading to an increase in productivity and their personal satisfaction levels.



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