

## Universal Lifecycle Framework Improves Portfolio, Program and Project Planning, and Delivery to Meet Strategic Objectives

**Fortune 500 Electricity & Natural Gas**  
Minneapolis, MN

**Industry**  
Energy & Utilities

**Employees**  
12,000

*"The Trissential Program Manager was simply fantastic. It has been a true pleasure working with her, and I'm confident our paths will cross again."*

- Managing Director



### ESSENTIALS UTILIZED

**MANAGEMENT CONSULTING**  
**BUSINESS AGILITY**  
**CONTINUOUS QUALITY**



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This Fortune 500 client is a utility holding company based in Minneapolis, Minnesota, serving over five million electric and natural gas customers. States served include: Minnesota, Michigan, Wisconsin, North Dakota, South Dakota, Texas and New Mexico.

### CHALLENGES

The client engaged Trissential to plan and build a Universal Lifecycle (ULC) framework to support the client's "think more strategically" and "increase throughput" business objectives.

The client has a home-grown, end-to-end project management process which included technical architecture, portfolio and project management, and project governance. The existing process resembled a checklist approach to project management, resulting in confusion over who and how the activities and deliverables would be accomplished. Another challenge was the need for a solution that could be "right-sized" based on project type and technical risk.

### SOLUTION

- Trissential identified issues and implemented changes to the client's current business case process, technical reviews and project governance gates. Trissential also created a solution for right sizing project deliverables and governance by developing a project profile template and process
- In its review of the client's project management practices, Trissential identified a number of improvement opportunities and developed a comprehensive improvement roadmap which introduced the need for the new ULC framework
- Trissential worked with the client leadership to obtain buy-in on a process ownership structure that supported the ULC framework. Once the ULC framework was implemented, process owners continued on to drive ongoing process improvements

### RESULTS

The six month ULC improvement effort was delivered on time and under budget, ultimately providing the client with a new end-to-end ULC framework. The framework provides structure, process, templates, relationships, boundaries, and dependencies while staying aligned with governance and technical reviews. The ULC framework delivered portfolio management, project management, project governance, technical governance, and solution development lifecycle business requirements.

In addition, Trissential implemented a continuous improvement process, delivered improvement training, and created a SharePoint site for the client to manage ongoing process improvement.