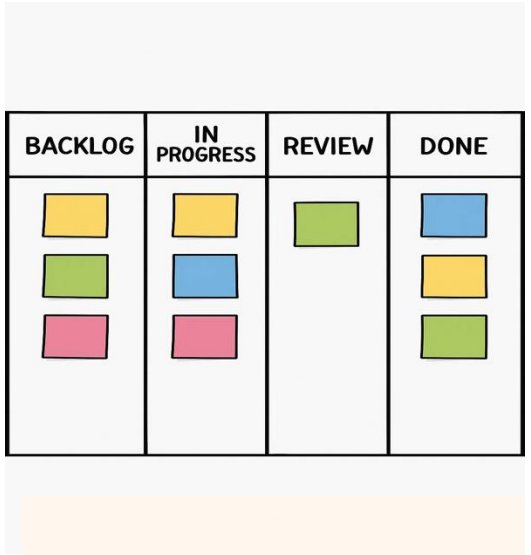
Public Service Access Portal Initiative



Role Project Manager
Duration: March 2020 – April 2022
Objective:
Enhance public accessibility to critical labor department services through the development and deployment of an online portal, streamlining service delivery.
Project Details:
Team Size: 12 team members, cross-functional (Development, UX/UI, Operations, Communications)
Budget: $120,000
Timeline: 8-month implementation
Methodology: Agile, Kanban
Tools: Jira, Confluence, Trello, Salesforce
Key Challenges:
Aligning diverse stakeholder interests and requirements to form a cohesive project vision.
Integrating multiple legacy systems seamlessly within the new platform.
Managing scope and preventing budget overruns through proactive risk management.
Actions & Contributions:
Facilitated extensive stakeholder collaboration and workshops to identify essential services and user experience improvements.
Implemented a robust change management strategy to ensure a smooth transition to the new platform.
Led regular risk assessment meetings to mitigate risks and keep project within scope and budget.
Outcomes:
Increased public access to department services by 40%, enhancing community engagement and satisfaction.
Successfully integrated five legacy systems into one streamlined portal without disruption.