

## Referral Letter – Project Oversight

I worked with a Metcalf & Associates partner to provide Project Oversight for a major change initiative at a large University. The high profile system implementation was completing the fit-gap phase and the management team wanted to ensure the project was on track for successful completion.

Metcalf & Associates led the human performance component of the oversight review and was a member of the overall assessment team.

### Project Objectives:

- Review key project documents
- Evaluate project status against a rigorous set of performance criteria
- Develop risk profile
- Recommend corrective actions

### Key Accomplishments

- Identified several areas of risk
- Recommended corrective actions that have subsequently been acted upon

### Impact

- Increased probability of program success (Reduced program risk) – making a positive impact on the organization

### Maureen's strengths

- Holistic approach to analysis and problem solving
- Extensive experience in large scale implementations
- Cooperative and flexible team player
- Ability to develop client relationships
- Analytical skills leading to solid business recommendations
- Business judgment

Metcalf & Associates played a key role in this project. Her analytical skills enabled us to identify several important areas of risk and make recommendations. Additionally, she is a strong team player, willing to step forward and fill multiple roles in a dynamic environment.