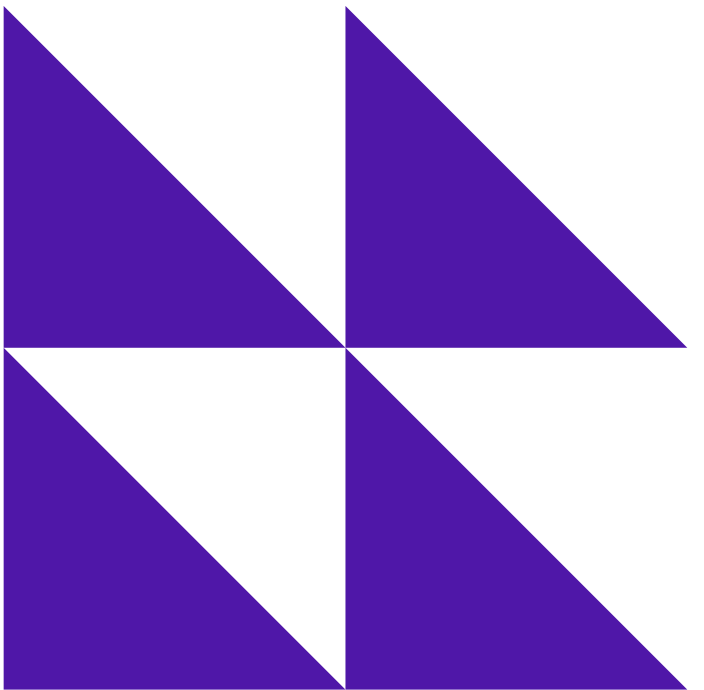
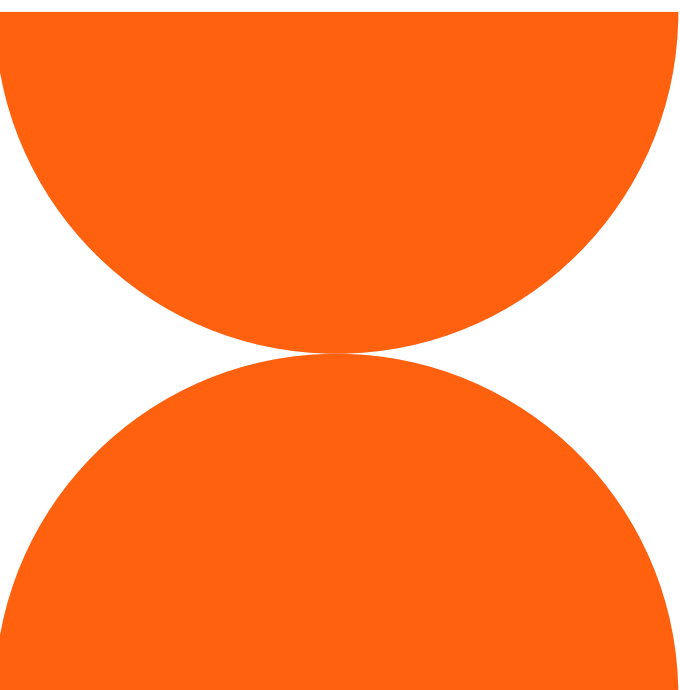
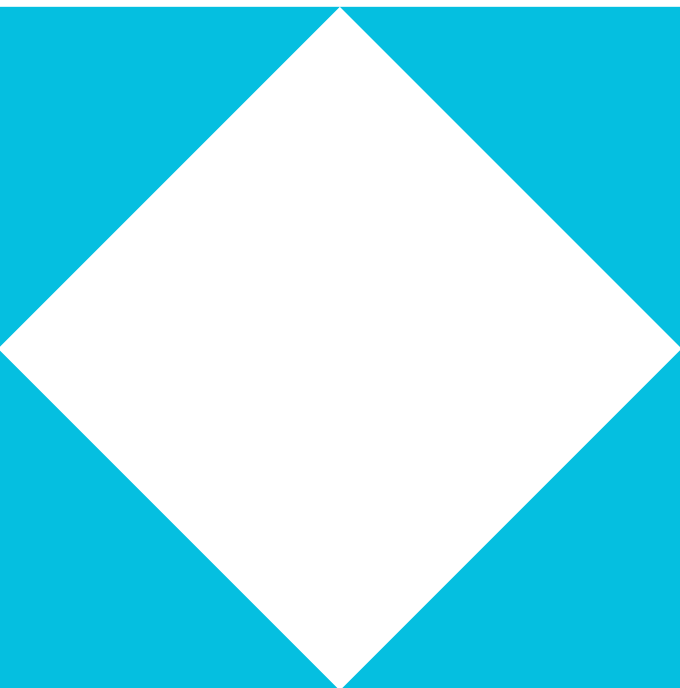


# 2023 National Project Management Awards

Event Programme | 9th November 2023





# 2023 National Project Management Awards

in association with:



Sponsors:



## Welcome from PwC: Headline Sponsor



**Keiran Barbalich**

**Portfolio and Programme  
Management Leader**

**PwC**

PwC is delighted to again support the Ireland Chapter of the Project Management Institute to host the prestigious 2023 National Project Management Awards, now for seven years running. In particular, we are delighted to be the headline sponsor for the Innovation in Technology Project Awards.

This year, we once again have a superb shortlist of fantastic projects.

As businesses continue to navigate the many challenges and uncertainties of the poly crisis being faced in today's world, now more than ever project managers continue to play a critical

role in driving and delivering change in Irish organisations. Delivering projects and change through, and with, innovation and technology are at the heart of this. Over the past year, we have seen some truly exceptional projects making a difference in their organisations, in the wider economy and society. In this context, it is essential that we continue to recognise excellence in project management throughout Ireland.

Congratulations to each and every one of you here this evening – you have all achieved tremendous success. We hope that you enjoy a great evening of fun, celebration and networking.

## Welcome from Ireland Chapter of PMI



**Jackie Fagan**

**President**

**Ireland Chapter of PMI**

We are delighted that the National Project Awards event returns for 2023, this is the second year we have it as a face-to-face event since the pandemic. It is great to be able to celebrate excellence in project management in the company of such worthy finalists across all six categories. Each finalist is a winner, and we are thrilled with the response to this year's awards, our seventh year of holding such a prestigious event, with the Chapter also celebrating its 25th Anniversary. The breath and scale of the change being delivered is outstanding and this is testament to Ireland's ever-stronger project management skills base. These changemakers rely on new ways of working, power skills and business acumen as key capabilities to succeed.

Our 2023 Special Category is Innovation in Technology Project Award which recognises innovation in technology projects across Ireland over the last three years. This includes all aspects of technology including Artificial Intelligence (AI). The Public Sector Project of the Year and the Private Sector Project of the

Year categories reflect outstanding achievement along with PMO of the Year and Project Management for Social Good. The Project Professional of the Year category represents outstanding individual talent across the profession. Overall, the six award categories recognise and celebrate the best of Irish talent in project management.

As we face the uncertainty of times ahead, we are assured that the project management profession has a critical role to play in ensuring that the change being delivered positions Ireland well domestically and on the international stage. We would like to thank all our sponsors who without their support the awards would not be possible. This includes PwC, Aspira, CPL, IPA and the Irish Emergency Alliance.

The Ireland Chapter wishes all of our finalists every success. We hope that you thoroughly enjoy the evening and join in the celebrations of outstanding achievement.



**Peter Glynn**

**Vice-President**

**Ireland Chapter of PMI**



# Schedule for the Evening

<b>Dress Code</b>	Black-tie
<b>Time</b>	5:30pm Drinks Reception
<b>Event</b>	The event commences at 7:15pm
<b>Introduction</b>	Ivan Yates (MC)
<b>Welcome</b>	Keiran Barbalich, PwC Jackie Fagan, Ireland Chapter of PMI
<b>Starter</b>	Followed by presentation of 2 awards <b>Project Management for Social Good</b> <b>Public Sector Project of the Year</b>
<b>Main Course</b>	Followed by presentation of 2 awards <b>Private Sector Project of the Year</b> <b>Innovation in Technology Project Award</b>
<b>Dessert/ Tea &amp; Coffee</b>	Followed by presentation of 2 awards <b>PMO of the Year</b> <b>Project Professional of the Year</b>
<b>Close</b>	

# Project Management for Social Good Award

Sponsored by Irish  
Emergency Alliance



## The finalists within this category are:

### **Migrant Collective Galway /AMDAF** **Supporting 500+ Migrants in Galway**

Upon release of the Mother & Baby Homes Report in early 2020 by the Irish government, twin sisters Lisa and Laura wanted to consider how to make an impact in Direct Provision, which is seen by many as the modern-day mother & baby home. Starting small, the duo worked with friends to supply items to 11 families in January 2020. The project initially focused on expecting mothers and newborn baby needs and quickly grew based on demand to serve families living in Direct Provision in the city and county. With increased scale and scope, the project moved to an online closed community operating completely cost free based on volunteerism and good will. Between raising €20k on average every year working with 250 volunteers and servicing 500+ migrants on monthly bases the project managed to meet an immediate and short term need of families living in these situations while they awaited the progression to move away from Direct Provision.

### **Aspira** **Ukraine Emergency Response Project**

In the wake of Russia's invasion of Ukraine in February 2022, this project was created to respond to making tangible improvements in the lives of Ukrainian refugees in Ireland. The Ukraine Response project has not only met the immediate needs of those affected but has also laid the foundation for long-term positive change within the communities in Ireland. This project stands as an example of how project management - by applying the PMP methodology and was delivered swiftly and effectively and through knowledge transfer and systematic digital - when harnessed for social good, can make a profound difference in the lives of individuals and communities.

### **The Crann Centre** **Crann Centre Accessible Play Centre**

The Crann Centre's Accessible Play project has brought the joy of play to children with serious mobility issues, providing them with a human right that was previously denied.

The project, completed in 2022, stands out for its inclusive and consultative approach, involving not only healthcare experts but also families and the children themselves, who contributed ideas like a pirate ship to the playground. The impact has been profound, enhancing Crann's services and allowing children to experience the exhilaration of "risky" play in an environment designed with universal principles. One touching story is that of eight-year-old Brendan Murphy, a full-time wheelchair user, who now enjoys the fun of play without limitations. The project, managed with agility in the face of COVID restrictions and supply-chain challenges, serves approximately 140,000 children with disabilities in Ireland and has opened doors for them to fully participate and gain the benefits of play. The Crann Centre's commitment to sharing its achievements and inviting special needs schools to experience the playground's fun showcases the project's wide-reaching impact on the community.

### **Expleo** **Expleo SafeHubs**

Conceived during a hackathon, The SafeHubs safety app has been successfully piloted at UCD with a focus on enhancing campus safety for students and staff. The app offers an array of features, including SafeHubs, SafeHome, SafeWalk, and Working Alone, to empower users in improving their sense of security. Subsequent surveys and feedback from campus security and estate services have yielded highly positive results, confirming that SafeHubs has significantly heightened the feeling of safety among users. The project's approach, blending Design Thinking, agility, and streamlined communication, facilitated rapid development and the seamless incorporation of user feedback. SafeHubs is not only set to continue its pilot at UCD but also to explore urban environments, demonstrating its potential to positively impact a wider audience. Despite resource challenges, the project's human-centric approach and comprehensive documentation have paved the way for success and knowledge dissemination across the organisation, underscoring the value of feedback and collaboration in dynamic, resource-constrained settings.

# Public Sector Project of the Year

Sponsored by IPA



## The finalists within this category are:

### ESB Networks / NIE Networks

#### The Republic of Ireland Retail Hub Relocation Project

The Republic of Ireland (ROI) Retail Hub Relocation Project successfully moved the ROI electricity Retail Market Messaging system from a third-party data centre in Belfast to ESB's data centre in Dublin, running from September 2021 to April 2023. This critical infrastructure project not only ensured regulatory compliance and system resilience but also positioned it directly under ESB Networks' control. By following an earlier project to separate the ROI and NI Retail Electricity Market Hubs, this initiative handled 30 million market messages annually, guaranteeing accurate and timely electricity billing for every customer.

The project's seamless transition in February 2023 highlights its success. Its historical context, collaboration among stakeholders, robust governance, and the adaptive approach to maintain like-for-like functionality in a complex, changing environment are noteworthy.

The project's accomplishment ensures greater control, compliance, and cybersecurity features, benefitting not only electricity customers but also the organisation's future in a dynamically evolving Smart Services world. Despite complexities and resource challenges, this project exemplifies effective project management and governance in a high-stakes, cross-border setting, ultimately resulting in a smooth and successful system relocation.

### Mater Misericordiae University Hospital

#### Mater Misericordiae University Hospital The Rock Wing

The Mater Hospital's "Rock Wing Project" was a strategic response to address the shortage of healthcare capacity during the COVID-19 pandemic in Ireland. It involved the construction of a 9-story, 13,500m<sup>2</sup> building, completed within two years, to provide additional specialised capacity, critical care beds, and a modern clinical environment.

This project includes its strategic alignment with the hospital's goals, such as becoming the Major Trauma Centre and establishing a National Isolation Unit. The Rock Wing accommodates an extra 5,000 inpatients annually, enhancing the Mater's capacity to care for the country's sickest patients. Additionally, it offers staff a better working environment, and it's estimated to have saved €40 million through efficient delivery.

Despite complexities like pandemic uncertainties and rapid delivery, effective governance, collective leadership, and stakeholder engagement ensured its success. The project exemplifies the hospital's commitment to transformative innovation and its ability to respond to large-scale healthcare challenges, providing valuable lessons for the broader healthcare system.

# Private Sector Project of the Year

Sponsored by CPL



## The finalists within this category are:

### AIB Life

#### AIB Life Saol Assurance DAC

Saol Assurance Dac, a partnership between Allied Irish Bank (AIB) and Great-West Lifeco, has launched Ireland's first greenfield retail life assurance company in over a generation. They achieved this in just 21 months, navigating pandemic challenges and rapid technology deployment. Saol Assurance focuses on delivering a seamless omnichannel customer experience and addressing gaps in the Irish financial market, where most adults lack family protection cover (83%) and pension cover (67%), and few hold investments (18%).

This success story is driven by their lean "cost to serve" model and effective leadership. They delivered 12 workstreams with 52 sub-streams, engaging 30+ vendors and 50+ core system integrations. Their unique governance approach involved agile and bespoke structures, embedded delivery leads, combined delivery and SME capability, and focused Senior Leadership Team discussions.

### ICON plc

#### OneSearch

ICON plc is a global company that provides outsourced drug and device development services to a wide range of organisations, with a strong mission to expedite the development of life-saving drugs and devices. They prioritise projects aligned with this mission, and "One Search" is a notable initiative. This project addresses a critical challenge in clinical trials: recruiting trial subjects. Inefficiencies in site selection can lead to costly delays and jeopardise the success of trials. "One Search" leverages vast data analysis and a combination of human expertise and artificial intelligence to identify the most effective clinical trial sites. By significantly improving site selection, this innovation not only gives ICON a competitive edge but also enhances health outcomes for patients. It stands as a game-changing platform that can potentially save substantial costs and time in clinical trial processes.

### Amharc Tech

#### Irish Steel

The "Irish Steel" project involved creating a tailored software solution for a steel manufacturing and inventory management company. This comprehensive solution aimed to enhance operations by optimising inventory management, supplier communication, production tracking, and reporting.

Notable features included an efficient inventory management system, seamless supplier and purchase management, detailed production process tracking, robust reporting and analytics, secure user and role management, efficient damage stock tracking, and an intuitive dashboard for real-time updates. This project has significantly improved the company's efficiency and decision-making capabilities while ensuring data security and compliance.



# Innovation in Technology Project Award

Sponsored by PwC



## The finalists within this category are:

### National Broadband Ireland (NBI)

#### LiDAR Survey & Modelling Methodology

The “LiDAR Survey & Modelling Methodology” project undertaken by NBI revolutionised the assessment of tree trimming needs for the National Broadband Plan. By integrating LiDAR technology and advanced modelling, the project achieved impressive results, such as reducing discrepancies to less than 5% between the model output and field work, ensuring accurate and efficient assessment of tree trimming quantity. It significantly improved data accessibility, reduced costs, carbon footprint, and enhanced safety while providing a georeferenced, time-stamped digital twin of the environment. Moreover, the project demonstrated the innovative use of technology and highlighted the potential applications of LiDAR in various industries. Overcoming legal constraints and relying on PMI’s key Knowledge Areas, the project successfully streamlined a complex task, reinforcing the importance of effective leadership, skill sharing, and skill development for positive outcomes.

### Expleo

#### Expleo ProtectUS

ExpleoProtectUS is a groundbreaking solution designed to combat SMS fraud, a problem that costs the banking sector approximately \$2 billion annually. It operates by blocking fraudulent SMS messages that lead to fake websites designed to steal banking and card details, thus addressing a prevalent issue. This innovative technology is integrated into existing bank apps, eliminating the need for an additional installation, and it ensures data privacy by scanning inbound SMS messages locally on the user’s mobile phone. Notably, it’s the only anti-smishing solution worldwide that installs on mobile phones and holds a European Patent Pending for its Android version.

The project, initiated after a Hackathon in November 2020, successfully secured a 3-year commercial contract with an Irish bank, and the product was launched in September 2023, demonstrating the transformative power of technology to combat fraud while navigating challenges effectively, such as resource constraints and the impact of the COVID-19 pandemic.

### Indeed

#### Indeed Cap Dock Future Workplace Pilot

The Indeed Capital Dock Future Workplace Pilot project aimed to use innovative technology to create an adaptable workspace that caters to employee preferences and enhances work practices, something Indeed as a company is always aiming to do. A notable achievement of the project has been a substantial increase in team productivity within the pilot space. In contrast to traditional office settings, where teams typically achieved 25-50% of their potential productivity, the innovative workspace consistently encouraged teams to perform at a higher level, optimising the work environment for improved performance.

The feedback from employees who tested the space was highly positive, emphasising its practicality and effectiveness. Notably, the project led to a substantial increase in team productivity, improved employee well-being and job satisfaction, and encouraged greater collaboration in the office. This innovative workspace has the potential to transform work environments, showcasing the positive impact of innovative technology on employee experiences.

# PMO of the Year

Sponsored by Aspira



## The finalists within this category are:

### Brown Thomas Arnotts

#### IT & Digital PMO

Brown Thomas Arnotts (BTA) established its PMO in late 2021, centered on customer-focused values, integrating with IT & Digital and extending its scope to Head Office, Distribution Centre, and Retail Stores. Achievements of the PMO encompass enhanced Project Management Maturity, where it introduced rigorous governance policies, standardised processes, and KPIs to measure benefits, project performance, stakeholder engagement, cost savings, and more. The PMO also established a legacy of knowledge management and transparency, reinforcing its commitment to people with initiatives like monthly check-ins, yearly strategy days, employee surveys, and learning & development programmes. Furthermore, it fostered employee capability and skills development, collaborating with the Learning & Development department to create the IT & Digital Learning Academy, offering diverse courses for employee upskilling. Challenges addressed include overcoming resistance to change through open communication, mitigating skills gaps with focused learning initiatives, enhancing transparency through standardised reporting structures, and navigating change challenges by focusing on key pillars and fostering a balanced approach to innovation. The PMO continually evolves, embracing technologies like Generative AI, while investing in ongoing employee development to keep the organisation at the forefront of skills and capabilities.

### Cairn Homes

#### Cairn Homes PMO

Cairn, Ireland's leading home builder, has made significant strides, including delivering over 1500 housing units in a single year and setting ambitious goals for the next 2-3 years: 2500 units and 350-400 employees. The newly established PMO focuses on enhancing the Gateway process, Risk Management, and Reporting infrastructure to facilitate this growth seamlessly. Notable achievements encompass robust governance policies, a clear Project & Change Initiative Lifecycle, Vendor Management Office, efficient budgeting, and a transparent organisational structure. The PMO fosters cross-functional communication, knowledge sharing, and early challenge identification, ensuring Cairn's growth

is an opportunity, not a risk. Collaboration, innovation, and knowledge sharing are at the heart of their initiatives. The PMO's strategic approach involves aligning with business needs and optimising processes without significant changes. A recent success involved streamlining Construction Progress communication, resulting in improved reporting, productivity, and support for the supply chain. To enhance transparency and efficiency, the PMO leverages dashboards for consistent data presentation and correlation analysis, contributing to continuous improvements.

### Boston Scientific

#### Boston Scientific Galway - Equipment Engineering PMO

The Boston Scientific Galway Equipment Engineering PMO has consistently achieved significant milestones since its establishment in 2020. With a diverse team of 24 qualified project managers, the PMO has set out a clear vision and strategy aligned with corporate direction and embedded a versatile project, programme, and portfolio management methodology and framework within the organisation. It has established itself as a recognised centre of excellence for best practices, prioritised continuous improvement through lessons learned, and reported over 90% of projects on track to schedule. The PMO introduced real-time technology for stakeholder access, invested in enhancing the team's project management skills, and successfully oversaw an average of 150 projects yearly with a capital value exceeding \$88 million for 2023. The PMO has evolved into a highly qualified project management team, with over 90% of its members achieving PMP certification, and it has fostered a culture of knowledge sharing and delivery excellence, making it a central source of project information. The team's engagement extends to the wider community, participating in various programs, sharing project management expertise, and promoting STEM education. The PMO has overcome challenges by adopting a phased approach to PMO implementation, engaging key users and stakeholders, and adapting to unforeseen circumstances, like the impact of COVID-19, by quickly shifting to remote work and adapting processes. The PMO continues to support Boston Scientific's mission of delivering for patients with a focus on people, safety, quality, cost, and sustainability.

# Project Professional of the Year

Sponsored by Ireland  
Chapter of PMI



## The finalists within this category are:

### James Louttit, Impactful PM

James, with over two decades of career experience in project management, has displayed an exceptional commitment to innovation and transformation. His journey began with creative cartoons and TikTok videos that resonated across industries and social media, setting a trend for engaging discussions. At Bank of Ireland, he led the Project Management Competency with revolutionary training programs like “Delivery Excellence School” and “Flex,” fostering continuous learning. Moving to Cpl as Chief Information Officer, James brought agility to the IT department, delivering the award-winning MyCpl app and achieving a “TIARA Technology Transformation Award.” His “coach and delegate” management style propelled the team and introduced a 4-day work week. Founding Impactful Project Management, he introduced an immersive training course and community for project managers, extending support and knowledge sharing. James’ commitment to mentoring extends beyond the corporate realm, with active engagement in charities and scouting, fostering grassroots leadership and initiative, and creating opportunities for development and skill sharing.

### Dr Rosemarie Gannon, UCD

Dr. Rosemarie Gannon, an accomplished project manager in the academic research sphere, has amassed years of experience in successfully managing and conducting research projects. Her journey commenced in 1998 at the European Institute for the Media in Germany, where she managed and conducted research on the utilisation of information and communications technologies by older individuals across Europe, showcasing her project management talents. Inspired by her success, she pursued a PhD in Information and Communications Studies at University College Dublin, solidifying her commitment to the field. She has deftly transitioned from ICT research to projects in environmental and cancer research, with notable accomplishments including her management of the EU SWIM project and her instrumental role in establishing the All-Island Cancer Research Institute (AICRI).

Her ability to navigate diverse disciplines underscores the versatility of a project manager’s skill set, making her a valuable asset to the project management profession. Dr. Gannon’s pursuit of continuous improvement led her to complete an MSc in Project Management at the UCD Smurfit Business School, where she demonstrated the vital role a project manager can play in strategic leadership and contributions beyond project management’s traditional scope, as evident in her work on AICRI’s strategy and roadmap.

### Stephen Maguire, Auxilion

Stephen, a seasoned Programme Manager at Auxilion Consulting, has made a significant mark in the field through key achievements such as a remarkable Global Service Desk Transformation at Inizio Healthcare, consolidating 17 IT service desks into a centralised hub to serve users across 50 countries, emphasising benefit-driven change, and effectively managing cultural and leadership complexities. His role as Programme Manager at An Post showcased his prowess in strategic alignment, ensuring that IT projects harmonised with the organisation’s long-term objectives. Stephen’s dexterity in managing complexity extends to his role as the Head of Project Services at Auxilion, where he successfully led a team of Programme Managers and Project Managers, instilling a culture of high performance and standardised project management practices. His multifaceted contributions encompass mentorship, knowledge sharing, strategic vision, project assurance, and a strong advocacy for best practices, leaving a lasting legacy of excellence in project management within his organisation and the broader community.

# Thank You

The Ireland Chapter of PMI would like to thank our distinguished judging panels, both the shortlist judges and the finalist judges, for their contribution to the awards and to thank Donal Twomey from RDJ for providing independent oversight of the judging process.

The individual judges are:

**Donal Twomey**  
**Pat Lucey**  
**Martina Ryan**  
**John Haran**  
**Terence O'Donnell**  
**Dr Elina Bychkova**

The Chapter also wishes to acknowledge the gracious contribution and proactive involvement from the sponsors of the National Project Awards, who are demonstrating a real commitment to project management in Ireland, namely PwC, our headline sponsor and host, plus our award sponsors:

**Aspira**  
**CPL**  
**IPA**  
**Ireland Chapter of PMI**  
**Irish Emergency Alliance**

The Chapter would also like to thank all of the volunteers from across the profession who have made the National Project Awards 2023 possible. Their contribution is invaluable.

Special thanks to the:

## **Ireland Chapter of PMI Awards Committee**

**Daniel Eagling, Director of National Awards**  
**Ian Elliot, Director of Sponsorship**  
**M. Ali Erol, PMIEF Liaison**  
**Jackie Fagan, President**  
**Sinead Gallagher, Director of Marketing**  
**Peter Glynne, Vice-President**  
**Sinead Harding, Director of Membership**  
**Linda Romeri-McDermot, Director of Finance**  
**Jamie O'Toole, Deputy Director of National Awards**  
**Oleksandra Sira, National Awards Volunteer**  
**Katia Starck, National Awards Volunteer**  
**Suzan Elhajj, National Awards Volunteer**

## **PwC Team**

**Keiran Barbalich**  
**Darren D'Arcy**  
**Johanna Dehaene**  
**Jonathan Dever**  
**Siobhan Greene**  
**Elif Karakulak**  
**Aisling Yeomans**

# Your Participation

Thank you for your participation in the National Project Awards. Please consider further involvement with the Ireland Chapter PMI, as a member, a sponsor, or attendee at our National Conference in 2024. Please contact Jackie Fagan at [jfagan@pmi-ireland.org](mailto:jfagan@pmi-ireland.org) if you'd like to follow up on any collaboration opportunities with the Ireland Chapter PMI.

