

KASPERSKY LAB

relies on MindManager for complex IT projects



[Kaspersky Lab](#) is the world's fastest-growing cybersecurity company and the largest one that is privately-owned. With a holding registered in the United Kingdom, we operate in 200 countries and territories and have 37 offices in 32 countries. Almost 3,300 highly-qualified specialists work for Kaspersky Lab. Its products and technologies provide protection for the computers and Mobile devices of over 400 million end-consumers as well as for the IT infrastructure of well over 270,000 companies.

THE CHALLENGE

As is the case for other companies, the IT department of an international software manufacturer must also plan for the long term on the one hand, while reacting flexibly to changes (whether within the company or as a result of the market) on the other. When the company approves the portfolio of IT projects, focused on business development, Kaspersky has to plan the roadmap and timeline for their implementation, so that is why the company usually uses MindManager with its hierarchical, tree-type structure. These contrasting requirements result in ever more complex situations and tasks, which, in many cases, lead to concrete projects. Irrespective of whether these projects relate to infrastructure, the development of information systems, business or implementation projects, individual targets must be defined and plans must be developed and implemented in each case.

This is also the case in the IT department at Kaspersky Lab, where the SharePoint solution from Microsoft has been used in task management for many years. However, this alone is not enough to enable easy management of projects that are complex and in many cases run in parallel, because information and dependencies are not recognizable at first glance. For this reason, the team were searching for an integrative solution that would allow project tasks to be transferred to individual SharePoint lists. As Maxim Shakhob, CIO at Kaspersky Lab in Moscow explains: "We needed a platform that would allow us to plan our annual plans and targets at the same

time as enabling us to break down complex projects into individual task packages. Projects can only be reliably and successfully implemented if concrete tasks are assigned to individual resources." For instance: Kaspersky has 6 units within the IT department and 6 senior IT managers, as well as 4 regional IT managers in local offices, each of them uses MindManager to plan his high-level tasks, allocate resources for IT projects implementation and operational activity tasks. Mutual and individual tasks become more visible in this structure and it is easy to discuss all the dependencies between the IT units.

THE SOLUTION

IT employees working with Maxim Shakhob have been using MindManager, the leading visualisation software from Mindjet since 2012. They use the software in a variety of ways: for brainstorming ideas or collecting and linking information. When the time came to look for a practical solution to the project management requirements, MindManager seemed to be the obvious choice. "Intelligent links can be made thanks to MindManager's connection with SharePoint, adds Maxim Shakhob. "It is very easy to generate individual SharePoint tasks from the tasks in the map. The integration with MS SharePoint allows to see their tasks not only in the tree structure of MindManager, but also observe them on a separate SharePoint page, where they are listed."

„By using MindManager, we have been able to improve both the coordination process between the departments and divisions as well as the communication associated with high-level tasks and project realization.“

Maxim Shakhab, CIO Kaspersky Lab

MindManager is currently being used by around 40 people in the IT department. They use it to brainstorm, to create overviews and plans, to define targets and use the map to exchange documents. Above all, however, they use the solution to break down complex high-level themes into manageable task packages. As Maxim explains: "MindManager is a great help, above all in processes in which the individual steps are not very clear, because the presentation format provides a great deal of transparency." In business projects, when almost all the IT units are involved into their implementation they can use MindManager to decompose complex tasks; in this case they usually involve not only senior IT managers, but also line managers and heads of units. As a result, Kaspersky gets the whole picture of interaction and cooperation and also plan the roadmap of the project.

THE RESULT

Since Kaspersky Lab has been counting on the interaction between MindManager and SharePoint, various processes have been running more smoothly: thanks to automatic task assignment, problem-free transfer of documents and sharing of information, planning and implementing projects has been improved and accelerated. Communication between the business divisions, departments or within projects has become easier and more successful due to the use of MindManager.

As the company is constantly growing the number of tasks for IT department increases as well. Since the IT managers use MindManager Kaspersky improved the interaction of the units inside IT and business divisions. It is because the relationship between the high-level objectives of the company, IT department and tasks of different IT functions as well as cooperation in the high-level tasks and projects execution is visible via MindManager.

