

## Building a Successful Project Management Office - 3 Days

### *Course 3610 Overview*

- You Will Learn How To**
- Develop a Project Management Office (PMO) to improve project efficiency
  - Customise standards for project management methodologies, processes and procedures
  - Manage and validate compliance through centralised controls
  - Align project selection criteria with strategic organisational objectives
  - Create a Project Management Information System (PMIS) for better communication and collaboration
  - Provide ongoing project management support through mentoring and coaching

**Course Benefits** A Project Management Office (PMO) is vital to ensure project consistency, efficiency and effectiveness across the organisation. In this course, you learn how to build an effective PMO. You gain the skills to structure a central PMO that provides standardisation, oversight and ongoing support, and training in a multiple-project environment.

**Who Should Attend** Project managers, programme managers, directors, team leaders and anyone working in a portfolio management capacity. Project management experience at the level of Course 296, "Project Management: Skills for Success", or Course 340, "Project Management for Software Development", is assumed.

**RealityPlus™** Through an evolving case study, you gain the necessary skills to create and maintain a PMO that meets the current demands and constraints of a multiproject environment. Activities include:

- Developing and customising a PMO charter implementation plan
- Defining a comprehensive controls and oversight policy
- Customising a knowledge management plan
- Structuring the key components of a PMIS
- Assessing and aligning organisational priorities with project approval procedures
- Mapping stakeholders within a central PMO communications plan
- Performing strategic risk analysis across the enterprise
- Developing ongoing project management training and educational plans

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### Course 3610 Outline

#### Introduction

- Why you need a Project Management Office
- Defining the value of a PMO
- Assessing how a PMO can help your organisation

#### The Components of a PMO

##### Establishing overall success criteria

- Clarifying the PMO Maturity Model
- Setting the foundation by creating a PMO charter
- Adapting PMO roles and responsibilities within the organisation

##### Developing a PMO road map for success

- Identifying PMO inputs and outputs for greater project control
- Implementing a PMO that suits the needs of your organisation

#### Tailoring Project Management Standards and Controls

##### Defining project standardisation

- Recognising the benefits of systems thinking and process planning at the programme level
- Establishing standardisation of project management processes
- Developing standard document templates for complete project life cycle management
- Building project management methodologies applicable to your environment

##### Applying project controls and oversight

- Adapting defined standards and metrics
- Combining theory and application through the work of Edwards Deming
- Validating project compliance to standards and regulations
- Structuring project knowledge management
- Facilitating project portfolio management

#### Aligning Projects with Business Goals

##### Driving business objectives

- Balancing business drivers with new initiative selection criteria
- Applying organisational Key Performance Indicators (KPIs)

##### Forming external relations

- Navigating the vendor selection process
- Managing key stakeholder expectations

#### Implementing PMO Communication

##### Processes

##### Establishing enterprise-wide communication processes

- Structuring a Project Management Information System (PMIS)
- Fostering project management image and culture
- Assessing and managing organisational communication risks across a portfolio of projects

##### Leveraging external communication tools and techniques

- Managing customer and stakeholder relationships
- Leading vendor and contractor relationship management
- Directing business performance reporting across the enterprise
- Maintaining a single point of contact between projects, the organisation and the community

#### Supporting Projects through the PMO

##### Balancing project staffing and career development

- Coordinating project resource management
- Aligning ongoing training and education needs with organisational growth and development
- Recognising individual career development
- Forecasting proper succession planning

##### Providing project guidance and leadership

- Fostering project team development through active engagement and ongoing support
- Mentoring and coaching skill development of project managers
- Performing independent project audits to encourage growth and learning
- Providing project recovery planning assistance to meet established project goals

#### Forging a PMO Implementation Plan

- Preparing a PMO proposal
- Selling the PMO Maturity Model
- Creating an implementation road map that meets the needs of your organisation
- Inspiring project leadership through a mature, supportive PMO
- Nurturing a mature project management culture