



PMO: Building a Successful Project Management Office

Brief Introduction:

An effective project management office (PMO) is central to project management success. Building a successful PMO within your organization is central for proper implementation of project management theory and organizational strategy and successful execution and planning of all projects. This course is intended to guide management staff through the process of creating a PMO within their own organizations. As a project management company, CMCCO strives mainly due to the excellence of its own well established PMO. Within this seminar, this direct experience of CMCCO's PMO will be used for case studies and help material.

Objectives:

- Identify PMO capabilities
- Determine the appropriate PMO structure for your organization
- Determine which PMO functions are required to fulfill your project management support requirements
- Customize standards for project management methodologies, processes and procedures
- Overcome barriers related to PMO implementation
- Create a preliminary PMO implementation plan
- Align project selection criteria with strategic organizational objectives
- Provide ongoing project management support through mentoring and coaching

Who Should Attend:

- Project managers, program managers, directors, team leaders and all senior management staff. Individuals who need to gain understanding of the PMO
- Individuals who need to know how to plan and implement an appropriate PMO within their own organization



Outline:

I. Introduction

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

II. The Components of a PMO

1. Establishing overall success criteria
 - Clarifying the PMO Maturity Model
 - Setting the foundation by creating a PMO charter
 - Adapting PMO roles and responsibilities within the organization
2. 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 organization

III. Tailoring Project Management Standards and Controls

1. Defining project standardization
 - Recognizing the benefits of systems thinking and process planning at the program level
 - Establishing standardization of project management processes
 - Developing standard document templates for complete project life cycle management
 - Building project management methodologies applicable to your environment
2. 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

IV. Aligning Projects with Business Goals

1. Driving business objectives
 - Balancing business drivers with new initiative selection criteria
 - Applying organizational Key Performance Indicators (KPIs)
2. Forming external relations
 - Navigating the vendor selection process
 - Managing key stakeholder expectations

V. Implementing PMO Communication Processes

1. Establishing enterprise-wide communication processes
 - Structuring a Project Management Information System (PMIS)



- Fostering project management image and culture
 - Assessing and managing organizational communication risks across a portfolio of projects
2. 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 organization and the community

VI. Supporting Projects through the PMO

1. Balancing project staffing and career development
 - Coordinating project resource management
 - Aligning ongoing training and education needs with organizational growth and development
 - Recognizing individual career development
 - Forecasting proper succession planning
2. 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

VII. Creating a PMO Implementation Plan

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

Course Material:

A supporting document is distributed to each student including books, handouts and templates of all necessary forms relating to the topic.

Certification:

A certificate of attendance will be issued to all participants upon completion of the seminar.