



Cloudbyz PMO-as-a-Service
Enable Projects || Ensure Success

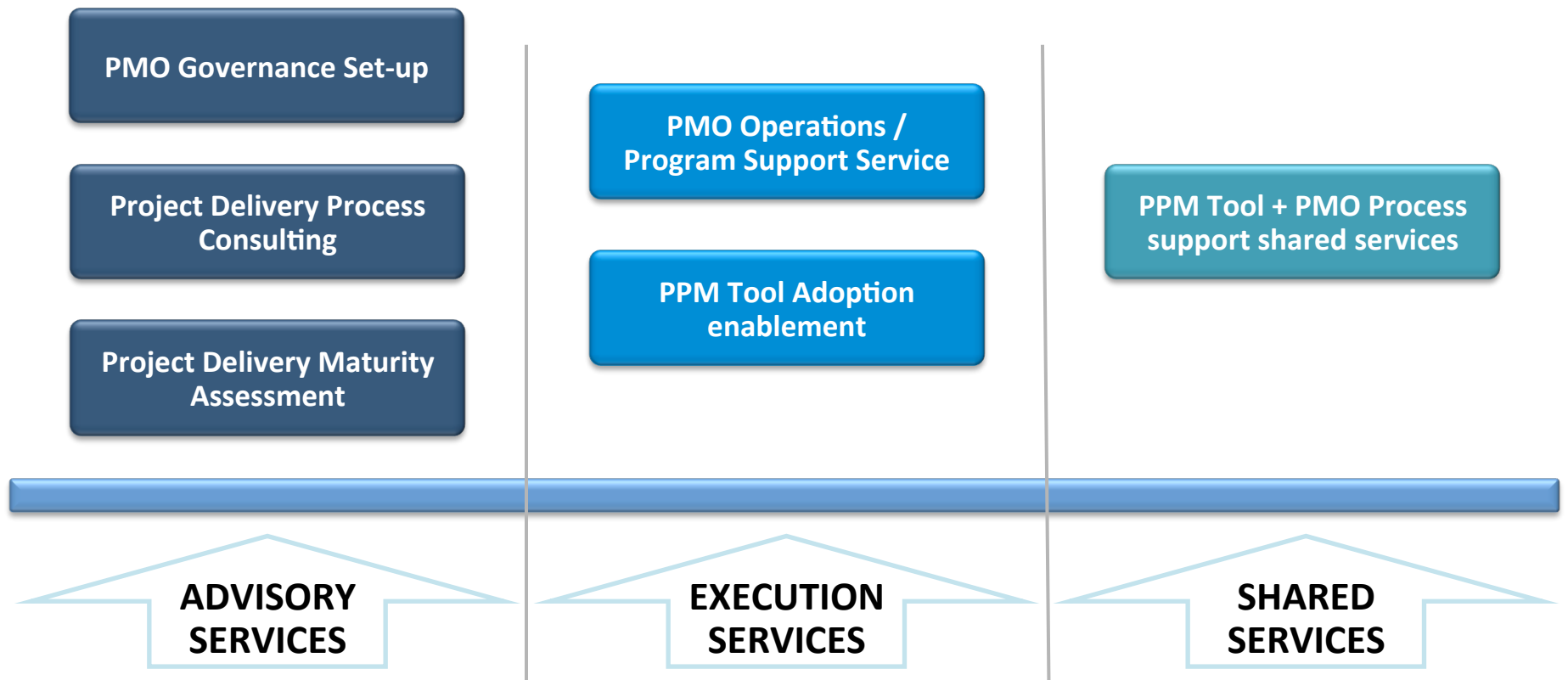
Table of Contents

- Background – Project delivery challenges
- PMO-as-a-Service
 - Overview
 - Framework
 - Service Catalogue
 - Benefits / Value to Customers

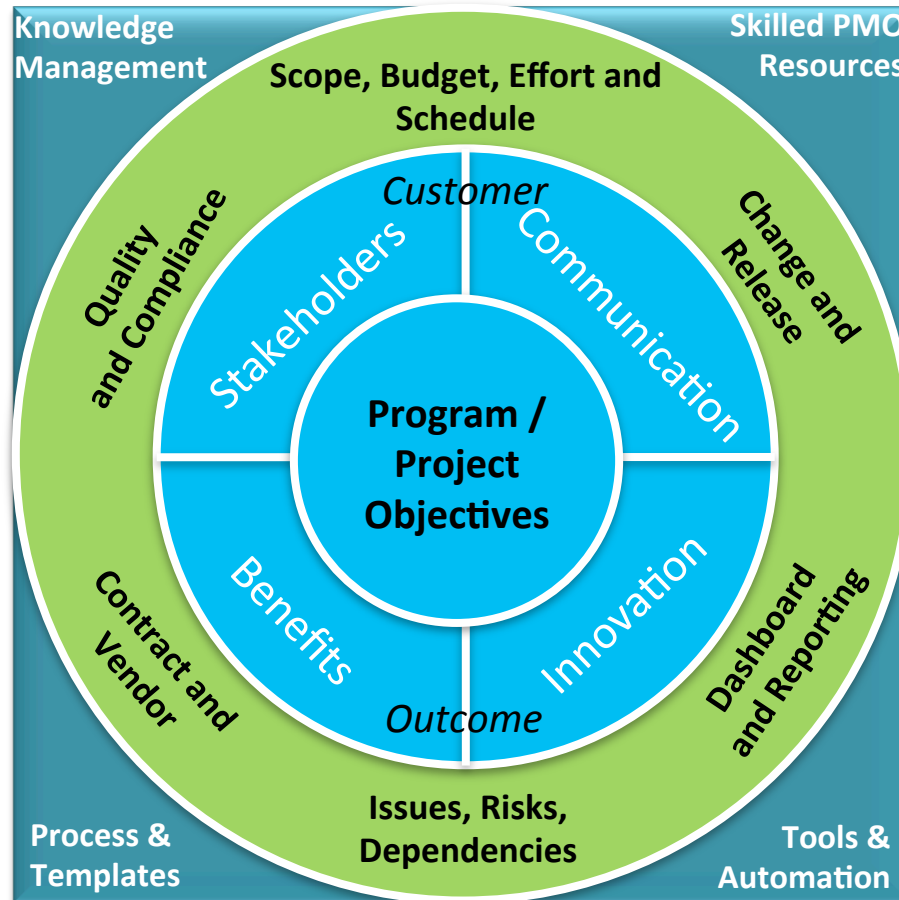
Background – Project Delivery Challenges




- Geographically dispersed project teams
- Co-ordination with multiple vendors
- Dynamic changes in scope and requirements
- Constantly increasing expectations of shorter delivery timelines and lower budgets
- Inadequate focus on change management for user adoption
- Inconsistent project delivery processes
- Lack of actionable timely insight in to program / project delivery performance:
 - *Cost, Schedule, effort, scope, quality, resource, risks and issues*

PMO-as-a-Service: Overview



PMO-as-a-Service: Framework



-  Front end – Customer facing
-  Back End – Execution focused
-  Program /Project delivery enablers

PMO support in backend processes enables Program / project leads to focus on high value front end activities that are key for Program / project delivery success.

PMO Service Catalogue

#	Process Area	Service Description	Service Activities
1.0	Project Portfolio Management	Ensure portfolio managers have data/information on overall demand, strategic alignment and resource capacity to make decisions.	<ul style="list-style-type: none"> Facilitate strategic alignment based prioritization leveraging PPM Ensure data completeness & integrity for Portfolio dashboard Portfolio level demand and resource capacity analysis Cascade portfolio directions/actions to project teams
2.0	Demand Management	Ensure proper funneling of project demand and enable forecast and analysis of demand.	<ul style="list-style-type: none"> Ensure all demand is captured through the funnel Ensure completeness & integrity of project demand data Facilitate demand governance process by providing the required analysis and data points for the review meetings
3.0	Project Lifecycle Management	Define, maintain & govern the standard Project Life Cycle consisting of various phases, stage gates, approval levels, activities, deliverables, Job aids and corresponding templates	<ul style="list-style-type: none"> Define/Refine and improve Process on an ongoing basis Ensure timeliness and adherence to approval process Provide templates/ artifacts/best practices support for deliverables and job-aids Facilitate stage gate reviews and provide 1st level review of the adequacy of documentation and data for these reviews. Ensure the PM processes and methodologies are followed Provide process compliance (adherence and exception) reports. Ensure projects are closed in PPM along with learnings

PMO Service Catalogue....

#	Process Area	Service Description	Service Activities
4.0	Financial Management	Ensure all project activities are completed within defined budget and ensure accurate reporting of actuals against budget by period.	<ul style="list-style-type: none"> • Ensure data completeness and integrity of labor and non-labor cost data at task, project, program, portfolio and overall organization levels. • Ensure budget data and ETC data are updated according to authorized / approved changes. • Provide analysis and key data points on financial performance for steering committee meetings. • Support in calculating and documenting benefits for the proposed projects and help in tracking benefits as required upon project completion
5.0	Resource Management	Ensure resources are efficiently and effectively allocated and utilized.	<ul style="list-style-type: none"> • Ensure resource data is up to date in PPM tool for both internal and external resources • Analyze and provide insights for proactively managing gaps in resource capacity for aggregate planning • Analyze resource allocation and utilization data and provide insight for effective management of resource capacity on an ongoing basis • Review and track resource timesheet exceptions and follow up to ensure they are closed.

PMO Service Catalogue...

#	Process Area	Service Description	Service Activities
6.0	Project planning	Support PMs to create, maintain and track project plans in a timely and consistent manner.	<ul style="list-style-type: none"> • Ensure plans are created and updated in PPM tool • Provide planning templates for different categories of projects • Analyze milestones and dependencies and provide key insights to PMs and PMO heads for taking proactive actions • Ensure Plan is baselined and updated for any change • Milestones tracking and reporting • Ensure all component plans adhere to planning review checklist
7.0	Project Execution - Risk, Issue and dependency management	<p>Support PMs and PgMs in managing risks and issues proactively.</p> <p>Ensure project/program dependencies are identified , tracked regularly with any change or impact on overall project completion.</p>	<ul style="list-style-type: none"> • Facilitate Risk identification sessions / reviews for identification, recording and tracking of Risk/issues. • Ensure risks and issues are logged in the PPM tool • Analyze and provide insight on risk and issues proactively. • Support PMs in tracking risks and issues to closure • Facilitate and support PgMs and PMs in identification of dependencies with environments, infrastructure and other projects • Ensure dependencies are tracked as the project progresses from one stage to another.

PMO Service Catalogue...

#	Process Area	Service Description	Service Activities
8.0	Governance & Communication	Facilitate various governance forums and provide analysis and key data points in advance for decision making. Provide support for timely communication to stakeholders	<ul style="list-style-type: none"> • Facilitate defining/refining project governance structure and forums • Define/refine reporting needs and communication methods with frequency. • Cascade info and actions between levels of Governance • Ensure completeness and integrity of data for the various levels of governance forums. Capture action items and follow up to closure. • Ensure proactive escalation management for program/projects based on analysis and insights from data • Ensure all stakeholders are covered in project communication • Help PMs in terms of content and data points for stakeholder communication.
9.0	Change Management	Ensure all change requests are logged. Impact assessment is done and re planning done accordingly.	<ul style="list-style-type: none"> • Ensure scope base lining is done for projects • Change control log access for Project team • Facilitate CAB meetings with required analysis and insights • Facilitate and ensure re-baseline of projects to agreed and approved scope change requests. • Ensure agreed changes are communicated to all stakeholders.

PMO Service Catalogue...

#	Process Area	Service Description	Service Activities
10.0	Transition Management	To ensure application/ services are handed over to operations team as per defined plan.	<ul style="list-style-type: none"> Facilitate PMs in transition planning in terms of making sure that all the checklists and documentation are completed Provide analysis and key data points for the Transition / Ops hand over review meetings.
11.0	Reporting & Dashboards	Ensure accurate and timely Reports and dashboards are in place for various committees, forums and boards	<ul style="list-style-type: none"> Define / refine Reporting and dashboard formats/ template Ensure completeness, integrity and timeliness of data in PPM tool for generating reporting and dashboards Provide analysis and insights on project delivery performance to enable proactive decision making right from PMs to IT Head/CIO
12.0	PM Center of Excellence	Help establish and manage a thriving Program/ Project management competency	<ul style="list-style-type: none"> Enable continuous improvement in project delivery processes Mentoring and collaborating on specialized areas like planning, estimation, costing techniques etc. Provide support for workshops and training sessions for the project organization and ensure learning from projects are widely shared Create and maintain training content (process guides, user guides etc) Provide PPM tool training to new users on an ongoing basis

PMO Service Catalogue

#	Process Area	Service Description	Service Activities
13.0	PPM Tool support	To provide ongoing routine support for PPM tool and ensure adoption and usage of the tool	<ul style="list-style-type: none">• User management on an ongoing basis• Analyze and provide insights on PPM tool usage to enable improved adoption• Provide support in creating and maintaining master data in terms of portfolio, resource, budget, applications, project templates etc.• Update and maintain approval workflows as per changes in policies

PMO-as-a-Service: Benefits

Overall improvement in project delivery performance and success rates

Effective resource management
leading to cost savings

Improved customer (business
stakeholder) satisfaction

Improved and proactive risk &
dependency management

Improved visibility right from
demand to project closure

Standardized processes and consistent tool usage leading to single version of truth



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