



Taking your PMO to the next level



Preconference Workshop

July 2018



Objectives

- **Articulate your current service offerings and capabilities in the context of your universities strategic initiatives and current crises**
- **Assess the current fit, current gaps and potential future gaps**
- **Have an evolution framework so your team can continually add more value to the institution (and create career paths for staff)**
- **Define a roadmap that you can take back and use as the basis for your group's strategic plan**



Agenda

- **FAST Introductions**
- **Getting started**
- **Mapping and assessing where you are**
- **Imagine where you need to go**
- **Roundtable:**
 - **Obstacles**
 - **How to evolve and/or pivot?**
- **Q&A**



Firm Profile

- Started in 1995 to help growth-oriented companies
 - Process, People (Organizational Review), and Technology
- Moved into higher education institutions about 10 years ago
- Chicago and SF based and service clients domestic and global
- 25+ Experienced Consultants
- **Deliver result focused, pragmatic solutions that withstand the test of time.**



Representative For-Profit Clients





Recent Higher Education Clients



THE UNIVERSITY OF
MEMPHIS



UNT | **HEALTH**
SCIENCE CENTER

UNIVERSITY OF ILLINOIS
CHICAGO • SPRINGFIELD • URBANA-CHAMPAIGN

CAL POLY
SAN LUIS OBISPO

UNITED ARAB EMIRATES UNIVERSITY



SIUe

LSU

Georgia Tech



ILLINOIS STATE UNIVERSITY



Northern Illinois
University



IES
ABROAD.



DeVry University



Dan Feely

- 30+ years of technology strategy, process improvement and OCM
- Led UI, NIU, ISU and other Higher Ed projects
- Former President of NIU Executive Club
- Started career at Andersen Consulting; launched TSI in 1995
- BS in OMIS, Northern Illinois University



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Introductions

- **Name, University, Role**
- **Expectations for Session**
- **Is there a particular challenge that your PMO/Lean group is currently wrestling with?**
- **What is your “Go To” Karaoke Song?**



Getting started

- **NCCI 2017 – Minneapolis**
- **High degree of Lean, CI, Process Improvement**
- **Some OCM**
- **What's next?**



Staying Relevant versus Essential

- **Adding value relative to your cost?**
- **Are liked (receive positive feedback)**
- **Have no enemies**
- **Viewed as ESSENTIAL for leadership to achieve key objectives and outcomes**
- **Perceived as “mission critical” by those whose opinions matter**
- **Other?**



Reasons Clients Use Us?



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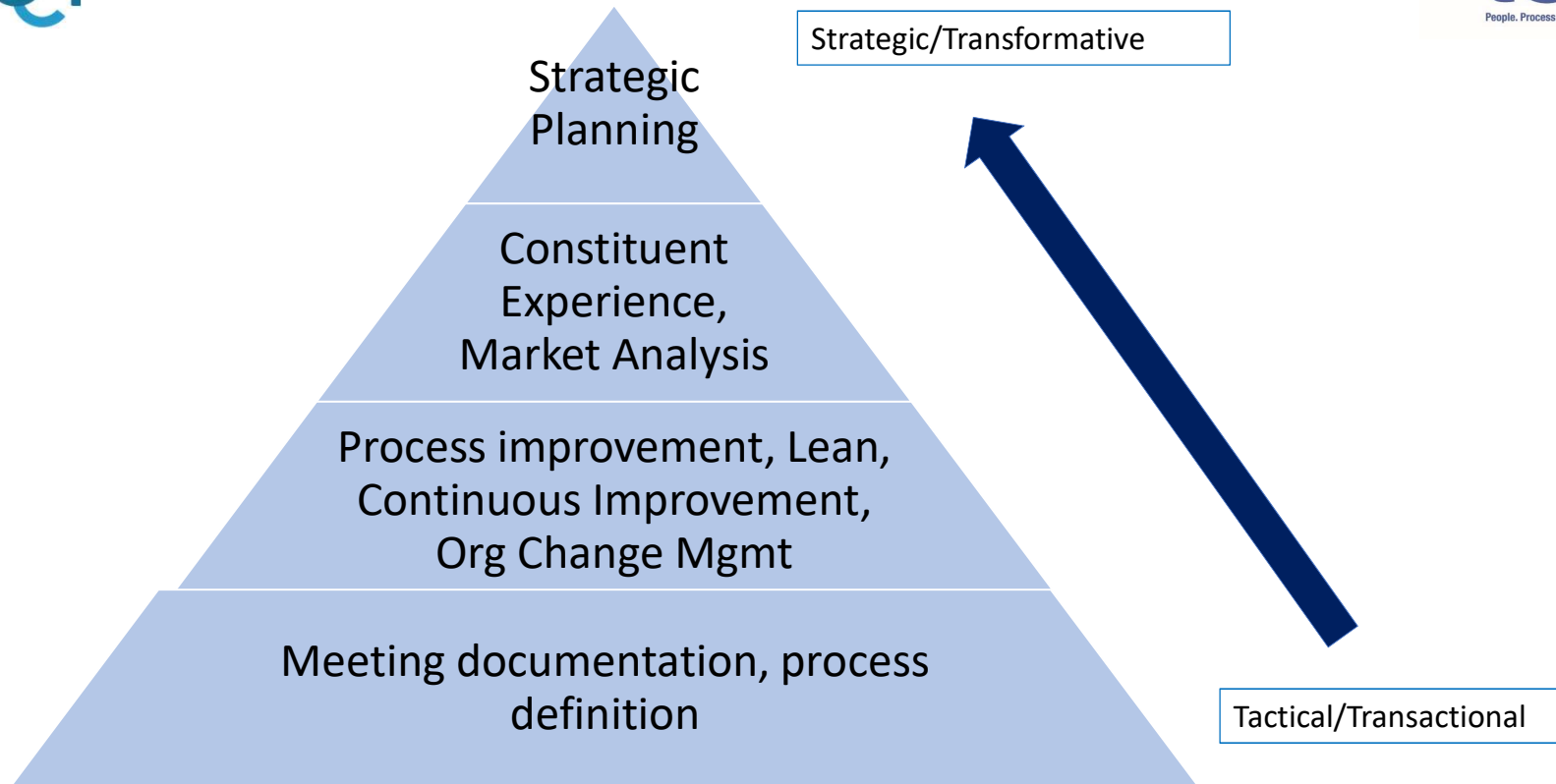


Mapping Where You Are

- **Survey or Questions - See Unfair Advantage Worksheet:**
 - How do you grow your base core competencies?
 - What services do you provide?
 - What are your most typical projects? What are occasional? What are aspirational?
 - To whom?
 - How many projects (see above categories)?
 - Do you serve folks outside of your institution? IF so, how?
 - How many FTE?
 - Who does your PMO/consulting group report to?
 - Budget?



Assess Where You Are



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Assess Where You Are



Strategic/Transformative

Administrative,
Expense, Control-
Oriented

Student, Academic,
Program-oriented
Revenue-Oriented

Tactical/Transactional

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Imagine Where You Need to Be

- Different seasons of growth = different services
- May be:
 - Services you provide
 - How you deliver those services
 - To whom you serve
- See Unfair Advantage Worksheet (page 9):
 - How do you grow your base core competencies?
 - What are logical adjacencies?
 - What else is needed that you can stretch to?
 - What might you need to acquire and/or grow?



Roundtable

- What obstacles prevent your evolution
- How to overcome
- What do consulting firms or IT departments do?

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Questions + Discussion

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Thank you!

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