

PROGRAM MANAGEMENT OFFICE FUNDAMENTALS (PMO)

COURSE OVERVIEW

Provides an all-encompassing overview of Program Management Office (PMO) principles and best practices presented in a clear and concise format. Project Management Office Fundamentals course is designed to equip delegates with a working understanding of how PMOs function, their role within an organization, key strategic drivers and required support, evaluate and work with PMO stakeholders, identify processes and highlight capabilities required to align with agreed strategies. The course will identify the potential benefits of implementing PMO and highlight the key roles and associate skills required for the successful operations of the PMO.

TARGET COMPETENCIES

- Program Management Office (PMO) Implementation and Strategic Integration.
- Client Management.
- Project Knowledge Management.
- Communications Management
- Resource Management.
- Project Selection Process.
- Establishing and Implementing a PMO.

TARGET AUDIENCE

This course is designed for professionals who are involved in or aspiring to be involved in program and project management within organizations like: Project managers, Functional managers, Coordinators/Officers, Team Leaders, and Team Members.

COURSE OBJECTIVES

By completely attending this course, participants will be able to:

- Standardize Processes.
- Improve Project Success Rates.
- Enhance Strategic Alignment.
- Optimize Resource Utilization.
- Facilitate Decision-Making.
- Increase Communication and Customer Satisfaction.
- Ensure Compliance and Governance.
- Promote Knowledge Sharing.
- Measure Performance.
- Support Change Management and Transformation.
- Foster a Culture of Excellence.

COURSE METHODOLOGY

Course methodology is designed to encourage maximum participation by all delegates. We will use best practices and benchmarks, and design interactive activities via discussion, small group work, exercises, and feedback to display proficient knowledge and skills.

COURSE OUTLINE

OVERVIEW

- Defining the Program Management Office
 - PMO in Project and Business Environments.
 - Benefits of a PMO.
 - PMO Activities.
- Justifying The Program Management Office
 - Justification Method.
 - Cost-Benefit Analysis.
- The Program Management Office in the Organization
 - The Functional Organization.
 - The Projectized Organization.
 - The Matrix Organization.
 - PMO Capability Level.

THE CENTRAL ORGANIZER

- Customer Management.
 - The PMO's Customers.
 - Customer-Centric Approach for the PMO.
 - The PMO's CRM Activities.
 - Performance Measure for Customer Relationship.
 - Aim for Excellent Customer Management.
- Vendor Management
 - The PMO's Vendor Management Tasks.
- Communications Management
 - The Concept of Communications Management
 - Communication Channels.
 - Communications Audience.
 - The PMO's Communication Roles.
- Project Office Management.
 - Project Governance.
 - Project Planning and Milestone Delivery.
 - Project Administration.
- Project Knowledge Management.
 - What Is Knowledge Management?
 - Advantages for the Organization.
 - The PMO's Knowledge Management Roles.
 - Implementing the Knowledge Management System.
- Project Management Training
 - Reasons for Training
 - Developing a Training Program That Works
- Project Resource Management
 - The PMO's Resource Management Role.
 - Resource Scheduling

PROCESSES

- Project Selection.
 - How to Select the Projects.
 - The Basic Types of a Project Selection Model.
 - Establishing the Project Selection Model.
- Controlling Project Progress.
 - Why Use a Gateway Review?
 - The Different Stages in the Gateway Review.
- Program Monitoring and Control.
 - The Monitoring Process.
 - Program Status Reporting.
 - Program Control.
- Project Audit
 - The PMO's Role in Project Audit
 - Project Audit Methodology
- Systems To Drive The PMO
 - Introducing the New System
 - Integrating the Disparate Systems
 - Getting the Desired System

A BUSINESS DIVISION

- Establishing A PMO
 - The PMO Charter
 - Determining PMO Staffing
- Implementing A PMO
 - Implementing a Lasting Transformation
 - Dealing with Change in Integrating the PMO
 - Integrating the PMO into the Organization
 - Monitoring PMO Performance
 - Key Performance Indicators
- Leadership In A PMO
 - The Role of a Leader
 - PMO Manager Versus Project Manager