

PMO FOR SUCCESS

MAXIMIZE A PROJECT MANAGEMENT OFFICE FOR COMPETITIVE ADVANTAGE

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ACHIEVE
COMPETITIVE
ADVANTAGE

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INTRODUCTION



- Former Senior IT Director of Fortune 50 Company
- Improved user productivity gains by \$20M/year
- Drove IT operational programs resulting in security risks remediation and 99% reduction in business disruptions
- Led automation & efficiency initiatives yielding 100% audit compliance, IT production stability, and soft and hard dollar savings



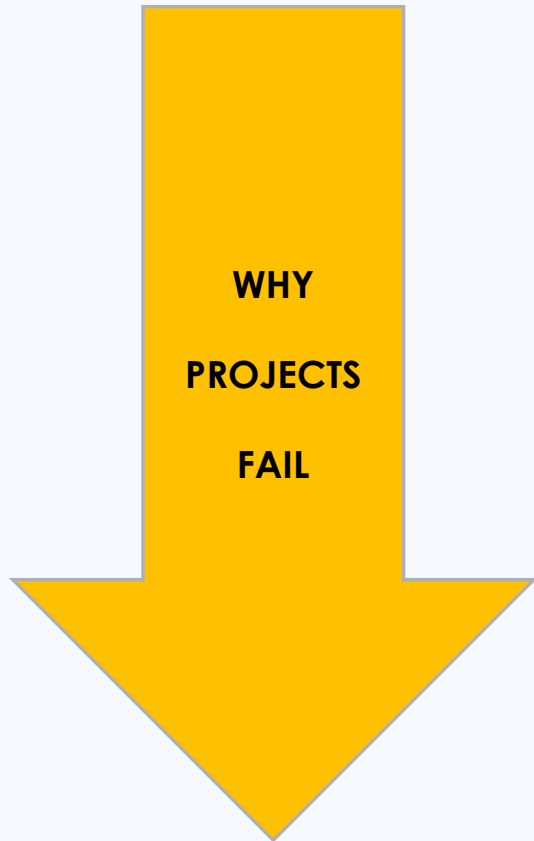
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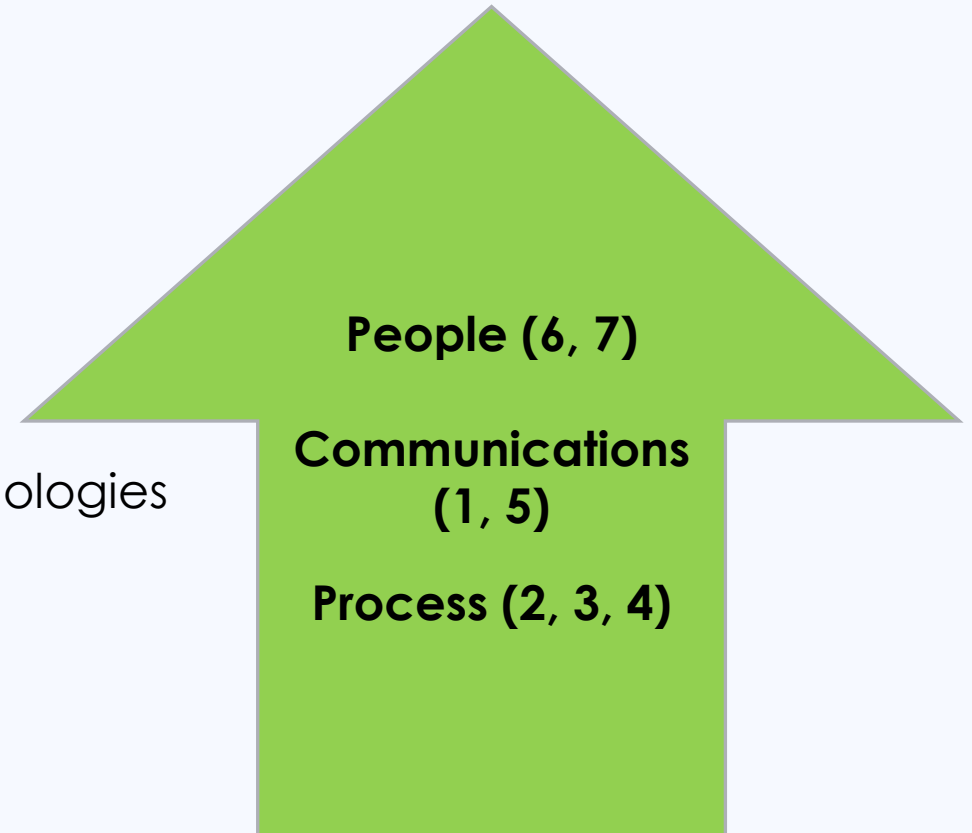


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LACK OF ATTENTION/EFFORTS TO PERFORMANCE FACTORS

1. Business Value
2. Clear accountability
3. Consistent process
4. Consistent project methodologies
5. Customer Engagement
6. People
7. Tools & techniques



STRATEGY #1

OPTIMIZE PMO TO INCREASE SPEED-TO-MARKET & GAIN MARKET SHARE

Key Actions	Key Steps	Benefits	Timeline
<p>ENGAGE & TRAIN PEOPLE</p>  <p><small>IMAGE SOURCE</small></p>	<ol style="list-style-type: none">1. Manage & motivate2. Provide training, tools, techniques3. Access to expertise4. Mentorship	<ol style="list-style-type: none">1. Optimum team performance2. Knowledge sharing and building3. Speed-to-market4. Employee satisfaction	30–90 days
<p>STRENGTHEN COMMUNICATION</p> <p>Focus on business value & engagement</p>  <p><small>IMAGE SOURCE</small></p>	<ol style="list-style-type: none">1. Business Strategy Alignment (New Products / Services, Growth & Acquisitions, Compliance)2. Prioritization & Demand Mgmt3. Customer Engagement	<p>Increased success rates <small>(SOURCE: PMI)</small></p> <ul style="list-style-type: none">▪ 80% vs 52% meet goals▪ 72% vs 37% on-time▪ 76% vs 48% on-budget	30–90 days
<p>ESTABLISH PROCESS</p> <p>Metrics and methods</p>  <p><small>IMAGE SOURCE</small></p>	<ol style="list-style-type: none">1. ID & execute performance metrics2. Implement / optimize PMO structure (Agile, Waterfall, Hybrid)3. Process to manage checkpoints	<ol style="list-style-type: none">1. Predictability of outcomes2. Managing by performance3. Early course correction	30–90 days

DO YOU KNOW THAT

**BUSINESS
DISRUPTION**  **\$5,600 / min. OR well over \$300,000 / hr.?**

SOURCE: GARTNER

STRATEGY #2

LEVERAGE PMO TO REALIZE IT OPERATIONS A+ & SUSTAIN GROWTH

Key Actions	Key Steps	Benefits	Timeline <small>(small-medium organizations)</small>
<p>ENHANCE END-USER PRODUCTIVITY</p>  <p><small>IMAGE SOURCE</small></p>	<ol style="list-style-type: none"> 1. ID pain points (all/key offices/sites) 2. Resolve pain points 3. Improve Service Desk Metrics 	<ol style="list-style-type: none"> 1. \$100,000s - \$ millions of productivity gains per year 2. Happy users = Productive users 3. Re-allocate resources to higher-value work 	<p>30-90 days</p>
<p>GAIN END-TO-END OPERATIONAL VISIBILITY</p>  <p><small>IMAGE SOURCE</small></p>	<ol style="list-style-type: none"> 1. Proactive monitoring 2. Manage IT services and capacity 3. Right tools 4. Security Audit & Patching Program 	<ol style="list-style-type: none"> 1. 85-99% reduction of business disruptions 2. Growth capacity 3. >= 25% tools \$ reduction 4. Risk remediation 5. Business continuity 	<p>30-90 days</p>
<p>OPTIMIZE DATA CONTROLS & RECONCILIATION</p>  <p><small>IMAGE SOURCE</small></p>	<ol style="list-style-type: none"> 1. ID Key Processes & Failure Points 2. Implement Data Controls 3. Execute Data Reconciliation 	<ol style="list-style-type: none"> 1. Regulatory compliance 2. Avoid \$ hundreds of thousands - \$ millions of late payment penalties 3. Reduce support effort 	<p>30-90 days</p>

TAKE AWAYS

1. OPTIMIZE PMO

TO ENABLE SPEED-TO-MARKET OF NEW OR ENHANCED PRODUCTS / SERVICES / CAPABILITIES TO GAIN MARKET SHARE.

2. LEVERAGE PMO

TO ACHIEVE EFFICIENCY, RISK MITIGATION, SG&A REDUCTION, AND SUSTAIN GROWTH.

QUESTIONS / COMMENTS / FEEDBACK?

THANK YOU!