MBF Consulting Services Inc – Offering

Project Management Office Implementation & Evaluation Services

1. Business Problem

Summary

- Project Management Offices are an investment for success, providing standards and resource commitments to deliver valued and successful projects consistently
- Delivered effectively the PMO can and will add to the corporate value proposition and improve productivity levels for projects where levels had been low
- Standards, Templates, Methodology, Access to information, Subject Matter Experts and Lessons Learned are many of the ways to help organizations provide a "better way" to managing a portfolio of projects across their enterprise.
- Human resources are key to the process to, making sure the skill levels match the needs and expectations for the projects and the organization.
- MBF Consulting Services will provide a concise approach to assessing needs, designing the best solution to meet the needs and deliver effectively for ongoing quality and continuous improvements.

Detail

- Project Management Offices or Program Management Offices, collectively referred to as PMOs, have been identified as the key infrastructure deliverable for the successfully management and deployment of projects in any large enterprise. This being regardless of the vertical or industry pillar the company is identified with. While, some say that PMOs are a "flavour of the day", the need for the structure, the standards and the ability to reuse lessons learned, the approaches and to be able to share in the results is indisputable amongst all. So why the concern, what is at issue? It is the belief that PMOs can be and sometimes are large overhead, administrative undertakings that brings bureaucracy along with the costs. Overhead is indeed a cost and does not directly contribute to revenue, but viewed as an investment, practitioners will ably argue that the Return on that Investment is great.
- CEOs, CFOs and shareholders are very much focused on the ROI. In many cases to achieve the correct earnings ratios, companies need to reduce expenses, rather than invest to improve productivity. It is a Catch-22 situation, as projects without standards will fail. Projects that have to re-invent standard approaches or do not learn from experiences will ultimately cost more, run late or fail too. Companies need to invest to bring order to their projects and with successes demonstrate the true value proposition.
- Size and structure of the PMO to meet needs of the corporation can be a deterrent. Companies with multiple, multi-million dollar, critical projects, with fixed deadlines may well need a well-defined and managed PMO structure to be effective. Smaller companies with either less projects or less profile projects, will be able to mitigate their risk with perhaps a less formal PMO, but still maintain the standards and methodology
- PMOs come in many shapes, sizes and definitions. Approaches vary from practitioner to the next, based on background, training, experiences and individual client needs. There are levels of PMO – Enterprise PMO, IT Project Office, Business Strategic PMO etc; there are types of PMO – "Weather Station", "Control Tower", "Resource Pool"; and there are highly structured repositories, featured training and support offices; project control and monitoring groups, some are large physical hierarchy groups and others are virtual set-ups. Good project management adage for those who ask which one is right for us . . . the answer is "it depends"
- Through analysis, review of requirements, constraints, and expectations, MBF Consulting Services will provide a Five-Step Process and deliver against this a PMO that will meet the client objectives

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Client Objectives

- The client's requirements call for a standard approach to project management, using a standard methodology, templates and reporting vehicles. There is a need for access to historical data, an easy way to benefit from the lessons learned in past projects; as well as access to the current subject matter experts, either real or virtual, in project management or the focused project deliverables. Support and issue resolution, along with problem and change management are key. All-in-all these approaches are expected to provide a more productive approach and show clear metrics for the return on that investment
- Adherence to standard methodologies, covering all the disciplines, based on the company's focus and tolerance level is necessary. Based on PMI ® and the PMBOK © the PMO needs to adopt a standard for Scope Management; Time Management; Cost Management; Quality Management; Human Resource Management; Communications Management; Risk Management; Procurement Management; as well as the overall Project Integration Management.
- Skills assessments are needed, followed by training solutions to address the gaps in skill levels, to ensure that the most qualified project managers are assigned to the PMO.

2. Service Description

Service Description

- MBF Consulting Services will provide certified Project Management Professionals (PMP) who will deliver based on a Five-Step Offering for the Project Management Office. Step 1: Assessment; Step 2: Design & Develop a Project Plan or Roadmap to meet needs; Step 3: Deliver & Implement the approved processes, standards and methodologies; Step 4: Conduct a Post Implementation Review and assess achievements; and Step 5: Provide for Continuous Improvement ensuring that the PMO will continue to function and meet requirements, which will involve implementing changes as needed
- Step 1 is the critical step, as the assessment must review, in detail where the customer is today, the Current State. For example: project management maturity level (OPM3, PMM, CMM etc); quality expectations (6-Sigma, ISO, CI etc); methodology expectations (ITIL, PMI, Prince2 etc); risk tolerance; change management acceptance levels; scope, cost and time directives and constraints and many more areas. The information collected will be necessary to assist MBF Consulting Services define, design and deliver the solution that meets the needs, and the solution that will be used.
- Part of the Assessment is the identification of the Future State and the definition of the gaps between Current and Future States. Most PMO implementations focus on the templates and the repository, however, at MBF Consulting Services we provide a focus on the Human aspects of the needs as a key deliverable. The resources will be assessed against a Qualification Matrix ™, that will identify the needs, the knowledge areas, the skill levels, the training needs
- Steps 2 and 3 are standard project management approaches to the design and implementation of the solution approved in Step 1. Support and development of the Resources to manage and develop the PMO is paramount. Step 4, is the assessment of the results and may occur shortly after implementation of at a future date to ensure that expectations have been met. Finally, Step 5, is a :state of mind" that will be provided for in that needs will change, processes will change and the PMO must be able to meet these changing needs, providing a methodology for it's own processes and for continuous improvement of itself.

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3. Business Results

Service Deliverables

- Statement of Work in detail to deliver on Step 1: Assessment, including a high-level expectation of the project plan and roadmap
- Step 1 Assessment, detailed to provide for the design and development of the PMO, and readiness for the Implementation
- Standard Project Templates, Methodology and Processes customized to match the needs of the organization
- A solution that is flexible and scalable to meet the needs of the organization
- Continuous Improvement and Quality focus for all deliverables
- Knowledge transfer from MBF Consulting Services resources to the organizations PMO resources

Business Benefits

- 80% of Projects fail, or are delivered late, or over budget, or do not deliver what was expected (Survey: Arthur Anderson – need to check this source)
- MBF Consulting Services PMO Offering will provide a standard, controllable and methodical approach to the projects, enabling a consistent delivery, a focus on expectations and above all feedback mechanisms to ensure projects provide updates on progress and enable early identification and mitigation of risks, issues and problems
- Expected productivity improvements of all projects – projects will be on-time, on-budget, and will meet expectations

4. Why MBF Consulting Services

- MBF Consulting Services provides experienced, qualified Consulting Project Management Professionals and are able to bring a focused team of experts to support the Project Management Office offering, assessment, design and implementation
- Subject Matter Experts in project management are available to assist in ensuring that the PMO offering matches the requirements of the organization

5. Contact Information

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