<u>**CASE STUDY**</u>

CUSTOMER INFORMATION

The PMO process was implemented for one of the leading IT Services provider.

CHALLENGES/BUSINESS NEEDS

In the current business scenario new projects are constantly being undertaken as organization seek new ways to, improve processes, increase productivity, and build their bottom line.

Managing these diverse projects along with their human resources, technology, and communication channels is a difficult endeavor for which the risk of failure is often high.

With the same set of concerns our client required a centralized management structure to manage and deliver projects adhering to company's strategy and vision.

SOLUTION

An effective solution was to establish a centralized management structure for projects known as Project Management Office (PMO).

The PMO provides organizations with an infrastructure of people, procedures, and tools to achieve effective project management by leveraging project management standards, allocating resources, establishing consistent performance measures, and reducing duplication of efforts.

There are many benefits to establishing an effective PMO. First, the PMO provides a framework for consistently managing projects through a standard methodology while ensuring the projects are aligned with corporate goals and strategies. Project managers have clear lines of responsibility while coordinating people, processes, and tools with one another and by doing so, avoid both gaps and overlaps between projects and reduce or eliminate duplication of effort. Standardization, improved resource management, more accountability, improved quality, better forecasting, and less overhead associated with project managers.

The first step toward implementing PMO was to gain management support. To do so we came up with PMO charter that clearly defined its purpose, scope, maturity level targeted, services offered, targeted business process and the milestones.

After approval from management, next step was to determine the structure and build the team. To do so, we identified the resources and then defined the roles and responsibilities and developed a PMO structure to function.

Moving ahead, next step was to develop and document the process. We got connected with team members of each departments, understood the way they work and documented it as a process which was in the best interest of the organization.
We got this documentation reviewed by each department and incorporated their feedback.

Now it was time to rollout the process. We conducted the training of PMO process in various client locations for the respective project teams and gave them clarity on what is expected out of them and how will it benefit the overall project execution.

BUSINESS RESULTS

As a result of PMO implementation, the customer now has a well-defined, documented and accepted process for various projects within the organization or for their end customers.