

# TRICORP IT SOLUTIONS

Experienced Professionals Delivering Exceptional IT

Success  
Business

## Program Management Office Organizational Consulting

Case study

### SCENARIO

Our client, a federal government agency, desired to review and revised some of their ITIL Tricorp's client, a National Non-Profit Humanitarian Organization seeks expertise launching an Enterprise Project Management Office (PMO). The PMO is to provide oversight, accountability, management structure to the 40 to 50 IT initiatives simultaneously occurring in support of the various service divisions (disaster relief, blood collection and distribution, safety and lifesaving skills and more.

In November of 2015 Tricorp was engaged to help achieve the goal of establishing the PMO. Through a process of discovery and communication, our team presented a program to achieve the PMO goals without over-engineering a system that would be hard to incorporate into the culture and operations.

- During that time Tricorp developed a number of project processes, procedures, artifacts, and business processes to manage the delivery of IT projects. All of these support activities are designed to streamline the management of IT services while conversely increasing business value. Business processes developed include:
- Metrics capture and reporting of IT projects against business goals and objectives,
- Budget related metrics measuring the project's success at meeting budgetary limits while meeting or exceeding project requirements

### PROJECT PROCESSES DEVELOPED INCLUDE:

- Project estimation and approval of submitted PMO projects
- Specification of a project process which provides management of the project planning; communication of all areas of the project to stakeholders and team members as well as Senior Management – Management of Issues, Risks, Decisions, and Action Items to ensure proper delivery of contracted requirements; as well as budgetary, quality, and scope management.
- Standard project audit process for evaluating adherence to standard process methodology and artifact usage

## DEVELOPED ARTIFACTS INCLUDE:

- Standard status report
- Standard Project Management Plan
- Detailed project schedules
- Standard Logs for Risks/ Issues/Decisions/Action Items
- Standard budget template for each project
- Integration of all project aspects via a standard SharePoint Repository
- Standard metrics for the IT portfolio for reporting to Senior Management
- Project Scorecard for evaluating project efficacy
- Customer evaluation metric sheet to provide customers a method of communicating project issues and/or approval
- Project Audit score sheet to record issues found in project audits.

## OUTCOME

Tricorp has provided the framework, process, communication system and training materials to support the newly formed PMO. Efforts continue to support 100% utilization of the program through training and coaching to optimize the effectiveness of the program.