

The Talentis PMO

Discussion:

What value statements should my PMO address?
What is the Talentis PMO offering?
What is the right Talentis PMO offering for me?

PMO: Definition

You may see several different definitions of a PMO, depending on what you're reading, but for the purposes of this Whitepaper we will align ourselves to the current definition as given in Wikipedia (below).

Wikipedia (www.wikipedia.org) states that: The **Project Management Office (PMO)** in a business or professional enterprise is the department or group that defines and maintains the standards of process, generally related to project management within the organization.

Wikipedia continues: The PMO strives to standardize and introduce economies of repetition in the execution of projects. The PMO is the source of documentation, guidance and metrics on the practice of project management and execution.

- So, the PMO is the group of people in the organisation who set the standards and methodology for how projects are managed, executed and reported on. It is the responsibility of the PMO to ensure that all projects deliver what they are supposed to deliver, that they deliver value, and that over time project proposal, management, delivery and reporting improve.

PMO Value – your PMO

The PMO value may be realized through better project performance or through some other project, program or portfolio management objective set by management. One way to assess the PMO value is to track metrics that indicate how project management practice and project performance change overtime. Proposed metrics may be:

- Project performance: delivering on time.
- Project performance: delivering in budget.
- Project performance: delivering all agreed products or services.

- Project performance: delivering and assuring the project quality
- Customer satisfaction: product or service meeting customer expectations.
- Combination of various metrics in a Balanced Scorecard

Other benefits more related to processes and strategic considerations include[1]:

- Standardization of operations; efficient and effective operations.
- Better resource allocation, capacity planning.
- Quicker access to higher quality project information (progress, risks)
- More realistic prioritization of work.
- Company rather than silo decision-making

The Talentis PMO Offering

Whichever Talentis PMO offering you choose, it is designed to directly address the value statements above. Talentis has structured its offering into three different Service Types:



- PMO On-demand
- PMO Implementation
- PMO Managed Service Layers

These three layers are explained further below;

1. PMO on-demand

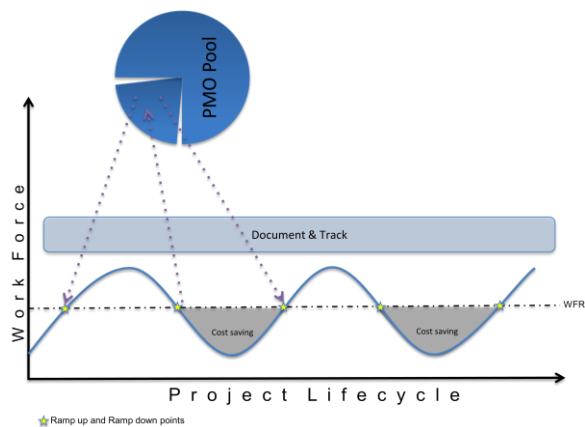
This service is designed for clients who:

- Already have their own PMO
- Experience increase and decrease in resource requirement
- Require a partner who can provide skilled and experienced PMO resource, at short notice as and when required.

Talentis maintains a pool of skilled PMO staff, having experience of working in varied projects and project organisations, mainly in the financial industry. These staff normally work on client sites, moving between client sites and the 'Talentis Bench' as required. This ensures that our regular clients always have the right resource for the task in hand – and 'only' the right resource.

Our clients pay for staff only when they use them.

The PMO on-demand offering delivers your organisation real value by ensuring that you have the resource available to deliver the value identified above – when you need it.



2. PMO Implementation

This Service is designed for clients who:

- Do not already have an in-house PMO
- Run various projects in-house but have no overall co-ordination
- Wish to realise more value from their capital expenditures investments

Talentis has a bench full of PMO experts. We have experience of many different types of project work in many different types of organisation – though focusing on the financial sector as our major customers.

Using Talentis © PMO IP we design the correct PMO for your organisation. We do this by:

1. Identifying your requirements – what you want to get from your PMO – (bearing in mind the value statements above)
2. Identifying your current capabilities – gap analysis
3. Putting a plan in place to:
 - (a) form the PMO
 - (b) staff it with the correct resource
4. Training local staff using either the Talentis project management framework, or one already in place in your organisation.

Following this we project manage the implementation, using our staff or yours – the pragmatic option.

3. PMO Managed Service Layers

This Service is designed for clients who:

- Want to focus on their core business and not on 'periphery' operations
- Wish to outsource all or a part of their PMO operations
- Wish to reduce fixed cost to their business
- Wish to gain more value from their PMO by entrusting it with the experts

Talentis will take operational responsibility for all or a part of your PMO Operations. We do this by constructing a Service Level Agreement based on what you want us to manage and what you want to keep in house.

The Managed Service Layers offering has 4 basic layers:

1. *Support* – ongoing training, coaching, and resource provision to your current PMO
2. *Control* – we carry out periodic reviews, assessments, and may manage corrective actions to enable your PMO to deliver further value
3. *Direct* - we take control of your PMO. We manage it for you and take full responsibility for day to day operations
4. *Improve* – we work together with your team to improve the value proposition of your PMO. We see what value is delivered and benchmark this against 'best practice'. We put plans in place to achieve improvements and can execute these plans also if required.

Choose the right level of our involvement – Support – Control – Direct - Improve

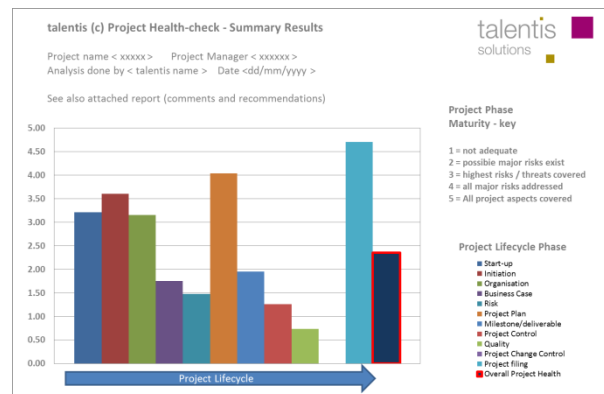
PMO Healthchecks

Our PMO Healthchecks use Talentis derived Intellectual property to give you the results you need.

We interview your staff, we conduct ‘fact finding’ missions on your site, we collate the results, measure against best practice, and report back to you.

Further, we provide (upon request) a plan for improvements – a plan to make sure that your PMO delivers the value identified earlier in this paper to your business.

The PMO healthchecks can be delivered as a part of level 2 of the Managed Service Layers implementation.



Whatever your PMO Requirements, we have the expertise and experience to help you achieve full and pragmatic benefits for your business.

Reference:

[1] Kezner, H. (2003) Strategic planning for a project office. Project Management Journal, Jun2003, Vol. 34 Issue 2, p13, 13p

About Talentis

- A Zurich based Consultancy founded in 2007
- Expertise focused purely on Project Management, PMOs (Project Management Office), and BA (Business Analysis) – specifically for the Swiss Financial Sector
- Staffed by experts with in-house written Intellectual Property – all based on ‘best practice’ and latest academic research
- A part of the Stamford Group – giving Talentis stability, financial backing and a strong platform for growth – your business partner: today and tomorrow
- Talentis is an ISO 9001 Quality Management certified company



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