

Checklist for a successful PMO

Three in five organisations now use a centralised project management office to co-ordinate their projects, and with the increasing influence of the PMO on the organisation, setting up a PMO for success is essential. Here's our comprehensive 5-point checklist to establish a high-performing PMO.



1. The PMO's role

A project management office with a well-defined, visible role in the organisation's projects is more likely to succeed than one without a set purpose.

Consider your PMO's role in relation to:

- » Benefits realisation
- » Compliance
- » Governance
- » Knowledge management
- » Organisational strategy
- » Project administration
- » Project performance tracking
- » Resource management



2. Stakeholders

Setting up a project management office within an organisation requires stakeholder engagement, buy-in and management. From there it is essential to build rapport and trust for the best chance of success.

Consider these segments:

- » Organisational leadership
- » The PMO's sponsors
- » The PMO team
- » Direct stakeholders
- » Indirect stakeholders
- » Key influencers in the organisation



3. Structure

Once you have established the project management office's responsibilities and stakeholders, draw up an organisational structure to show where the PMO sits. When setting up a PMO, this will help to define roles and responsibilities for resourcing and reporting purposes.

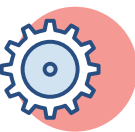


4. Value

Outputs, outcomes and benefits will depend on the remit of your project management office according to its role set out at the beginning.

Consider the following types of value a PMO may offer:

- » Increase in benefits realisation
- » Improved risk management
- » Clearer project reporting
- » Better resource management
- » Development of a Centre of Excellence
- » Closer strategic alignment to the organisation
- » More support for projects and project teams
- » Higher rate of successful projects delivered
- » Better decision-making, including selection of projects
- » Improved ability to lead organisational change
- » Fewer mistakes, including mitigation of threats
- » Enhanced ability to take advantage of opportunities



5. Operation

After defining the role of the project management office, you will need to clarify the tools and processes you intend to use to perform these activities. These may be a replication of project tools already available in your organisation, or you may require new ones.

Consider:

- » Planning, including portfolio management
- » Budget estimation and tracking
- » Risk management
- » Resource management, including personnel
- » Managing interdependencies
- » Scheduling and delivery tracking
- » Change control
- » Procurement
- » Project reporting
- » Quality assurance and compliance
- » Benefits management, realisation and tracking

Answer the following key questions:

The PMO's role

1. Why does the organisation need a PMO?

2. Where will the PMO sit in the organisation?

3. What responsibilities will the PMO have?

4. What activities will the PMO be expected to undertake?

5. Does my PMO need a charter?

Stakeholders

1. How can the PMO best communicate its purpose, responsibilities and activities to each segment of stakeholders?

2. How can the PMO invite, collate, evaluate and act on feedback from stakeholders?

3. Who has the power to affect the success of the PMO?

4. What information does the PMO require from each of these segments going forward?

5. What is the best method to facilitate ongoing communication with each set of stakeholders?

Structure

1. Which areas does the PMO control?

2. Who/which departments report to the PMO?

3. Who/which departments does the PMO report to?

4. Where is there overlap?

5. How might this affect resourcing, including funding and staffing?

Value

1. What metrics are needed to discern the tangible value of a PMO?

2. What feedback is required to demonstrate the intangible value of a PMO?

3. What is the best method to communicate the PMO's value to the organisation?



The project management office has a key role to play in the ongoing success of an organisation, both strategically and at a project level. Using this checklist to make these considerations before setting up a PMO will give your organisation the best chance to thrive.

Find out more about how to run a successful project management office [by contacting the experts at PM-Partners](#) or call us on 1300 70 13 14 today.