

PMO Service Map

- Interpret & Test Business Drivers
- Run Portfolio Analysis
- Plan/Publish Governance Agendas
- Lead Portfolio Discussion at Governance Meetings
- Update & Publish Prioritized Portfolio

Strategic Alignment

- Train PM's in Project Management Practices
- Provide Training in MS Project
- Coach & Mentor PM's
- Serve as Librarian for Project Management Process Assets

Support & Mentoring

- Establish Project Intake & Approval Processes
- Analyze Resource Demand
- Perform Capacity Planning
- Coordinate Cross-Functional Resource Requests
- Plan Project Staging
- Provide Project Online Admin
- Close & Archive Projects

Operational / Planning

- Define DTAS Project Management Standards
- Develop Reporting Standards
- Publish Project Metrics & Reports
- Conduct Audits for Compliance to PM Standards

Project Governance

PMO Services RACI Matrix

- R - Responsible
Who is doing the work?
- A - Accountable
Who is ultimately accountable?
- C - Consulted
Who should/can provide feedback or technical advice?
- I - Informed
Who should be kept in the loop?

PMO Director
 PMO Staff (GA's)
 PMO Staff (Advisor) *
 Collaboration Systems Architect
 CIO
 Portfolio Managers [IT Leadership]
 Governance Committee Member
 Resource Managers [IT Managers]
 Project Managers
 Project Team Members
 Business Analysts

Strategic Alignment	PMO Director	PMO Staff (GA's)	PMO Staff (Advisor) *	Collaboration Systems Architect	CIO	Portfolio Managers [IT Leadership]	Governance Committee Member	Resource Managers [IT Managers]	Project Managers	Project Team Members	Business Analysts
Interpret & Test Business Drivers	C	I	I	I	C	R/A	I				I
Run Portfolio Analysis	C	I	I			R/A	I				
Plan/Publish Governance Agendas	C					R/A	I				
Lead Portfolio Discussion at Governance Meetings	C					R/A	C				
Update & Publish Prioritized Portfolio	R/A	I	I		I	I	I	I	I	I	I

Support & Mentoring	PMO Director	PMO Staff (GA's)	PMO Staff (Advisor) *	Collaboration Systems Architect	CIO	Portfolio Managers [IT Leadership]	Governance Committee Member	Resource Managers [IT Managers]	Project Managers	Project Team Members	Business Analysts
Train PM's in Project Management Practices	A	I	R			C		C	I		
Provide Training in MS Project	A	I	R			C		C	I	I	
Coach and Mentor PM's	A	I	R			I		I	I		
Serve as Librarian for Project Management Process Assets	A	I	R			I		I	I		I

Project Governance	PMO Director	PMO Staff (GA's)	PMO Staff (Advisor) *	Collaboration Systems Architect	CIO	Portfolio Managers [IT Leadership]	Governance Committee Member	Resource Managers [IT Managers]	Project Managers	Project Team Members	Business Analysts
Define DTAS Project Management Standards	R/A	C	C			C		C	C/I		I
Develop Reporting Standards	R/A	I	I			C					I
Publish Project Metrics & Reports	A	R	C/I			C/I	I	C/I	I		I
Conduct Audits for Compliance to PM Standards	A	I	R			I		I	I		I

Operational & Planning	PMO Director	PMO Staff (GA's)	PMO Staff (Advisor) *	Collaboration Systems Architect	CIO	Portfolio Managers [IT Leadership]	Governance Committee Member	Resource Managers [IT Managers]	Project Managers	Project Team Members	Business Analysts
Establish Project Intake & Approval Processes	A	C	C	R	C	C			C		C
Analyze Resource Demand	A	C	R		I	I		I			I
Perform Capacity Planning	A	C	R		I	I		I			I
Coordinate Cross-Functional Resource Requests	A	C	R			C/I		C/I	I		
Plan Project Staging	A	C	R			C/I	I	C/I	C/I		
Provide Project Online Administration	A	R	C	C		C/I		I	C/I	I	
Close & Archive Projects	A	R	C	C		C/I	C/I	I	C/I	I	

**Role of PMO Advisor goes away and responsibilities transfer to GA's*

Strategic Alignment	
Interpret & Test Business Drivers	Use UT President's Goals to interpret and map to MS Project Business Drivers / Apply in Project Online and Test for valid outcomes
Run Portfolio Analysis	Analyze Current Project Portfolio for progress and costs
Plan/Publish Governance Agendas	Prepare Agenda for Governance to review new project requests
Lead Portfolio Discussion at Governance Meetings	Lead discussion of project requests and determine approvals and portfolio prioritization
Update & Publish Prioritized Portfolio	Update Project Online with outcomes of governance meetings and publish re-prioritized portfolio

Support & Mentoring	
Train PM's in Project Management Practices	Identify and Plan for training needed to improve project management knowledge and skills
Provide Training in MS Project	Identify and Plan for training needed to improve utilization of MS Project Online and MS Project Professional by all levels of users
Coach and Mentor PM's	Work with Project Managers to help apply best practices of Project Management and use of Project Online/Professional
Serve as Librarian for Project Management Process Assets	Curate Project Management assets - for such items as Project Charters, Communication Plans, Change Management, Project Closure, Lessons Learned, Issues and Risks

Project Governance	
Define DTAS Project Management Standards	Coordinate efforts to define project management standards: use of baselines, project charters/statements of work, WBS, resource engagements, communication plans, handling change requests, etc.
Develop Reporting Standards	Define, design and develop project reports for oversight, metrics and exception reporting of project activities and results
Publish Project Metrics & Reports	Effectively publish project reports
Conduct Audits for Compliance to PM Standards	Audit Projects to identify training needs and improve project plans and accuracy of schedules, resource utilization and conformance to project management standards

Operational & Planning	
Establish Project Intake & Approval Processes	Work with DTAS stakeholders to develop, implement and monitor processes for project intake and approval
Analyze Resource Demand	Analyze and Report on Resource Demand for approved and staged projects
Perform Capacity Planning	Analyze and Report on Resource Capacity versus demand
Coordinate Cross-Functional Resource Requests	Coordinate resource requests for projects requiring assignment of work across functional lines
Plan Project Staging	Determine anticipated start / completion dates for projects, based upon high level estimates of required resources against project portfolio and resource capacity
Provide Project Online Administration	Configure Project Online, add users, set permissions, add views, lists and custom fields, support users, and handle "tickets"
Close & Archive Projects	Set and execute project closure and archival processes