



PMOStep Project Management Office Framework™ Overview

PMOStep contains a framework to help establish a Project Management Office (PMO) and determine the products and services the PMO will offer. Templates are also provided within PMOStep to save the PMO time and effort.

The general PMOStep model is **Definition, Roles, Deployment and Reporting**.

PMOStep also describes the following PMO responsibilities:

- **Project management methodology** should be viewed as a product. The processes, templates, training, etc. that make up the methodology are some of the specific deliverables that are produced as a part of this “product”. These deliverables and the product in general, need to be supported and improved over time.
- **Training** is one of the premiere services offered by PMOs. Like many of the services offered, training must be considered holistically, along with any other services that the PMO is offering.
- **Coaching** refers to working with individual project managers or project teams to transfer knowledge and teach new skills. This is usually done in-person, but can also occur over the phone or through emails.
- The PMO is asked to perform the difficult job of changing the organizational culture regarding how to manage projects. **Project audits** are one way for the PMO to validate that the project teams are utilizing the appropriate project management processes.
- One of the value propositions for deploying common project management processes is the ability to **reuse** processes, procedures, templates, etc. To facilitate process and document reuse, the PMO needs to establish and manage a document repository.
- The PMO must collect **metrics** that show how effective the PMO is at delivering services, and how well the organization is adopting the new processes. The PMO must also attempt to collect metrics that show how the organization is benefiting from the services of the PMO.
- Despite the best-laid plans, it is not a given that new project management processes will become embedded in the organization. The PMO should look at the organization on a periodic basis and perform an **assessment** as to how well the project management processes are becoming integrated into the work routine.

There are many **other optional areas** where the PMO can provide value. This section looks at a number of additional PMO services. These services can be initiated at any time during the deployment process, or they can be started once the initial deployment is complete and the PMO is in a more mature support role.