

## Building the Program Management Office (PMO)

### Course Format

The course is a mix of lectures, facilitated discussions (Q&A), and group exercises.

### Pre-Requisites

Candidates should have a few years experience in project management. Also prefer to have some program management experience.

### Duration

3 full days – 21 hours

### Professional Development Units (PDU)

21 PDU

### Consultants

**Mr. Mounir Ajam**

**Mr. Luc Bauwmans**

#### Both Consultants:

- Have about 25 years of global practical experience
- Have worked, led, and/or set up PMO since the early 1990's
- Are Adjunct Professors with SKEMA Business School (top ranked European university)

### Course Description

A few years ago, the acronym 'PMO' was not common in project management; nowadays, it is wide spread and these three letters are quite visible in organizational structures. In a few years' time many organizations, small and large, private and public, and in all industries and sectors have implemented 'PMO'. However, key challenges remain starting with: are organizations implementing PMO properly? Are these PMO successful? Do we even agree on what does the term actually stand for?

This course will start by explaining the acronym and its possible meanings, before moving on to discussing results of a global survey into the current state of PMO practice, and a general understanding of the pitfalls.

From there on discussions will focus on innovative ways to build the Program Management Office (PMO) in today's organization. The course will address the challenges in setting up a PMO and the critical success factors to enhance the chance of success and sustain the PMO.

The course covers the key concepts and applications of the PMO along a maturity continuum. The topics will include organizational structures, functions, processes and practices that will lead to success. It addresses the organizational challenges of the PMO, how a proper "customized" PMO can add value to the organization, and increase the Return on Investment related to project implementation.

### Learning Objectives/Outcomes

- Be able to identify the key elements necessary for building a PMO
- Be able to determine the appropriate PMO strategy, tactics and operations
- Be able to assess your organization's level on the PMO continuum
- Understand the necessity of building the PM system along with the PMO
- Be able to apply the proper change management approach to facilitate the organizational and project management cultural change
- Implement PMO Scorecard based on metrics & key performance indicators

### Course is Best Designed for

- Project and program managers
- PMO managers, directors and senior professionals
- Senior managers, executives, heads of departments, CIO, COO, CEO

### Organizational Functions

- Strategic planning and business development
- IT, technology, operations, projects, and other functions

### Course Section & Category

PM Excellence Series  
Organization/ PM Category  
Course Code: PME32

### Relevant Courses/Programs

- Program Management
- Building the PM System
- PM Maturity
- Master Certificate in PM
- Master Certificate in Organizational PM

### Special Notice

This course could be credited toward the SUKAD/SKEMA Master Certificate in Organizational PM

For more details ask our team

### How to Register

- Send an email to [info@sukad.com](mailto:info@sukad.com)
- Call us on +971 4 367 1976
- Visit our website [www.sukad.com](http://www.sukad.com)

### Discounts

- 10% discount applied if registered & paid 30 days prior to course start date
- Register 3 and the 4<sup>th</sup> candidate is complimentary

### Speical Notes

- Course is available in Arabic with 30 days notice

### Course Outline:

1. Introduction - History - What do P, M, & O stands for?	2. Current state of practice - A global PMO survey - The PMO Continuum
3. PMO Readiness - Why the PMO & value - Organizational commitment	4. PMO as a Project - PMO Establishment Project - Project Life Span
5. Project Pre-Launch Stage - Feasibility - Project Authorization - PMO Mission/Vision	6. Project Launch Stage - PMO Functions/Key Roles - Basic Requirements - Project Management Plan
7. Project Definition Stage - Finalize PMO Functions - Develop the PMO detailed plan - Organizational structure	8. Project Implementation Stage - Writing procedures - Process maps - Forms and templates
9. Operation Readiness - Marketing and Communication - Full operation / Pilot - Training	10. Project Close Stage - Lessons learned - Close out report - Post implementation support
11. PMO Related Topics - Governance - PM Maturity and Roles	12. Case Studies - Alliance 1 – setting up - Alliance 2 – Integration - Alliance 3 – Planning tool

### About SUKAD™

SUKAD is a leading provider of Integrated Project Management solutions.

SUKAD is an established center of excellence based in Dubai, the United Arab Emirates (UAE). SUKAD operates globally, with a regional focus on the countries of West Asia, including UAE, Saudi Arabia, Qatar, Kuwait, Oman, and Lebanon, among others.

SUKAD provides a variety of services including business support, consultancy, advisory and executive coaching, learning and development, e-learning, and publishing. All SUKAD services are integrated with, and built on, our core expertise in project management and encompass process improvement and management, six sigma, lean six sigma.

In the area of project management, SUKAD is a leader and has an extensive research and development program that have produced numerous learning programs from the basics of project management to advanced and strategically important topics. Through R&D, SUKAD has developed an continue to enhance The SUKAD Way™ for Managing Projects (a project management methodology) and The SUKAD Way™ for Organizational Project Management (a simplified project management maturity model).

SUKAD is also highly active as a corporate citizen where, since our inception, have offered thousands of professionals complimentary learning opportunities and donated services to many not-for-profit organization across the region.