Developing and outsourcing a PMO

a solution for scarce PM resources and alignment on strategic projects?

Agenda

- **Introduction**
  - **BeeServ**
  - **Addressing the PM-Paradox …**
  - **… by outsourcing the PMO**
- **The BeeServ Model**
  - **Develop PM Competences**
  - **Remove the Administration**
  - **Strengthen the PM Organisation**
- **Outsourcing:**
  - **Why Outsource**
  - **Quality, the BeeServ way …**
  - **Dos and Donts**
- **The model in action: Project Portfolio Example**

BeeServ

- Founded in 2013

- Niche Player in Project Management as a Service (PMaaS) domain

- Specialized in outsourcing PM services

Addressing the PM paradox ...

- Demand for project management keeps growing ...

- ... but, there's just not enough good project managers to fulfill that demand ...

- ... and to let them focus on the strategic objectives

- All busy, busy, busy...only on added value tasks?
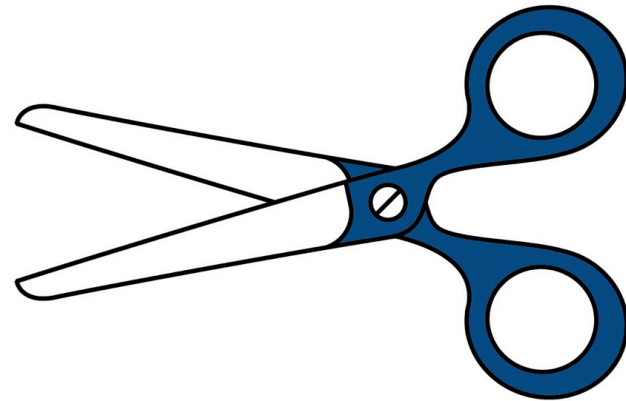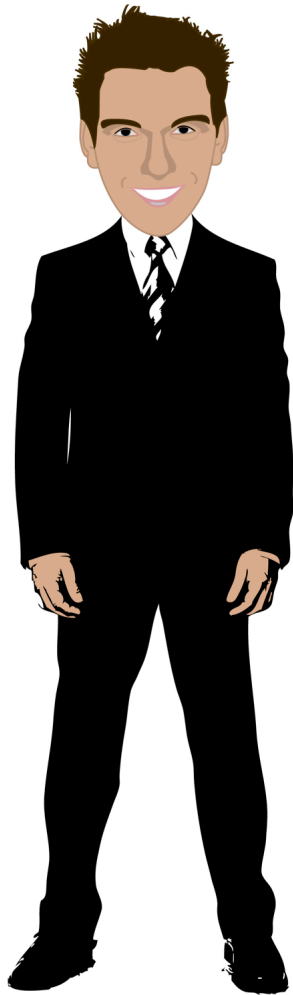
… by outsourcing the PMO

- Solution = increase that capacity and focus by outsourcing of Project Management Services

- Project Management Services targeting different levels
  - Developing PM Competency
  - Removing repetitive and administrative tasks
  - Supporting the Project Management Organisation with the right methodology, re-usable templates and tools
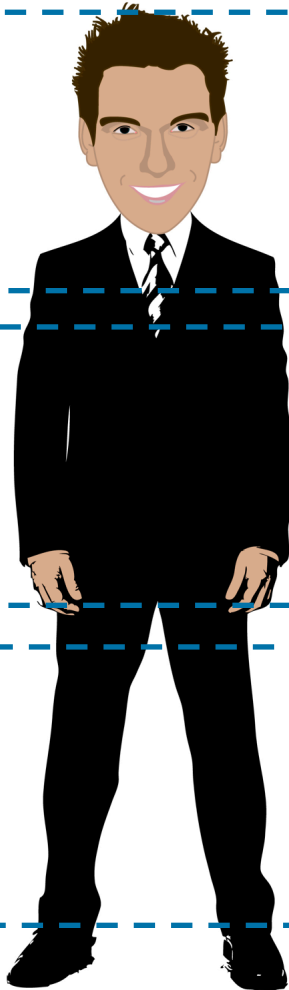
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The BeeServ Model

Develop the brain, Outsource body and legs

The Brain
Increase your Project Manager workforce capability & knowledge.
Services to the Project Manager

The Body
Remove repetitive & administrative tasks
Collaborate with well-trained PMOs
Services to the Project Manager

The Legs
Bring your PM Organisation to the next level.
Services to the PM Organisation

Develop PM Competencies

Increase your PM workforce capability & knowledge

How can BeeServ enhance my PM Knowledge & Capability?

- Coaching

- Training

- Project Start up

- Audits

- Lessons Learnt

Remove Repetitive Administration

Collaborate with well-trained PMOs

More projects with the same team of Project Managers, is it possible?

- Project Scheduling

- Project Accounting

- Project Documentation & Reporting

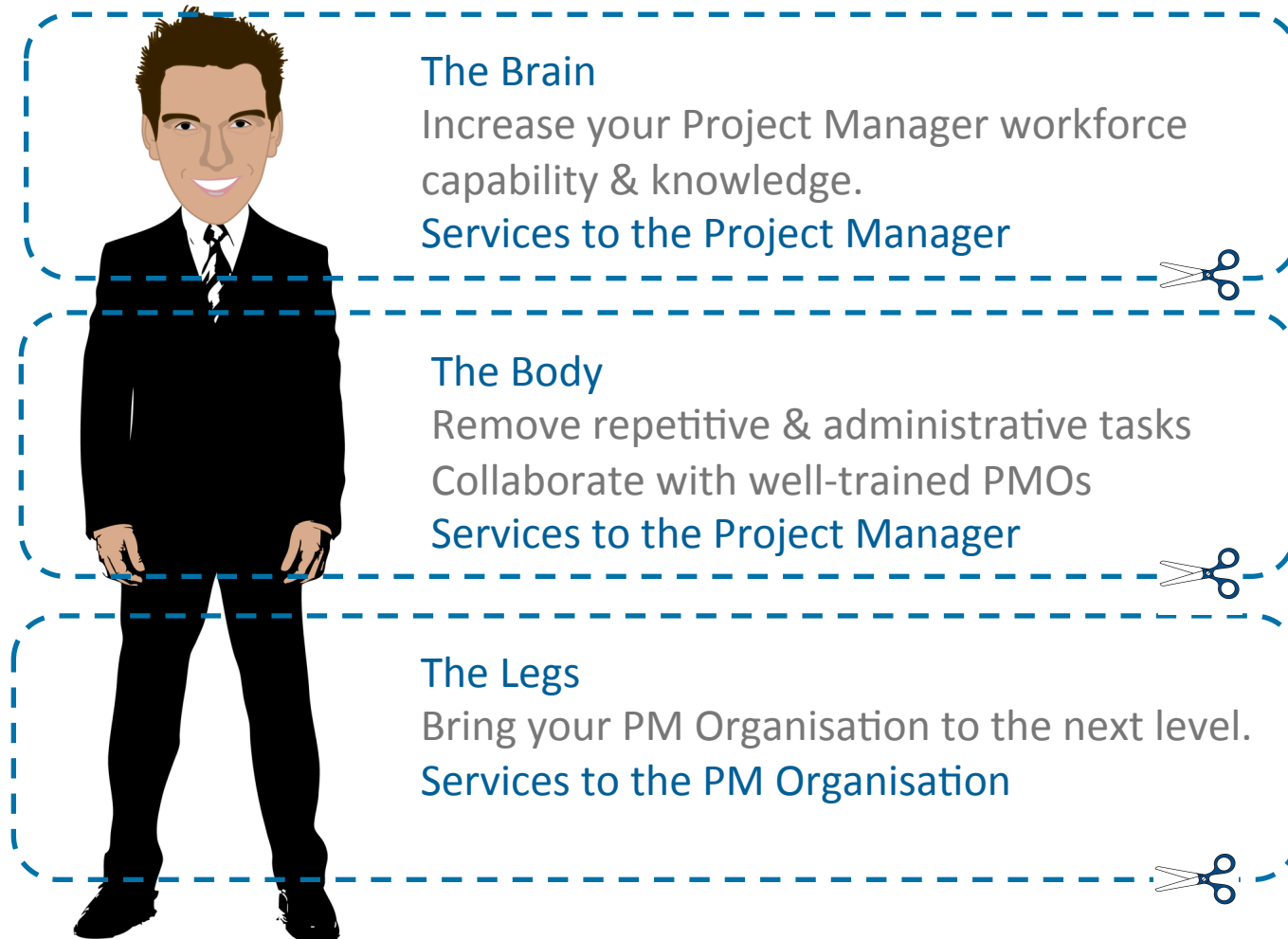- Action & Task Follow-Up

Strengthen the PM Organisation

Bring your PM organization to the next level

Can Project Management become a second nature?

- Methodology

- Templates

- The right Tools

- Support

- PM Community

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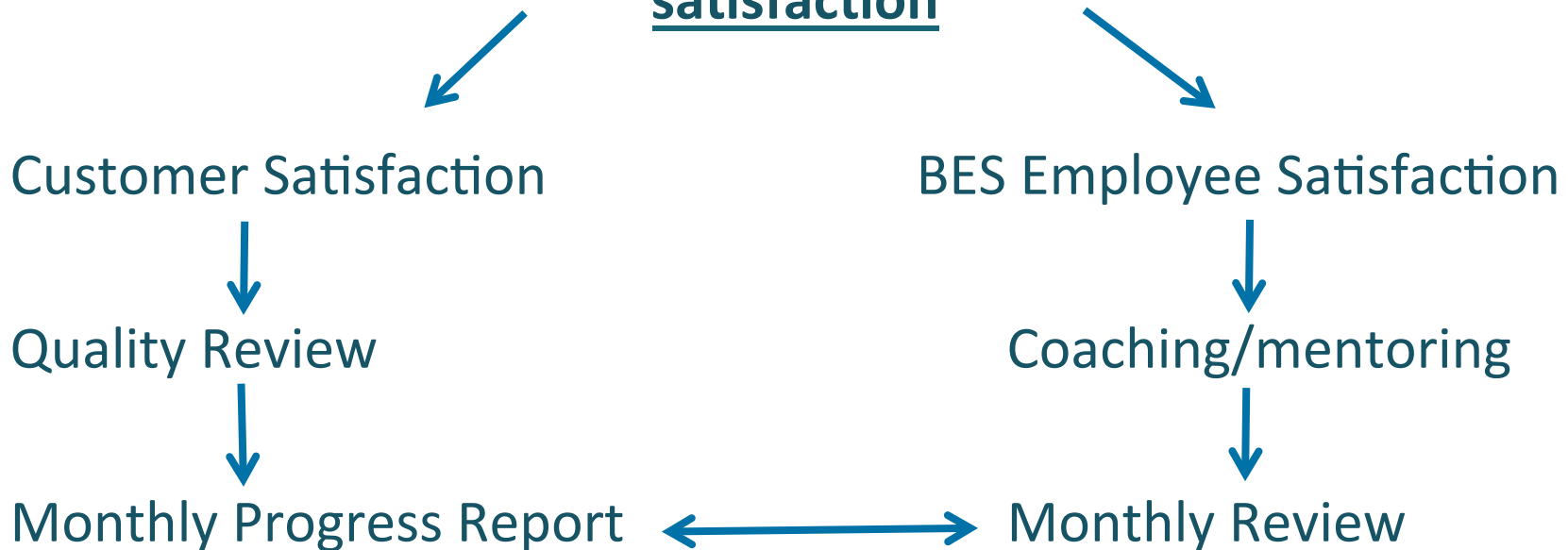Services to the PM Organisation

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Why Outsource?

- **Frees up Project Managers** and other frontline staff **to concentrate on project delivery**

- If you need a **PMO structure and processes** and want to get a jump start, then outsourcing can get you there, **especially in less mature companies.**

- **Flexible and scaleable** knowledge and capacity

- **Written SLA's** ensuring Services Quality

- **Outsourced Services: Pay for end results** instead of time based results.

- Get access to the **best possible knowledge** of standards and best practices

- Benefit from **ready-made tools and methods**

Quality, the Road to Satisfaction

Delivering quality is obviously complying with agreed service levels and internal methodologies (6 sigma, CMMi, ITIL…)

you can play with SLA numbers BUT you cannot play with **satisfaction**

Customer Satisfaction

Quality Review

Monthly Progress Report

BES Employee Satisfaction

Coaching/mentoring

Monthly Review

Outsourcing Dos and Don'ts

DO: Outsource ALL the back office responsibilities, not just the ones the PMs don't want to take on!

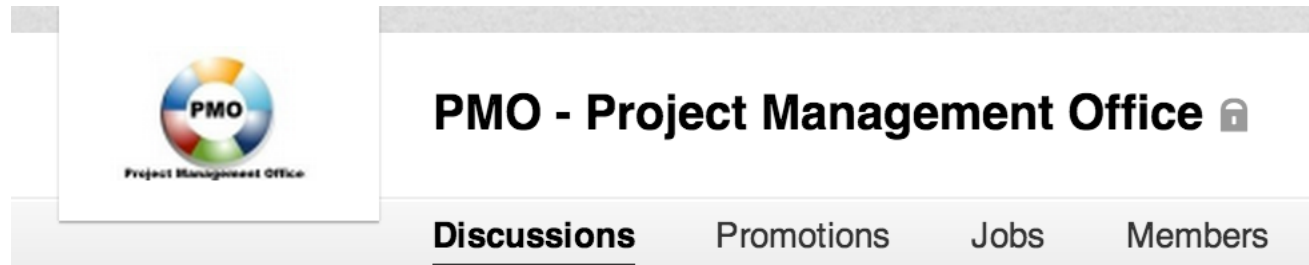**DO:** Outsource tactical and operational aspects of project delivery

DO: Give higher profile to risk and change management, scheduling, document control & performance management

DO: Define and determine the status and reporting routines that align with your existing organizational processes

Outsourcing

Conclusion:

- Outsourcing of **tactical and operational** Project Management related activities

- allows you as a company to **focus on** your **strategic, value-added** projects & activities

- whilst **benefitting from** the **latest up-to-date knowledge**, **quality approach** and **scalable capacity** of your outsourcing partner.

Outsourcing

- Make up your own mind and share on Linkedin ...

PMO - Project Management Office 🔒

Discussions   Promotions   Jobs   Members

What is your opinion regarding the extent to which PMO functions can be outsourced?

Anyone wanting to share experiences with outsourcing PMO-functions? Anyone intending to outsource? What to do/not to do? What are the expected/realised benefits?

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The BeeServ model in action

Let's take the following example to see the model in action:

A project portfolio management system

Facts:

- More demand for projects, less budget
- Good resources are limited
- At the same time, we lose time in administrative tasks, reporting, re-inventing the wheel...
- Are we working on the projects that will bring the highest value to our business strategic development?
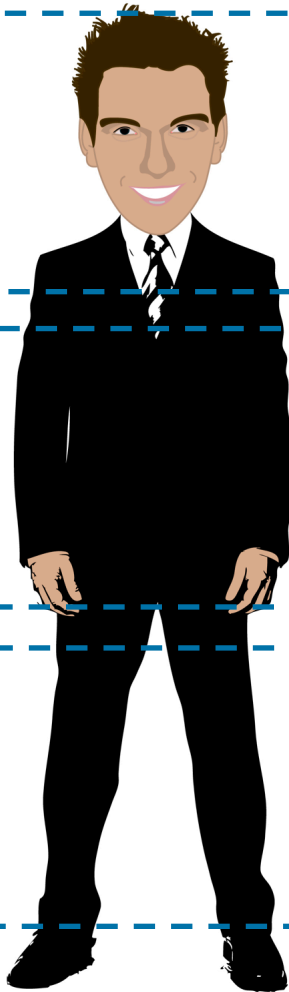
The BeeServ model in action

Solution: Have your talented resources focus on successfully delivering the strategic projects.

To apply the solution you

- Need to know what are your strategic projects

- Need to understand your resource capacity

- Need to free up the resources to work on value added activities only

➔ A good project portfolio software with the right governance supported by trained PMOs

In BeeServ terminology this means

- Implement strong governance to define the right priorities and resolve resource capacity conflicts
- Train and coach project managers

- Outsource timesheet tracking
- Outsource project schedule development and updates
- Outsource report generation

- Implement a Project Portfolio Mgt software
- Provide re-usable assets
- Provide PM methodology adapted to your business and evolutive (Lessons Learned)

The BeeServ model in action

Back to basics: when you don't have the capacity to do all the projects in your portfolio in the expected timeframe, you can

- Close your eyes and pray

OR

- Define the project priorities based on alignment to business strategy
- Work on scope, risk, time and quality

➔ Put a strong senior management governance in place to make the project portfolio trade offs between the project constraints and align on business strategy

The BeeServ model in action

Are your resources working only on the most value added activities like resource management, scope control, quality assurance, "coffee machine" governance, senior management steering committee?

If they do anything not adding high value, outsource it to trained resources:

- Track the actuals and ETC on weekly basis
- Update project schedule based on received actuals and ETC
- Generate lists of decisions to be taken
- Prepare weekly project progress report and monthly steering committee presentation

The BeeServ model in action

Are you able to know on what your resource are working on? Is this what you want your resource to work on?

- All project to be schedule in a standard way based on strong project management methodology
- A weekly timesheet system to gather actual and ETC so that you can forecast
- A corporate planning system to roll up resource and project information at corporate level

Example: next presentation "Oracle Instantis"

Q&A

Thank You !

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