

Deloitte.

FACTS II

Proposed PMO Methodologies

March 2016

Management Processes

The domains represent the processes that aid the structuring, investigation, analysis, decision-making and communication of the project.



Project Management

The project structure and schedule for planning and managing all activities and tasks on the project, as well as reporting the status of the project.

Tools	
<ul style="list-style-type: none">• Microsoft Project Work Plan (MPP)• Project Management Center (PMC)• Weekly Status Report (PPT)• Sprint Management Plan (TFS)• Daily Burn Down Chart (Excel)	
Metrics	
Project Management: <ul style="list-style-type: none">• Schedule Performance Index (SPI)• % Completion of Planned Tasks	Development Management: <ul style="list-style-type: none">• Burn Down (By Sprint, Across Sprint)• Velocity Status
Meeting Frequency	
Project Management <ul style="list-style-type: none">• Weekly Status Update - Weekly• Monthly Steering Committee - Monthly Development Management <ul style="list-style-type: none">• Daily SCRUM - Daily• Sprint Planning - Sprint• Sprint Reviews - Sprint• Retrospectives - Sprint	



Risk Management

A “risk” is an event that has not occurred that will, if it does occur, impact the project schedule, scope, budget, or quality.

Tools

- Tool TBD during Sprint 0

Metrics

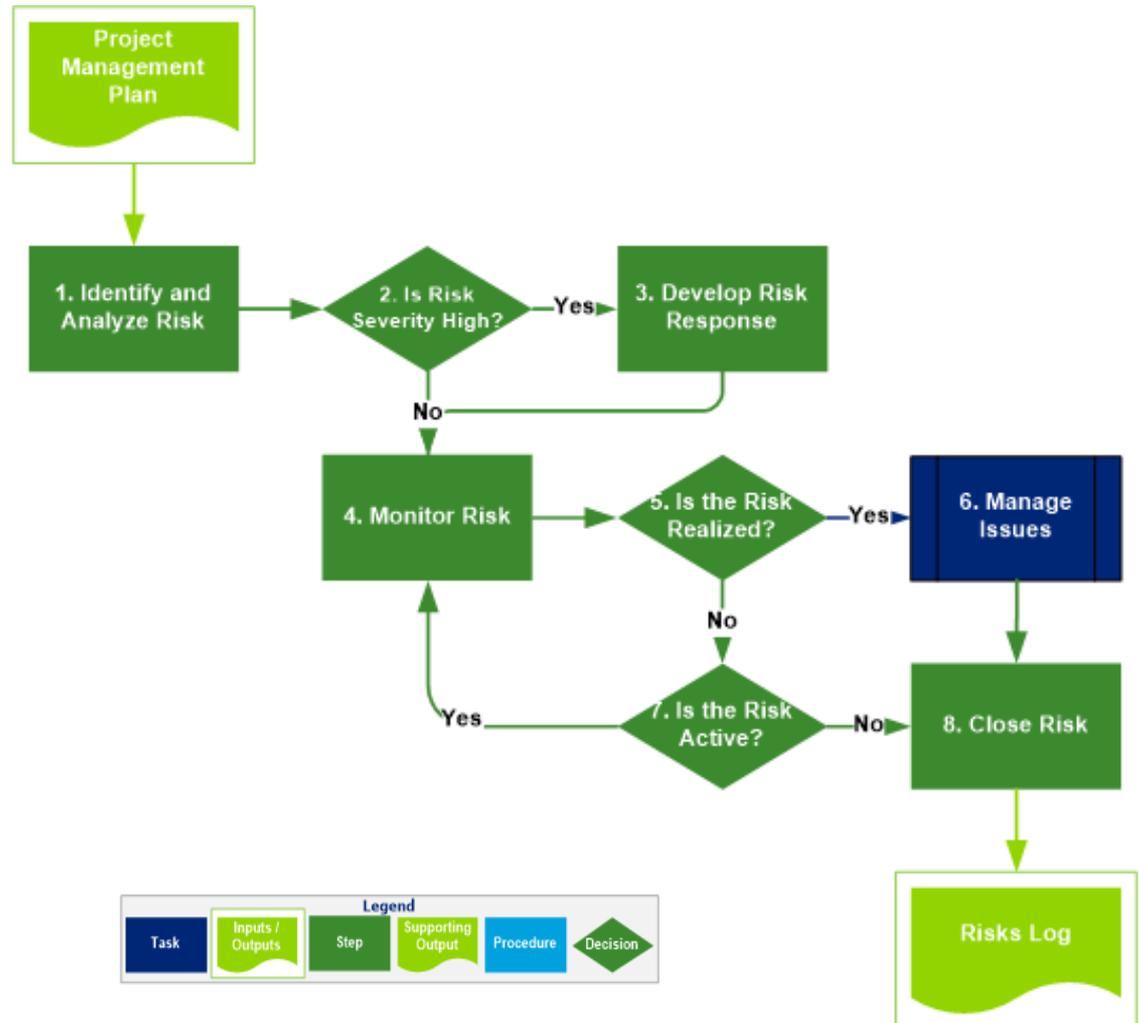
- # of Risks
- # Risk converted to Issues
- Impact
- Probability

Tracked Characteristics

- **State:** Active, Closed
- **Severity:** Critical, High, Medium, Low
- **Category:** Cost, Resources, Schedule, Scope

Meeting Frequency

- Minimum weekly / or as required



Issue Management

An “issue” is an event that has occurred that will impact the project schedule, scope, budget, or quality.

Tools

- Tool TBD during Sprint 0

Metrics

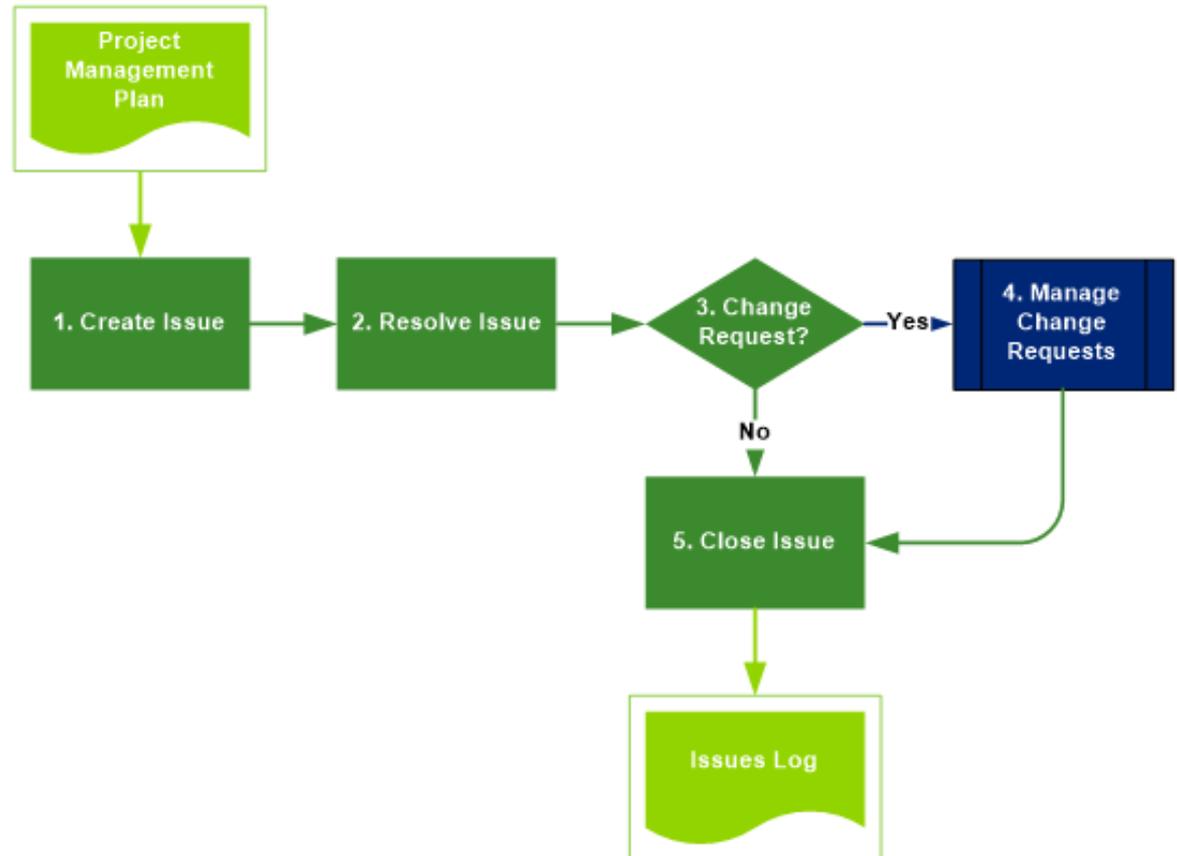
- # of Issues by team
- # of Issues overdue

Tracked Characteristics

- **State:** Active, Closed
- **Priority:** Critical, High, Medium, Low

Meeting Frequency

- Minimum weekly / or as required



Action Item Management

An “action item” is an assignment to do some work or address a question that can be addressed without formal or detailed work planning.

Tools

- Tool TBD during Sprint 0

Metrics

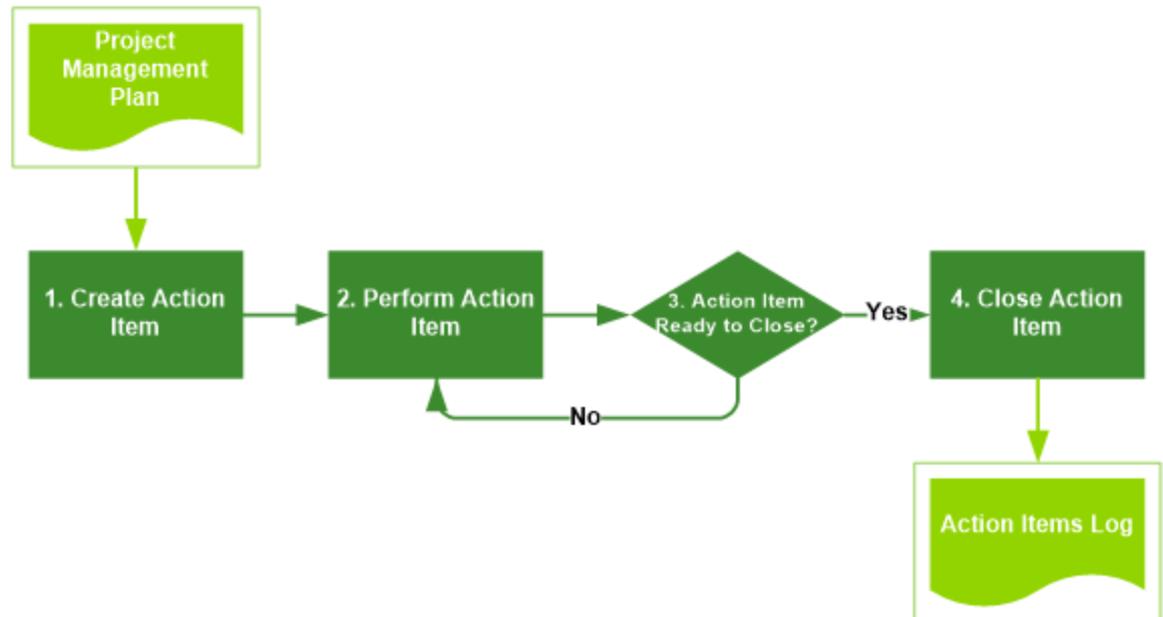
- # of Action Items
- # of Action Items overdue

Tracked Characteristics

- **State:** New, Open, Fix in Progress, Closed
- **Priority:** Critical, High, Medium, Low

Meeting Frequency

- Weekly



Deliverables Management

A “deliverable” is any work product that is signed-off and put under change control as a unit.

Tools

- Deliverables Log (Excel) – Would be for Sprint 0 or anything that resides outside of a sprints 1-12

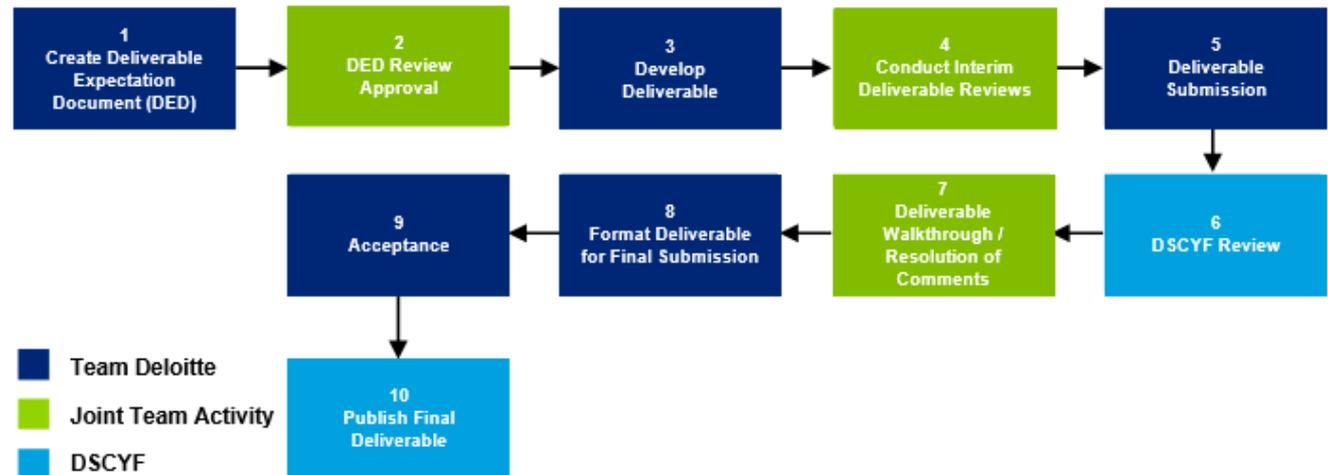
Metrics

- # of deliverables approved
- # of deliverables submitted on time
- # of deliverables approved on time

Meeting Frequency

- During Sprint 0 this would be in line with the weekly status meeting as an update
- After Sprint 0 would be on a monthly basis for deliverables outside of sprints

Deliverable Development Process



Quality Management

The application of planned, structured activities to help verify that the project employs all processes needed to create high-quality Deliverables that meet DSCYF's requirements.

Tools

- This will be decided as part of the project management plan deliverable within Sprint 0

Quality Measures

- Process Quality
- Sprint Quality
- Code Quality
- Communication Quality
- Flushed out as part of PMP in sprint 0

Meeting Frequency

- On-going



Quality Management

Monthly Trending Key Quality Metrics Dashboard – The below is a sample and the specific dashboard will be finalized as part of the Sprint 0 project management plan deliverable

Monthly Trending Key Quality Metrics Dashboard

KPI Category	Aug 2015	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016
Team Moral						
Stakeholder Confidence						
Code Quality						
Sprint Quality						
Process Adherence						

 Positive  Neutral  Negative

Scope Management

Verifies that the project includes the required work to successfully complete the project and that critical changes are managed and properly communicated to affected stakeholders.

Tools

- Tool TBD during Sprint 0

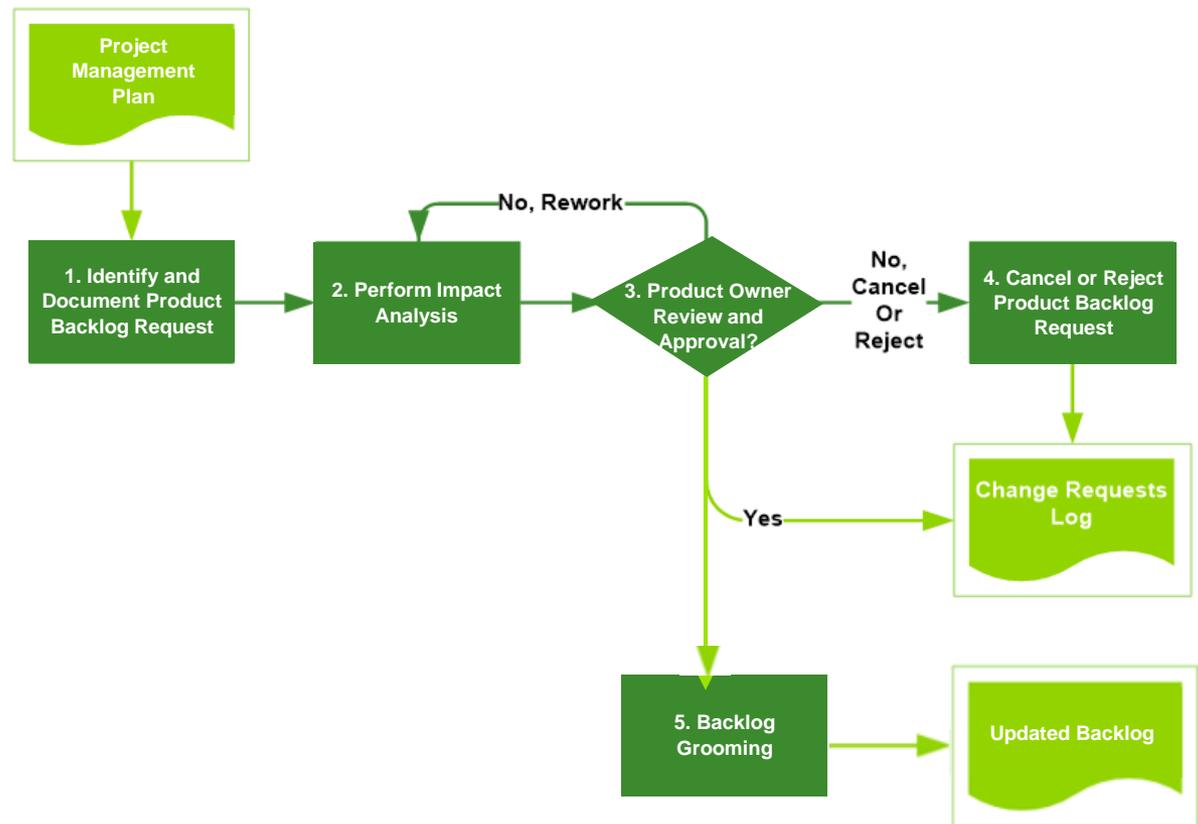
Metrics

- Scope Volatility
- # of Change Requests logged

Tracked Characteristics

Meeting Frequency

- Weekly / or as needed



Communication Management

The below is sample material and the final numbers and formats will be defined as part of communications management plan within sprint 0

Tools
<ul style="list-style-type: none"> Stakeholder Involvement & Expectations Weekly Status Report (slide 5) Project Meeting Schedule

Metrics
<ul style="list-style-type: none"> Stakeholder Engagement Communication Metrics

Channels
<ul style="list-style-type: none"> Newsletter Surveys Town Hall Meetings Emails Sprint Review Meeting Steering Committees

Planned for August 2016		
 Newsletters Distributed	 Surveys Completed	 Town Hall Meetings Conducted
 Emails Sent to Key Stakeholders	 Sprint Review Meeting	 Steering Committees Held

Actual for August 2016		
 Newsletters Distributed	 Surveys Completed	 Town Hall Meetings Conducted
 Emails Sent to Key Stakeholders	 Sprint Review Meeting	 Steering Committees Held

Consolidated PMO Metrics

Consolidated PMO Metrics – The below is a sample and the specific dashboard will be finalized as part of the Sprint 0 project management plan deliverable

#	Process	Metric	Tools
1	Project Management	<ul style="list-style-type: none"> • Schedule Performance Index (SPI) • % Completion of Planned Tasks • Burn Down (By Sprint, Across Sprint) • Velocity Status 	<ul style="list-style-type: none"> • Microsoft Project Work Plan (MPP) • Project Management Center (PMC) • Weekly Status Report (PPT) • Sprint Management Plan (TFS) • Daily Burn Down Chart (Excel)
2	Risk Management	<ul style="list-style-type: none"> • # of Risks • # Risk converted to Issues • Impact • Probability 	<ul style="list-style-type: none"> • Risks Log located in TFS
3	Issue Management	<ul style="list-style-type: none"> • # of Issues by team • # of Issues overdue 	<ul style="list-style-type: none"> • Issue Log located in TFS
4	Decision Management	<ul style="list-style-type: none"> • # of Past Due Decisions • # of Decisions Made 	<ul style="list-style-type: none"> • Decision Log located in TFS
5	Action Items Management	<ul style="list-style-type: none"> • # of Action Items • # of Action Items overdue 	<ul style="list-style-type: none"> • Action Items Log located in TFS
6	Deliverables Management	<ul style="list-style-type: none"> • # of Deliverables approved • # of Deliverables submitted on time • # of Deliverables approved on time 	<ul style="list-style-type: none"> • Deliverables Log (Excel)
7	Quality Management	<ul style="list-style-type: none"> • Process quality • Code quality • Sprint quality • Communication quality 	
8	Scope Management	<ul style="list-style-type: none"> • Scope Volatility • # of Change Requests logged 	<ul style="list-style-type: none"> • TFS
9	Communication Management	<ul style="list-style-type: none"> • Stakeholder Engagement • Communication Metrics 	<ul style="list-style-type: none"> • Stakeholder Involvement & Expectations • Weekly Status Report • Project Meeting Schedule
10	Resource Management	<ul style="list-style-type: none"> • Resource Availability 	<ul style="list-style-type: none"> • Resource Plan (Excel) • Non-Labor Resource Plan (Excel)
11	Organization Structure & Governance		<ul style="list-style-type: none"> • Organizational Chart • RACI Matrix
12	Financial Management	<ul style="list-style-type: none"> • Planned Payment Points • Actual Payment Points 	<ul style="list-style-type: none"> • Payment Point Schedule (Excel)