

IT Project Management Office

IT PMO Provide Optimal Services Through Efficient Processes

Goal Description:

IT PMO will review the current project management processes to redesign critical processes to increase campus efficiency in the IT PMO unit based on time, cost, and communications.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

IT PMO Continually Analyze Critical Processes Efficiency

Performance Objective Description:

The IT PMO will review the current IT intake and standardize project management process for efficiency improvements.

RELATED ITEM LEVEL 2

IT PMO Demonstrable Evaluation - Project Management Process

KPI Description:

The IT PMO will provide a standardized project management process along with documentation and training to the IT Division first, then evaluate expansion to the functional areas. This standardized project management process can enhance the customer experience by repetitive utilization of already created project templates.

Results Description:

The IT PMO has created work flow documents, step-by-step how to documents, and presentation documents along with two training sessions completed August 2017. These documents are stored in the IT Division share drive.

RELATED ITEM LEVEL 2

IT PMO Demonstrable Evaluation of Governance Process

KPI Description:

The IT PMO will provide documentation and training of the new governance rules and policies and disseminate the information to the VP direct reports.

Results Description:

The IT PMO and department heads agreed and established a weekly governance meeting that began on March 15, 2017. The following are the guidelines:

- The Governance team will be the Steering Committee for all project requests submitted for approval.
- The Governance team consists of the 6 Department Heads.
- The Governance team will work together to determine the priority level of the projects beginning with VP’s projects first and numbering starting with number one.
- If all members of the Governance team agree a request should be a project then the IT PMO Director will assign a PM to the project.
- If all members of the Governance disagree a request is a project then the request gets kicked back to the requester and the request is either deleted or put on hold
- Governance will be provided by the Department Heads for the duration of the entire project life cycle.
- The Governance team agrees to provide resources for the project and makes a commitment to make sure the resources work with the Project Managers

Attached Files

 [Governance Team Guidelines](#)

RELATED ITEM LEVEL 2

IT PMO Demonstrable Evaluation of New Intake Process

KPI Description:

The IT PMO will provide documentation and training for a new intake process for the IT division then implement the process into production.

Results Description:

The IT PMO provided a work flow diagram, step-by-step how to document, and a presentation document used for two training sessions given to IT division leaders. A user request form time frame has been reduced from 52 days to 21 days to complete.

The new intake process has improved efficiency and reduced overall intake process time from 122.29 days to 43 days for the IT division. This process is in production today. All documentation resides on the IT share drive.

Next step is to communicate and train the functional areas on understanding the IT intake process flow.

Attached Files

- [📄 Intake Process](#)
- [📄 Step by Step Intake Process](#)

RELATED ITEM LEVEL 2

IT PMO Demonstrable Kaizen Process Evaluation

KPI Description:

IT PMO understand project process gaps through conducting IT PMO Kazien sessions.

Results Description:

The IT PMO completed this Kazien process in December 2016. These Kaziens allowed the PMO to understand gaps and timing of each step in the project management process, thus allowing for visual ways to improve the PMO.

- What happens in the current process at the very beginning
- What happens in the middle
- What happens in the end

IT PMO Provide Quality Information Technology Resources

Goal Description:

IT PMO will follow the University, IT Division, and IT PMO mission to provide project management reliable and available resources to assist in the coordination of quality project process delivery when requested.

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

IT PMO Improve Technology Resources

Performance Objective Description:

The IT PMO will work continuously to improve the completion of active projects on time, within scope, and within budget to meet or exceed the student, faulty, staff, and alumni consistent with common expectations for service.

RELATED ITEM LEVEL 2

IT PMO Demonstrable Evaluation Of On Time Project Delivery

KPI Description:

IT PMO will work on increasing customer satisfaction to deliver quality projects on time for the perspective academic year through lesson learned for each project.

Results Description:

IT PMO has conducted project lessons learned meetings and documentation that reside in the Cherwell ITPT tool for academic year 2016 to 2017. These lessons learned are the IT PMO's current measurement for meeting quality customer satisfaction in project delivery. For example, the customers of the the Charter School project, the JAMF project, and Course Leaf project provided high customer satisfaction reviews.

RELATED ITEM LEVEL 2

IT PMO Demonstrable Project Kick-Off Meeting

KPI Description:

The IT PMO will work to meet a 10 day deadline of performing project kick-off meetings for each project once the project charter is approved by the governance team.

Results Description:

The IT PMO began presenting project kick-off meetings within 10 days of assignment. These include the project sponsor, client, and team members. The presentation project kick-off meeting includes PowerPoint slides that encumbers project scope, budget, schedule, resources, and other project related elements.

Please see attached example.

Attached Files

- [📄 Windows 10 Kick-off Meeting](#)

RELATED ITEM LEVEL 2

IT PMO Demonstrable Status Report Process

KPI Description:

The IT PMO project managers will provide weekly project status reports to customer sponsors and stakeholders.

Results Description:

The IT PMO has created a weekly executive status report to provide to sponsors, clients, and team members. The IT PMO measurement is related to the 15 closed projects for the academic year. Each executive status report includes:

- Project name and ID
- Projected end date
- Health, risks/issues
- Project schedule
- Work completed

Please see attached example status report.

Attached Files

 [Windows 10 Executive Status Report](#)

IT PMO Quality Professional Development

Goal Description:

The IT PMO Director will provide high quality professional development opportunities for the project management staff that will enhance their value to the University.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

IT PMO Staff Development Opportunities

Performance Objective Description:

The IT PMO Director will budget and request appropriate funding to provide professional development opportunities that meet or exceed the University required credits and the PMI best practices training.

RELATED ITEM LEVEL 2

IT PMO Demonstrable PMP Certification

KPI Description:

The IT PMO Director will work to increase the number of eligible project managers with the PMP certification by 100% in 2017.

Results Description:

As of June 2017 all project managers were PMP certified and this is reflected in the Talent Management tool. However, future new hires may not be PMP certified. The IT PMO Director will work to ensure professional development of new hires. The value the PMP certification and other internal and external training brings to SHSU is improved business best practices, building stronger teams, and improving leadership responsibilities that contribute to improved customer and sponsor communication along with quality project delivery.

IT PMO Quality Service Delivery Experience

Goal Description:

The IT PMO will continuously work towards positively improving client and sponsor perceptions of the IT PMO project delivery service by understanding the customer experience need.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

IT PMO Deliver Service In A Helpful And Knowledgeble Manner

Performance Objective Description:

IT PMO will continuously improve perceptions of the IT PMO by working towards positively improving client and sponsor understanding of project management delivery service thus providing an enhanced customer experience.

RELATED ITEM LEVEL 2

IT PMO Demonstrable Marketing and Qualitative Metrics

KPI Description:

The IT PMO will elicit feedback from sponsors and stakeholders on the adoption of the intake and the standardized project management process to improve quality delivery by the project managers from the IT PMO.

Results Description:

The IT PMO has created survey questions of the 2016 to 2017 intake and standardized project management process in Excel. The IT PMO will transfer those questions over to the Qualtrics tool to distribute to the IT division users for feedback by October 30, 2017. Over the academic year of 2015 to 2016 there was no quantitative metrics to understand the customer's quality project experience. The only way to elicit feedback from the customer was through project lessons learned that were not scored.