



Project Managers Network

Creating capability in Project Management

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## Course – Establishing Program & Project Offices

Project Managers Network Pty Ltd offers clients a variety of courses dealing with all levels of experience in Project Management. All the courses and workshops run by the company are based upon the ANSI standard framework developed by the Project Management Institute of the USA (A Guide to the Project Management Body of Knowledge – PMBOK ®) and now an Australian Standard **CB 025-2002**. They are also aligned with Australia's National Competency Standards for Project Management (**NCSPM**).

*Establishing Program and Project Offices* is a workshop over one day that covers the development of Program and Project Offices. It draws upon the latest thinking and practice in this area.

All participants are assumed to have a working knowledge of PM practices.

The workshop will benefit:

- Project Managers and other Staff responsible for establishing a Project Office or improving the PM practice
- Business or Line Managers who have need to improve their Project performance

### Learning outcomes

At the end of the course participants will:

- Understand the different roles that Program/Project Offices may hold in organisations, and the advantages and disadvantages of each
- Be able to put forward a plan for a PO that suits their organisations needs
- Know the issues to be considered in developing plans for implementing Program/Project
- Have an overall framework for acquiring/developing the processes and other material to operate the PO
- Be aware of the potential tools and techniques available to assist the PO
- Be aware of the value of the PM community in supporting the PO
- Be able to demonstrate the value of the PO

### Attendance

One day duration. Course will run from 9.00 am to 5.00 pm each day with short breaks for lunch, morning and afternoon refreshments.

## Learning approach

Each topic will commence with discussion on the general challenges we face in that area of establishing a Program or Project Office. Then we will move onto presentation of ideas and practices drawn from various industry sources. Some topics will include group exercises on generic problems or mini-scenarios.

A comprehensive work-book of course material including possible templates, and suggested worked solutions for workshop exercises will be provided to each attendee.

## Course outline

|   | <b>Topic</b>   | <b>Detail</b>  |
|---|--|--|
| 1 | Introduction   | <ul style="list-style-type: none"><li>• Background to the evolution of Program/Project Offices</li><li>• What problems are they meant to solve?</li><li>• Benefits and challenges</li><li>• Who are the Stakeholders?</li></ul>  |
| 2 | Roles and Responsibilities of Program /Project Offices | <ul style="list-style-type: none"><li>• support to PMs</li><li>• support to Management</li><li>• compliance – governance</li><li>• administration support</li></ul>  |
| 3 | PM Processes, Tools and Techniques                     | <ul style="list-style-type: none"><li>• framework</li><li>• repository – various forms</li><li>• providing support to PMs</li></ul>  |
| 4 | Developing PM Practice                                 | <ul style="list-style-type: none"><li>• development of PMs</li><li>• post project reviews and lessons learned</li><li>• Knowledge Management principles</li><li>• the COP to create and disseminate knowledge</li></ul>  |
| 5 | Monitoring the Project Portfolio                       | <ul style="list-style-type: none"><li>• reporting standards</li><li>• reviews during the project</li><li>• reviews of project performance</li><li>• external Suppliers</li></ul>   |
| 6 | Implementing a Program/Project Office                  | <ul style="list-style-type: none"><li>• cultural change issues - other obstacles</li><li>• relationship with other Corporate or Divisional PO</li><li>• developing plan &amp; communicating the plan</li><li>• staffing the PO</li><li>• cost / benefits case for a PO</li><li>• reviewing effectiveness post-implementation – selling the value</li><li>• pitfalls to watch for</li></ul> |
| 7 | Tools to help Project Offices                          | <ul style="list-style-type: none"><li>• processes and standards</li><li>• tools with built in processes</li><li>• web enabled tools</li><li>• reporting tools</li></ul>  |