

## *PMO and Program Management*

**Objective :** A strategic project management office can help an organization focus on portfolio management and achieve the following:

- Maximize value of investments while minimizing risk
- Achieve the company's business strategic objectives through projects
- Improve communication and alignment between project teams and business leaders
- Encourage business leaders to think about the entire company, not their own business units, and to take responsibility for projects
- Allow planners to schedule and control resources more efficiently
- Reduce the number of redundant projects

This workshop will discuss proven best practices employed by global companies for setting up PMO and managing large scale programs. Case studies and group discussion will help illustrate how to apply these best practices to business organizations to achieve shorter delivery time, better ROI and more efficient resource utilization for their large programs or multiple projects.

**Format :** 60% Lectures, 40% Case study and group discussion

**Key :** ♦ What are programs and project portfolios?

**Topics :** ♦ Why program management is important and how it ties to business performance?

♦ What is PMO and what it does? The PMO model: Operational, Tactical and Strategic

♦ PMO operational functions

- Knowledge source
- PM methodology and best practices design and implementation
- PM tools, online tools and templates
- Project Management Training
- Project Archives

♦ PMO Tactical functions

- Mentoring, coaching and consulting services to PMs and various levels of the workforce
- Program risk management
- Resource management
- Integrated executive-level reporting
- ♦ PMO Strategic functions
  - Project portfolio selection
  - Project/Portfolio resource and cost accounting
  - EPM Tools
  - Knowledge Management
- ♦ Typical program management issues and their resolution
  - Resource conflict
  - Priority of projects
  - Support from functional divisions
  - Executive level reporting

**Instructor :** **Christina Choy**

Christina is a seasoned practitioner in project management. She acquired her solid project management knowledge and skills through 20-year experiences in banking industry.

Christina is very experienced in PMO functions. While a Vice President at a global bank, she helped define the PMO's roles and responsibilities, setting standards and methodologies for project management, and set up various project portfolio governance measures such as project selection and reporting requirements.

Christina is currently a Principal Consultant with Knowledge Century, delivering project management consulting and training services to customers in China, Hong Kong and Macau. She has an Executive MBA degree from University of Ottawa and a BBA degree from the Chinese University of Hong Kong. She has become a Certified PMP® since 1999.

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Contact Hilda Ho ([hilda@knowledgecentury.com](mailto:hilda@knowledgecentury.com)) for schedule and fee information.