**Intake Form (PM Perspective)**

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| --- | --- | --- | --- |
|  | **Stakeholder Outcome** | **Metrics** | **Avoid** |
| **Functional Job** | * Get resources for the project * Get approval to start the process | * Form was easy to access and fill out * The response by PMO was quick/timely | * Redundant questions * Meaningless/ unnecessary questions. * Poor instructions |
| **Emotional/ Social Job** | * Quick * Helpful in organizing thoughts * Easily and accurately express needs to PMO | * Got through the process without stress * Feel confident that the form was filled out corrected | * Stress * Confusion |

**Intake Form (PMO Perspective)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stakeholder Outcome** | **Metrics** | **Avoid** |
| **Functional Job** | * Add projects to the MPL * Prioritize projects * Distribute Resources | * Projects are prioritized correctly * Projects are approved with ease * Easily compare projects | * Vague responses |
| **Emotional/ Social Job** | * Understand the PM needs * Understanding where projects fit in future plans | * Communication between PMO and Project lead is easy | * Stress * Back and forth email * Processing a lot of needless information |

**Dashboard**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stakeholder Outcome** | **Metrics** | **Avoid** |
| **Functional Job** | * Views of R&I * Track the progress of projects * PMO can better understand/address needs of PMs | * Information is easily accessible and readable * Live updates * Less time hunting down information | * Overwhelming amount of information * Useless/unnecessary information * Outdate/inaccurate information |
| **Emotional/ Social Job** | * Easy to analyze need of PM | * Able to quickly to respond to PM needs * Save time updating information | * Frustration * Exhaustion * Confusion * Appearing uninformed |

**MPL**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stakeholder Outcome** | **Metrics** | **Avoid** |
| **Functional Job** | * View an overview of all projects * Easy to compare projects   + Useful for prioritizing projects and resource allocation. | * Information is easily readable * Easy to access information * Information is automatically updated | * Disorder * Losing important fields * Redundant fields |
| **Emotional/ Social Job** | * Get stakeholders on the same page | * Save time updating information | * Laborious process * Having to track down project info that isn’t in MPL |

**Weekly Status Report (PM Perspective)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stakeholder Outcome** | **Metrics** | **Avoid** |
| **Functional Job** | * Express project needs * Identify issues | * Easy to fill out * Conveys PM needs * Reduce unnecessary reports * PM fills out the form completely and correctly | * Needless questions * Confusing instructions |
| **Emotional/ Social Job** | * PMO quickly responds to the need of PM | * PM has spends less time filling out forms | * Frustration * Time wasting |

**Weekly Status Report (PMO Perspective)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stakeholder Outcome** | **Metrics** | **Avoid** |
| **Functional Job** | * View the PM’s needs * View PM’s progress | * Quickly respond/ successful respond to PM’s need | * Needless information * Disorganized information * Vague/blank responses |
| **Emotional/ Social Job** | * Address PM needs * Keep the project on track | * PM feels supported by PMO | * Having to track down PM for more detail * Misguiding PMO to take the wrong step in resolving the issue |