**Plan and establish Program Governance structure**

1. **Introduction**

The program governance contain the following topics:

* Program governance roles and responsibilities
* Planning program governance roles and delivery management using the program governance checklist template.

1. **Program governance roles**

To provide oversight, program governance requires an effective structure with well defined roles. A program governance structure for the Best telecoms Limited is shown down.

**Program Sponsor**

**Program Steering Committee**

**Program Manager**

**Program Management Office**

**Project Manager 1**

**Project Manager 3**

**Project Manager 2**

**2.1 Program Steering Committee**

Programs are typically large initiatives impacting many areas of an organization. To provide an opportunity for collaborative decision making and coordinated issue resolution, a program steering committee may be established. The criteria for establishing a Program Committee is shown below:

|  |  |  |  |
| --- | --- | --- | --- |
| Decision Factor | Program Steering Committee not necessary | Program Steering Committee recommended | Program Steering Committee mandatory |
| Program duration |  |  |  |
| Program complexity |  |  |  |
| Program visibility |  |  |  |
| Organization impact |  |  |  |
| Risk exposure |  |  |  |
| Program costs |  |  |  |
|  |  |  |  |
|  |  |  |  |

The Program Steering Committee is chaired by an executive program sponsor. Members include other program sponsors, project sponsors and program manager.

Terms of reference for a Program Steering Committee include:

* Review and approval of project and program changes
* Approving release of funding and allocation of financial reserves
* Prioritization of program projects
* Sign-off on contracted deliverables
* Issue resolution approval.
* Prioritization of risk response strategies.

**3.1 Planning program governance roles**

3.1.1 defining program roles

Describe the responsibilities of the program sponsor and program manager.

List all the projects in the program. Indicate the project sponsors and project manager for each project.

|  |  |  |
| --- | --- | --- |
| Project name | Project sponsor | Project manger |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

3.1.2 Establishing the program steering committee

List the program steering committee members, their contribution to the program and the organization unit they represent.

|  |  |  |
| --- | --- | --- |
| Member name | Stakeholder category | Stakeholder category |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Select the stakeholder category for each program steering committee member. The stakeholder categories are described below:

|  |  |
| --- | --- |
| Stakeholder category | Stakeholder description |
| Output delivery | Individuals, groups, or organization responsible for the delivery of the project’s outputs |
| Product usage | Directly or indirectly use the project products, ultimately responsible for the achievement of business objectives using the project deliverables |
| Product support | Responsible for the ensuring that the project product is available for use |
| Funding authority | Accountable for the outcome of the project and grant approval for release of funding and provision of resources |
| Contributor | Individual or groups who provide inputs and services to the project |
| Review/audit | Groups or organizations who need to review or audit the project and it’s deliverables to ensure that proper processes are followed and the quality of deliverables meets appropriate standards |
| Outcome affected | Public/press/media, unions and competitors of the organization |
| Related projects | Other project teams may provide inputs to or receive output from the project |

3.1.3 Establishing the Program Management Office

Describe the responsibilities of the role and indicate the person assigned

|  |  |  |
| --- | --- | --- |
| PMO role | PMO responsibility | PMO member assigned |
|  |  |  |
|  |  |  |
|  |  |  |

Select the PMO role category as described below:

|  |  |  |
| --- | --- | --- |
| PMO role | Responsibility | Program delivery control areas |
| Program manager | Preparation and maintenance of program and project plans and schedule | Change control, contingency, and performance management |
| Budget administration | Monitors and reports program and project financial expenditures | Contingency, finance, and performance management |
| Communication coordinator | Coordinates and disseminates program information to stakeholders | Performance management |
| Resource administration | Coordinates project human resource requirements | Performance management |
| Contracts administration | Support procurement activities on projects | Vendor management |
| Training coordinator | Administer training for project team and product usage stakeholders | Release management |
| Issues management | Coordinates issue resolution at the program level | Risk and issue management |
| Risk management | Coordinates risk assessment and response actions across the program | Risk and issue management |
| Tracking and status reporting | Consolidate project tracking and status reporting at the program level | Change control and performance management |
| Project deliverables review and approval | Monitors deliverable review and adherence to compliance requirements | Quality management |
| Facilities administration | Support physical (office, equipment, and supplies) facilities | All |
| Infrastructure and technical environment | Support hardware, software, network and other technical infrastructure requirements | All |
| Methodology support | Provides process and template support to facilitate continuous improvement and best practices | Change control, quality ,and knowledge management |

1. **Review**

A program is ”a group of related projects managed in a coordinated way to obtain benefits and control not available from managing them individually”

Projects are grouped together because they share a common strategic goals or objectives.

To provide oversight, program governance requires an effective structure with well defined roles are described below

|  |  |
| --- | --- |
| Program governance role | description |
| Program sponsor | Ultimately responsible for delivery of program benefits, providing direction and oversight to the program |
| Program steering committee | chaired by an executive program sponsor, terms of reference include:   * Review and approval of project and program changes. * Approving release of funding and allocation of financial reserves * Prioritization of program projects |
| Program manger | Responsible for the overall program, manage the project mangers responsible for constituent project |
| Program management office | Helps the program manager or provide program managers to the programs |