

PMO MATURITY ASSESSMENT SANITY CHECK

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A PMO generates value through the services it provide for its customers, the maturity of a PMO may be summed up as being the degree of sophistication with which it provides each service for which it is responsible

ASSESSMENT PROCESS	LEVEL OF ASIS SERVICE Identify the level of service your PMO provides today				TARGET “TOBE” SERVICE Define target “TOBE” service level and metrics to measure new level of service				ACTIONS. PLANS Establish action plans and timeline to implement new level of service				MONITOR IMPLEMENTATION Monitor implementation of new level of services				STAKEHOLDER SURVEY Survey impacted stakeholders by new level of service to gauge perception & client satisfaction				CONTINUOUS IMPROVEMENT Based on stakeholder feedback, continuously assess and improve new level of service									
The levelsare for illustration only e.g.: Level 1 = No Service at all, Level 2 = Some Reactive Service, Level 3 = Rated Planned Dept. Services, Level 4 = Rated Very Good Organisation Service, Level 5 = Proactive, Enterprise Service																														
STRATEGIC ASSESSMENT	6. TOP MANAGEMENT ADVICE Provide top management with advice								LEVELS 1-5		7. PORTFOLIO PRIORITISATION Prioritize projects in the portfolio								LEVELS 1-5		8. PROJECT SCOREBOARD Develop and maintain a project scoreboard								LEVELS 1-5	
									LEVELS 1-5										LEVELS 1-5										LEVELS 1-5	
	9. PROJECT MANAGEMENT AWARENESS Promote PM awareness within the organisation								LEVELS 1-5		10. PMO PERFORMANCE Monitor & control the performance of PMO								LEVELS 1-5		11. STRATEGIC PLANNING Participate in strategic planning								LEVELS 1-5	
LEVELS 1-5									LEVELS 1-5										LEVELS 1-5											
13. PORTFOLIO MANAGEMENT Manage one or more portfolios								LEVELS 1-5		14. PRIORITISE NEW PROJECTS Identify, select and prioritise new projects								LEVELS 1-5		25. PROGRAM BENEFITS Manage program benefits								LEVELS 1-5		
								LEVELS 1-5										LEVELS 1-5										LEVELS 1-5		
TACTICAL ASSESSMENT	2. PROJECT METHODOLOGY Develop and implement the project methodology								LEVELS 1-5		4. PROJECT MANAGEMENT SKILLS Develop the skills in project management								LEVELS 1-5		26. MAPPING PROJECT RELATIONSHIPS Mapping project relationships in organization								LEVELS 1-5	
									LEVELS 1-5										LEVELS 1-5										LEVELS 1-5	
	18. CUSTOMER LIAISON Manage customer interfaces								LEVELS 1-5		19. PROGRAM & PROJECT TOOLS Provide for needs of programs and projects								LEVELS 1-5		5. PROJECT MANAGEMENT SYSTEM Implement & operate PM information system								LEVELS 1-5	
LEVELS 1-5									LEVELS 1-5										LEVELS 1-5											
23. LESSONS LEARNED REPOSITORY Implement & manage lessons learned database								LEVELS 1-5		24. RISK & ISSUES DATABASE Implement & manage risk & issues database								LEVELS 1-5		21. RESOURCE MANAGEMENT Allocate (and share) resources between projects								LEVELS 1-5		
								LEVELS 1-5										LEVELS 1-5										LEVELS 1-5		
OPERATIONAL ASSESSMENT	1. PROJECT & PROGRAM STATUS REPORTING Report project status to upper management								LEVELS 1-5		3. PROJECT & PROGRAM PERFORMANCE Monitor & control project performance								LEVELS 1-5		27. PM RECRUITMENT & CAREER PLANNING Recruit, select, establish a PM career path								LEVELS 1-5	
									LEVELS 1-5										LEVELS 1-5										LEVELS 1-5	
	15. PROJECT DOCUMENTATION MANAGEMENT Manage project documentation in repository								LEVELS 1-5		16. PROGRAM MANAGEMENT Manage one or more programs								LEVELS 1-5		12. PROJECT MANAGER MENTORING Provide mentoring for Project Managers								LEVELS 1-5	
LEVELS 1-5									LEVELS 1-5										LEVELS 1-5											
20. PROJECT MANAGEMENT SERVICES Provide specialized services for project managers								LEVELS 1-5		22. POST PROJECT REVIEWS Carry out post-project management reviews								LEVELS 1-5		17. PROJECT & PROGRAM AUDITING Audit projects and programs								LEVELS 1-5		
								LEVELS 1-5										LEVELS 1-5										LEVELS 1-5		
ENTERPRISE PMO	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27			
DEPT. PMO	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27			
PROJECT PMO	1	2	3	4	5	6		8				12			15	16	17	18	19	20	21	22	23	24	25	26				