



Roles & Responsibilities

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PMO (Project Management Office)

PMO

- One dedicated accountable person should be Head of PMO.
- There may be many project managers reporting to Head of PMO. If required, PMO Head can be project managers in some of the projects.

PMO Responsibilities

- Ensure every project has Latest Project Plan in place
- Ensure every project plan is baselined
- Ensure project manager sends out all project communication as per the plan
- Ensure project manager manages project risks proactively
- Ensure resources across projects are managed optimally
- Ensure project managers are provided guidance, help in project planning
- Trains project managers on Project Management Skills
- Ensure every project is conducting Lessons Learned Workshops on periodic basis
- Ensure every project is implementing the lessoned from previous phase and other projects
- Performs project audits
- Reports to senior management on overall project performance & compliance
- Maintains repository of organizational process assets (OPA)
- Create & Institutionalize Processes, Templates, Checklist, Forms, Guidelines, Standards (OPA)
- Ensure Project Managers are using OPA
- Ensure there is Quality Policy for every project and every project manager understand the same
- Develop and refine project management methodologies
- Implement PM tools for project management

PMO KPI (Key Performance Indicators)

- Schedule Variance at PMO Level
- Cost Variance at PMO Level
- Resource Utilization at PMO Level
- Resource Overtime Working at PMO Level
- Unexpected Leaves at PMO Level
- No of Escalation at PMO Level
- Project Staff Satisfaction Index at PMO Level
- No of Trainings & Awareness Sessions at PMO Level
- Statistics related to OPA

PM (Project Manager)

Project Manager

- Every project should have an accountable person dedicated as a project manager.
- Project manager should be project related title (if you wish you can make it organizational title).
- Project manager should have some degree of control of project resources working on his project. Resources can be human resources, material, machines, vendors and expenses.
- In the critical hours if he had to choose between PM works and engineering work he should choose PM Work so that project is not left orphan.
- Any project should not have more than 10% (little scope of negotiation) of work as project management work.

PM Responsibilities

- Coordinate with all stakeholders and makes a master project plan for his/her project
- Ensure s/he has an updated plan in place
- Baseline his/her project plan with the help of PMO
- Ensure daily stand-up meeting conducted and information is shared
- Ensure up to last hour update is published on information radiator
- Ensure resources are utilized properly
- Ensure critical path activities are identified and managed properly
- Ensure float of non-critical activities is utilized properly
- Ensure all stakeholders (resources, management, vendor etc) dependencies are managed properly
- Communicate effectively
- Minimize the escalations

PM Responsibilities Cont...

- Ensure to deliver project within agreed project parameters
- Motivate his team members
- Ensure team is following the process
- Conduct lessons learned workshops
- Share lessons learned with PMO
- Update Management and PMO about project progress on regular basis
- Manage Project Risk Proactively
- Ensure contingency reserve is allocated and properly used
- Ensure effort is reported by every team member and is logged
- Ensure project status is update on regular basis
- Negotiate cost, schedule, scope, change request and quality with stakeholders
- Ensure quality policy is lived in the project

PM KPI

- Schedule Variance
- Cost Variance
- Resource Utilization
- Resource Overtime Working
- Unexpected Leaves
- No of Escalation
- Project Staff Satisfaction Index



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