



PROJECT MANAGEMENT OFFICER - PMO

Domain Course Outline





Module 1: Introduction to PMO

1.1 Overview of PMO

- Definition and Importance of a PMO
- Types of PMOs (Supportive, Controlling, Directive)
- PMO Roles and Responsibilities

1.2 Benefits of a PMO

- Enhancing Project Success Rates
- Standardising Project Management Processes
- Improving Resource Management

Module 2: PMO Governance and processes

2.1 PMO Governance Framework

- PMO Governance Structure
- How to Establish Governance Structures

2.2 Project Management Processes & Templates

- Project Planning
 - Dependency Management
 - Risk Management
 - Issue Management
 - Change Management
 - Change Requests
 - Resource Management and Tracking
 - Lessons Learned Management
- Project Methodology Selection Criteria and Toolkit

Module 3: Setting Up a PMO

3.1 PMO Strategy and Charter

- Defining PMO Mission, Vision, and Objectives
- Developing a PMO Charter

3.2 PMO Structure and Roles

- Organisational Structure
- Key Roles and Job Descriptions

3.3 Stakeholder Engagement and Buy-In

- Identifying Stakeholders
- Building Stakeholder Support and Engagement

3.4 PMO Implementation Roadmap

- Phased Implementation Approach
- Resources:
 - o PMO Charter Templates
 - o Stakeholder Analysis Tools

Module 4: PMO Tools and Techniques

4.1 PMO Tools Overview

- Project Management Software
- Resource Management Tools
- Reporting and Dashboard Tools

4.2 Tool Selection and Implementation

- Criteria for Tool Selection
- Implementation Best Practices

4.3 Practical Application

- Case Study Analysis
- Hands-on Tool Demonstration
- Resources:
 - o Access to PMO Tools for Practice
 - o Software Tutorials

Module 5: Portfolio Management

5.1 Introduction to Portfolio Management

- PPM Processes and Frameworks

5.2 Portfolio Selection and Prioritisation

- Criteria for Project Selection
- Prioritisation

5.3 Portfolio Performance Management

- Key Performance Indicators (KPIs)
- Portfolio Dashboards and Reporting

Module 6: Resource Management

6.1 Resource Planning and Allocation

- Resource Capacity Planning
- Balancing Resource Demand and Supply

6.2 Resource Utilisation and Optimisation

- Tracking Resource Utilisation
- Resources:
 - o Resource Management Tools

Module 7: Performance Measurement and Continuous Improvement

7.1 Performance Measurement

- Defining Metrics and KPIs
- Performance Reporting

7.3 PMO Maturity Models

- Assessing PMO Maturity
- Resources:
 - o Performance Measurement Tools

Module 8: Communication Management

8.1 Project Communication Strategies

- **Developing a Communication Plan**
- **Stakeholder Analysis and Communication Mapping**
- **Resources:**
 - o **Communication Plan Templates**

