

Program Management Office (PMO) Implementation

Situation

A Leading US Insurance Provider needed to prepare its existing PMO for their first-time experience in off-shoring a critical business system. The existing PMO identified needs to:

- Determine Reporting requirements
- Build reporting templates
- Define reporting and metrics collection processes

Role of Cliff Muhammad

Cliff Muhammad lead development of the deliverables for the business's specified PMO tracks of Reporting and Offshore Integration, providing:

- Work plans
- Implementation approach for each track
- Defined the reporting portfolio getting stakeholder sign-off on guidebooks for new offshore processes

Results

- A first-time off-shoring program was integrated for development and maintenance of core business systems used by 14,000 independent insurance agents
- Program management office (PMO) processes were developed for a performance management reporting portfolio and PMO guidebooks
- Determined all PMO reporting requirements
- Built reporting templates
- Defined the reporting and metrics collection process to prepare the business for their first-time experience in off-shoring
- Assessed all PMO processes and updated program policies for integration of off-shoring with:
 - Release Management
 - Issue Management
 - Risk Management
 - Integrated Planning
 - Portfolio Management.