

Program Management Services

Program management is the consistent management of a set of interrelated projects designed to accomplish a single outcome. The University of Illinois Portfolio and Process Management Office (PPMO) has considerable expertise in program management. The PPMO provides the following services to help you establish the necessary standards and infrastructure to effectively manage a set of projects. Program management services also include program chartering and planning as well as limited project-level consulting.

*To request this service,
please send an email to
PPMO@uillinois.edu*

Service description

Program management plan / charter development assistance: The program management plan is the official description of the program. It outlines the scope, provides an overview of the main outputs of each project, establishes standard project processes, identifies dependencies, and plans for risks. The PPMO will work with the program manager and key program participants to create a program management plan that follows the PMI Program Management guidelines that includes, at a minimum, the following sections:

Program scope

- Program description.
- Preliminary understanding of business need.
- Description of member projects including a brief scope statement, primary deliverables, and the project manager.

Work and project processes

- High level overview of how the work will be performed by each project.
- Standard project management activities that will be performed on each member project. This may include such requirements as project status reporting standards, project plan guidelines, and the recommendation of a central archive for project management artifacts and project work products.
- Change management process to be used by the program and member projects. This is a formal description of how changes will be submitted, evaluated, and either included or rejected in a member project. Some of the larger projects may be required to appoint a change review board.

Risks, impacts, and dependencies

- Identification and ranking of program level and critical project level risks based on probability of occurrence and level of impact. Each risk will have a mitigation plan and one safe contingency plan.
- Project dependencies matrix for member projects and other closely related projects.
- Description of impacts the program and its member projects may have on other University work and organizations.

Program level timeline

- Gantt chart of major project deliverables and their dependencies.
- Identification of program level and key project decision points, decision makers, and a description of the decision process to be used.
- Program level milestones and check-up points for program sponsors.

- **Stakeholder analysis and communications planning:** Stakeholder analysis entails the identification, analysis, and targeted communication planning for the individuals and organizations that can be impacted by or can impact the program. The PPMO will work with the Program Manager to produce a complete stakeholder analysis for the program. A program communications plan outlines the communication activities that will be undertaken during the course of the program. The PPMO will work with the Program Manager to create a program communications plan that defines the audience, timing, and method of communication, as well as the purpose and desired outcomes in order to ensure the appropriate level of engagement.
- **Resource management:** An effective resource management process provides a framework for operational-level and project planning as well as a constructive environment for acknowledging and resolving resource conflicts. By transferring the burden of prioritization from individual team members to the line and project managers, team members are shielded from the stress of these types of negotiations. The PPMO will work with the key program participants to create and manage a resource management process that will provide a clear picture of resource availability and project schedule realities. This service includes estimate gathering coaching and facilitation.
- **Steering committee / governance structure:** A program steering committee / program governance group serves as the high level decision-making body for the program, manages program level risks, and helps manage the relationships between programs and program and outside projects. The PPMO will work with the Program Manager and Program Sponsor to establish a steering committee or governance group that provides the appropriate authority and guidance for the program.
- **Program management tool set up:** The PPMO will provide access and customization of the Clarity program management tool for effective ongoing management of the program. This tool provides rolled-up views of project issues, risks, change requests, status, and schedule performance for program level monitoring and reporting. For organizations that do not wish to purchase Clarity licenses, the PPMO will help you with other tools and techniques such as spreadsheets and MS Project to enable effective program management.
- **Program planning assistance:** The PPMO will provide assistance to the Program Manager to develop a program work breakdown structure and schedule. These elements provide a view of program level milestones, an overview of program components and their relationships, and the overall order and timing of the components.

This service does NOT include:

- Creation of a strategic plan and related strategy documents.
- Project level work, including chartering, planning, monitoring, etc.
- Program management activities such as issue recording, reporting, monitoring, etc.
- Clarity program management tool licenses.

Client responsibilities

- Must have project managers and an accepted and used project management methodology that includes at a minimum:
 - Project charter or other similar scope and statement of work document.
 - Project plan that includes a high level work breakdown structure, a high level schedule, resource requirements, and effort estimates.
 - Regular status reporting that includes schedule and budget performance indicators.
Additional items may be required to effectively monitor and control the program. It is the client's responsibility to ensure that these items are reported.
- Must have a program manager designated from the executive leadership who is empowered to make resource and budget decisions.

Hours of availability

PPMO services are available from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for University of Illinois holidays

How do we charge?

This service is available upon request. Pricing and agreements will be worked out with each customer depending on the desired level of support.