

Project Management Services Description

Service description

The Portfolio and Process Management Office (PPMO) provides training, assistance, and tools for project managers across the University. These services include:

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

- **Project Management Lifecycle training:** The PPMO provides one 4-hour training session to groups of 6 or more on the following phases of project management: Initiating, Planning, Executing, and Closing. This training is based on the Project Management Body of Knowledge (PMBOK) from the Project Management Institute (PMI) and is customized for the University of Illinois environment. This service is geared toward beginners or those that are looking for a refresher course or guidance with PM tools and templates .
- **Project Initiation and Planning Assistance:** The PPMO will provide assistance with initiating and planning a project. A representative will provide guidance in the development of a project charter, communication plan, and a project plan that includes tasks, effort, resources, and a schedule.
- **Project Collaboration Space:** The PPMO offers a customized SharePoint workspace template that facilitates project collaboration and serves as a document repository. This space provides sections for meeting notes, project level issues, status reports, announcements and document libraries with version control.
- **Project Planning Tool Assistance:** The PPMO will consult with your Project Managers to set up a project planning tool and related templates or, for smaller projects, a task tracking tool to be used in all of your projects.
- **Project Monitoring/Health Check:** For projects that need an unbiased appraisal of overall health, the PPMO will provide an assessment. The assessment will identify the gaps in the project management process and provide guidance on how to proceed. In addition, the PPMO also provides the following services to help you monitor and assess your project performance:
 - *Checklist for project health auditing and project health reporting:* The PPMO will provide a short checklist to be used by the project manager to ensure that the project data is current. A stop light report based on this data will be provided that indicates schedule, budget, and overall project health.
 - *Project monitoring and control activity coaching:* The PPMO will provide coaching and tools for project monitoring and control activities. This includes guidelines for effective meetings, facilitation tools, status report templates, and sample agendas. In addition, the PPMO will meet monthly with the project manager to address issues and assess project health.
- **Document Templates:** The PPMO provides templates for standard project management artifacts. These templates include but are not limited to:
 - Project Proposal.

- Project Charter and Project Plan.
- Communication Plan.
- Change Request Form.
- Risk/Issue/Change Log.
- Meeting Agenda
- Work Breakdown Structure.

Out of scope

This service does not include:

1. Project management duties such as project status report preparation, project action item tracking, project plan revising, and project charter/communication plan creation.
2. Administrative duties such as meeting scheduling and minutes.

Client responsibilities

1. The client will appoint a Project Manager. This person will be responsible for meeting the goal of the project and following the project management processes recommended by the PPMO. The Project Manager will have the necessary authority and influence to direct a project team, assign work, enforce deadlines, and make decisions as outlined in the project charter.
2. The Project Manager will be responsible for creating the documents outlined above with assistance from the PPMO.
3. The client will designate a Project Sponsor. This person is responsible for working with PPMO to charter the project, approve major changes, and give authority to the Project Manager. The Project Sponsor is also responsible for timely decisions that affect the project and for communicating and advocating for the overall priority of the project within and outside of the organization.
3. Resource Managers will work with the Project Manager to appoint Project Team members to the project for a designated level of effort and duration. Resource Managers will not pull Project Team members from the project or decrease their level of effort without first working with the Project Manager to assess the impact on the project.
4. The Project Manager agrees to follow the project management process defined with the help of the PPMO.

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.