



TECHNOLOGIES

Tools and Processes for a Virtual PMO

Poster Presentation for NJ PMI Symposium

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Celebrating 18 Years of Technology Excellence

1984 - 2002

NCS Technologies (www.ncstech.com) is an 18-year old Professional Services Firm with a focus on clients in:

- Communications
- Life Sciences/Pharmaceuticals
- Education
- Finance

We provide both Staff Supplementation and Project Solutions

Project Solutions are grouped into these Practice Areas:

Enterprise Application Integration (EAI)	Project Management
Business Intelligence	Application Management Outsourcing
Enterprise Portals	Content Management
Creative Services	eCRM

- The Program Management Office is a key functional area within the company.
- This PMO is not a specific location; it is “virtual” on the Web.
- It is not staffed by dedicated resources.
- Due to the nature of our business, we call it a “Virtual” PMO, since our teams (and PMs) are dispersed at client sites as well as our headquarters location.
- All tools of the PMO are accessible via the web to allow for remote access.

- Executive “dashboard” of all active opportunities and active projects
- Monitoring of all proposal work in progress
- Resource allocation across the company
- Monitoring schedule, financial performance, and resources for active projects
- Access to all Corporate Processes
- Corporate Knowledge Base
- Extranet access for clients to view project-specific documents and prototypes
- Support for continuous process improvement through weekly meetings

Over the past several years, we have integrated all of our business processes with a combination of in-house developed tools and a vendor product in order to create an efficient and highly productive organization.

NCS Developed Tools & Processes

NCS Total Solutions Process (TSP)
 Project Extranet for Project Solutions
 Corporate Knowledge Base
 Continuous Process Improvement

Evolve (www.evolve.com)

Summary and Detailed Tracking of:

Active Opportunities

Active Projects

Resources

History of Closed Opportunities & Projects

Executive Dashboards

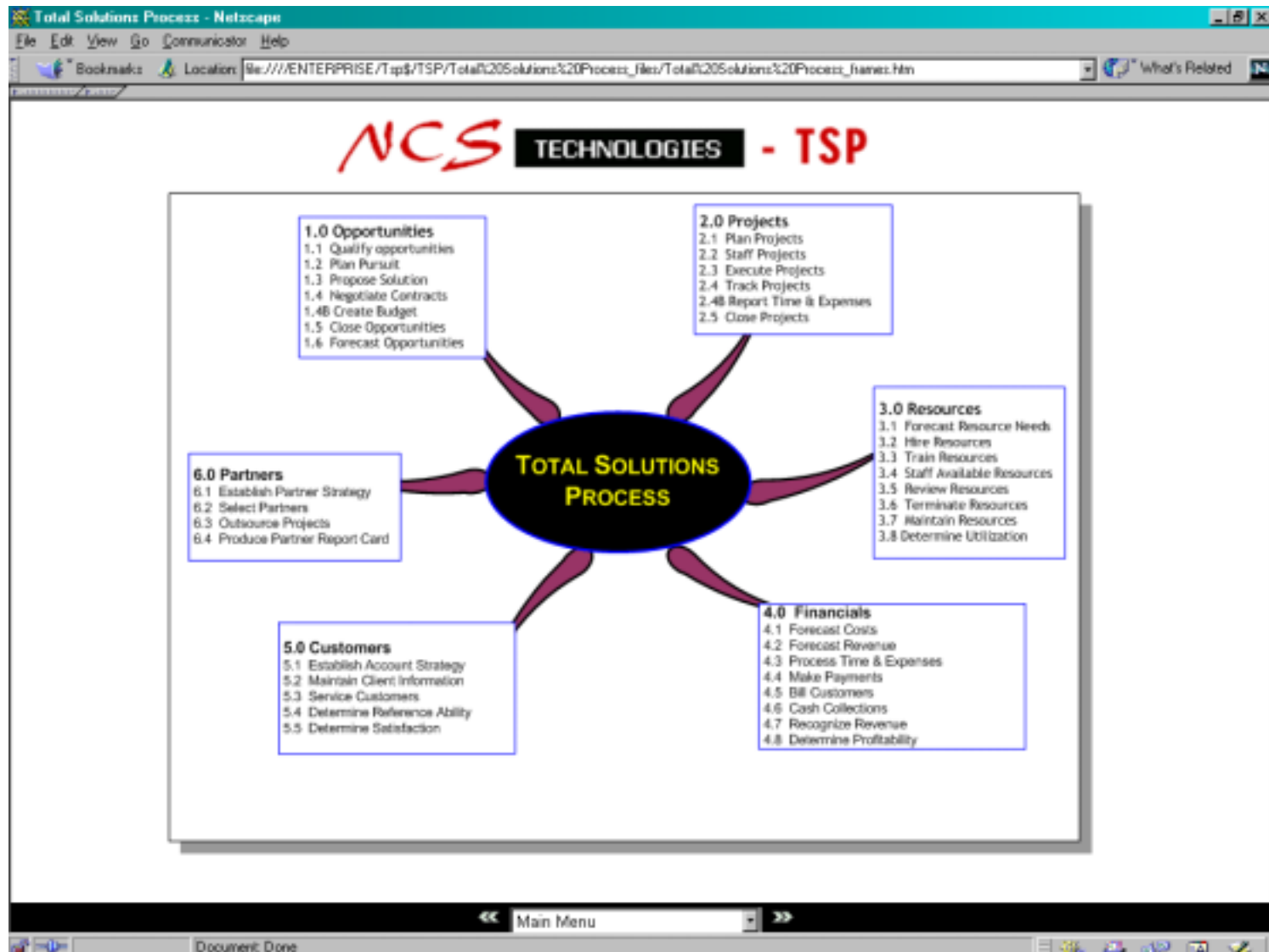
Corporate Knowledge Base

(currently migrating to this)

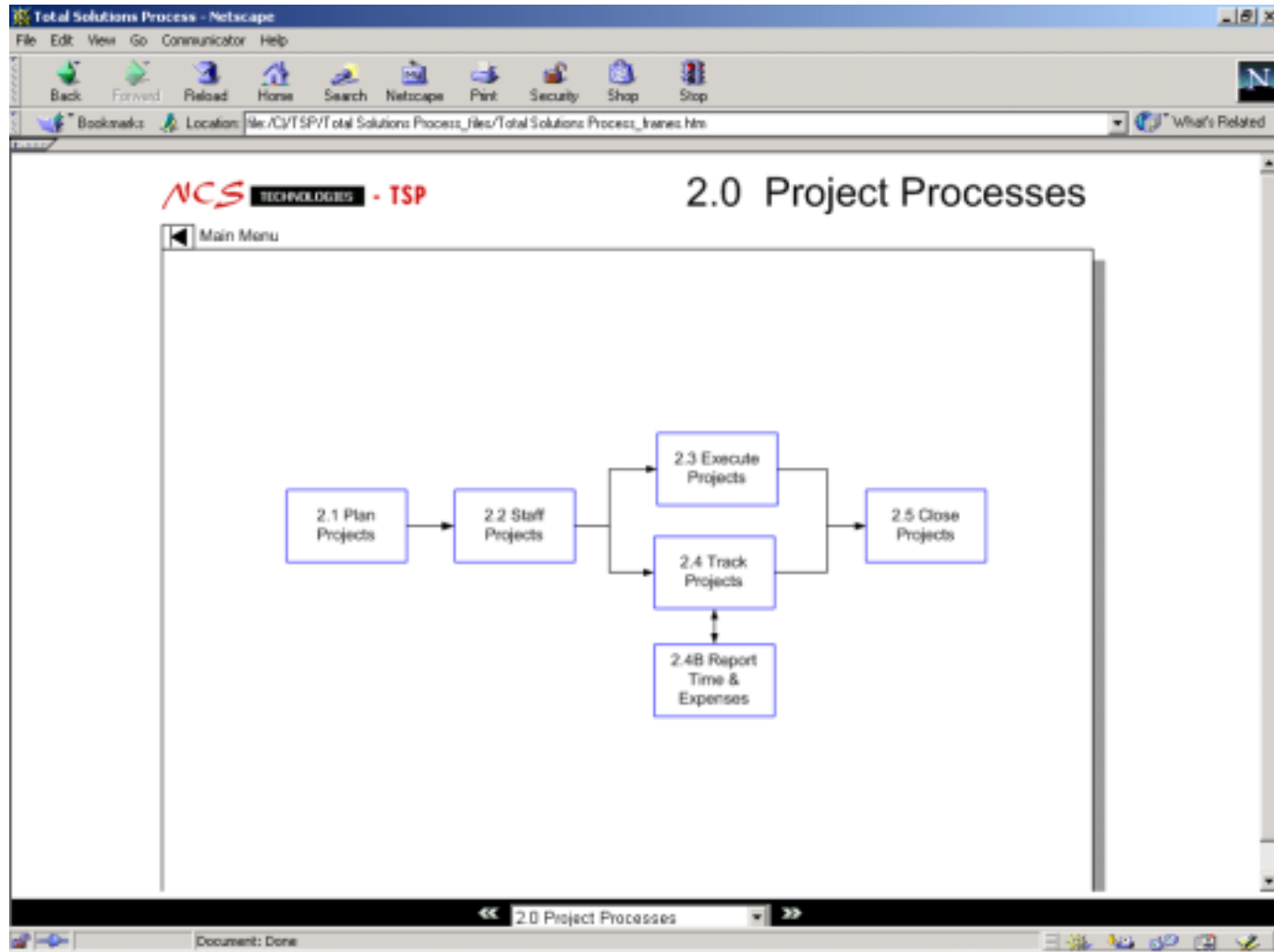
Time and Expense Reporting

We call our overall business process the Total Solutions Process (TSP). It includes:

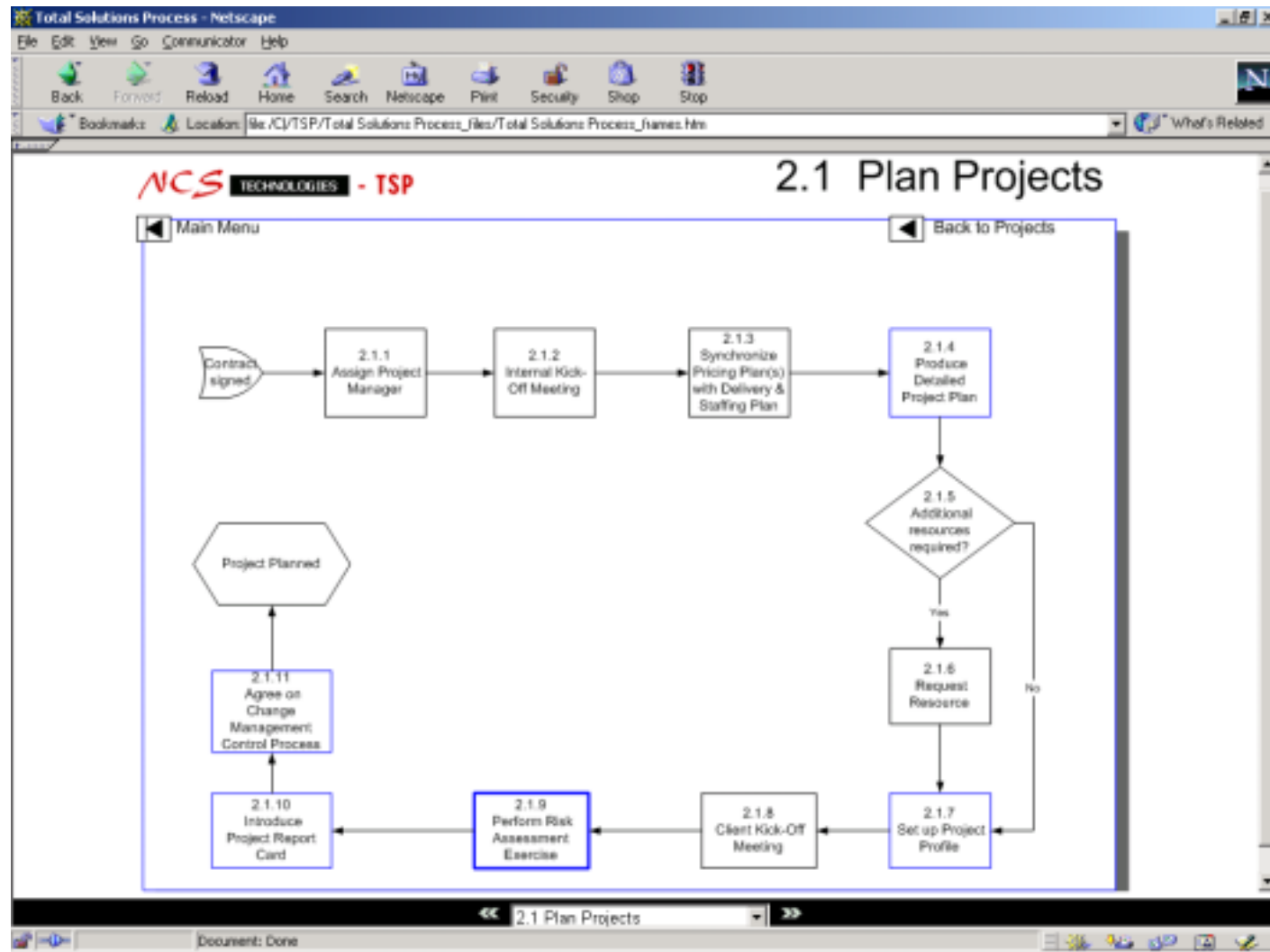
- Processes for all business functions (not just project activities)
- Templates for all major project deliverables, such as:
 - requirement specifications
 - architecture and design documents
 - test plans
- Checklists/Quality Gates for key checkpoints, including:
 - Proposal Approval
 - Project Kickoff
 - Project Closure
 - Resource Functions
 - Finance Functions



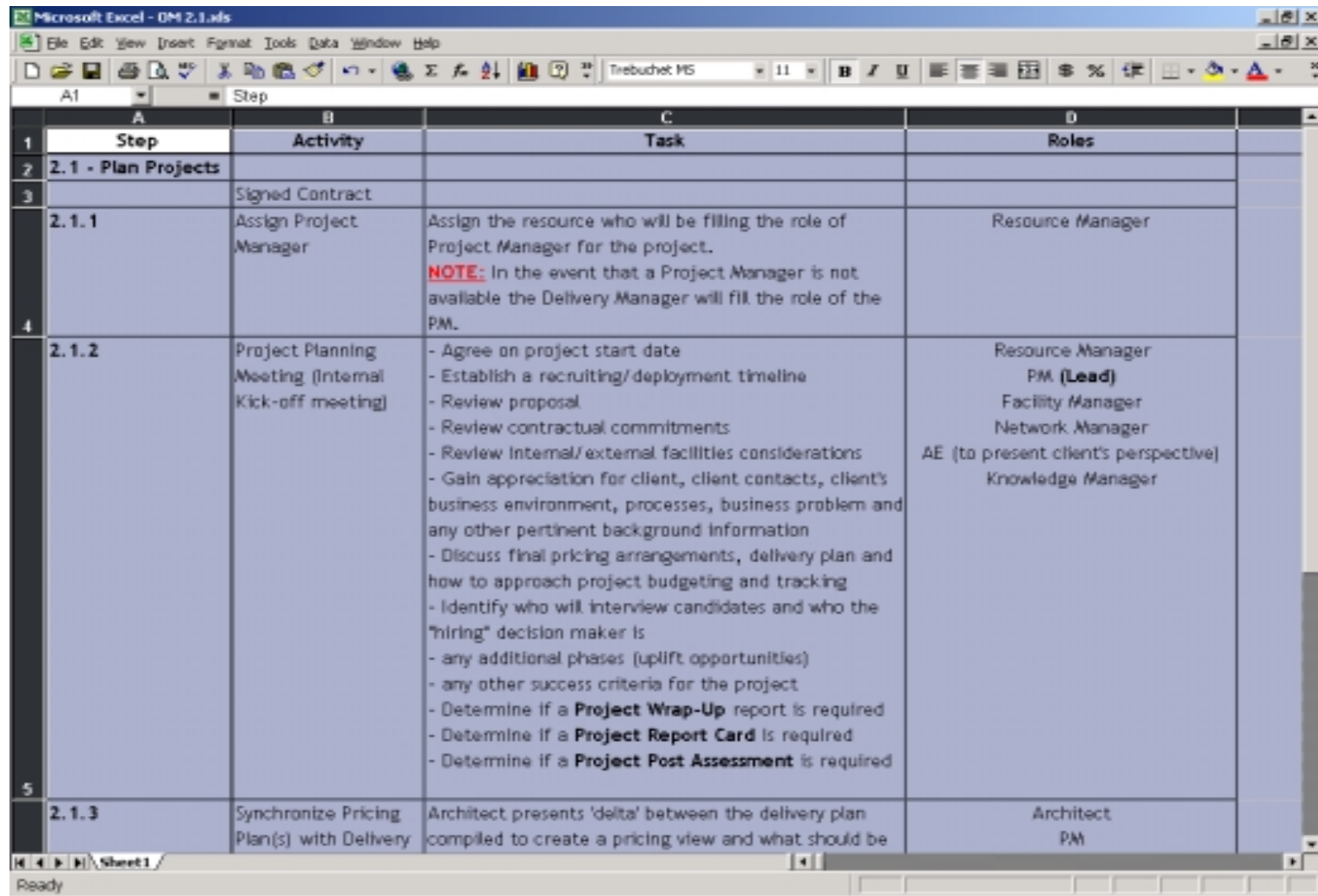
Clicking on a high level process brings you to lower level of detail.



...and lower level...

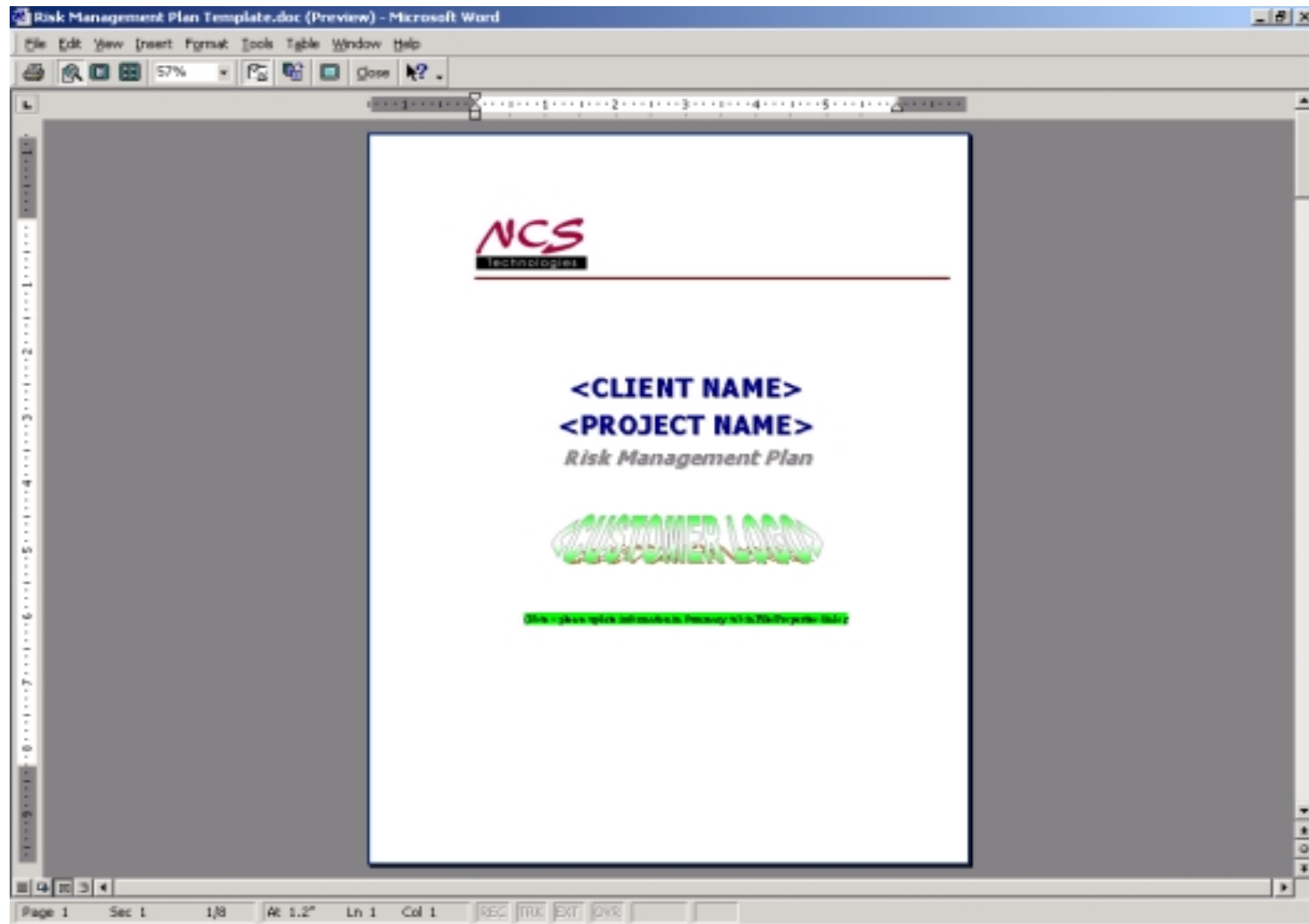


Process Descriptions are available by clicking on Process Flows



	A	B	C	D
	Step	Activity	Task	Roles
1				
2	2.1 - Plan Projects			
3		Signed Contract		
4	2.1.1	Assign Project Manager	Assign the resource who will be filling the role of Project Manager for the project. NOTE: In the event that a Project Manager is not available the Delivery Manager will fill the role of the PM.	Resource Manager
5	2.1.2	Project Planning Meeting (Internal Kick-off meeting)	<ul style="list-style-type: none"> - Agree on project start date - Establish a recruiting/deployment timeline - Review proposal - Review contractual commitments - Review Internal/external facilities considerations - Gain appreciation for client, client contacts, client's business environment, processes, business problem and any other pertinent background information - Discuss final pricing arrangements, delivery plan and how to approach project budgeting and tracking - Identify who will interview candidates and who the "hiring" decision maker is - any additional phases (uplift opportunities) - any other success criteria for the project - Determine if a Project Wrap-Up report is required - Determine if a Project Report Card is required - Determine if a Project Post Assessment is required 	Resource Manager PM (Lead) Facility Manager Network Manager AE (to present client's perspective) Knowledge Manager
	2.1.3	Synchronize Pricing Plan(s) with Delivery	Architect presents 'delta' between the delivery plan compiled to create a pricing view and what should be	Architect PM

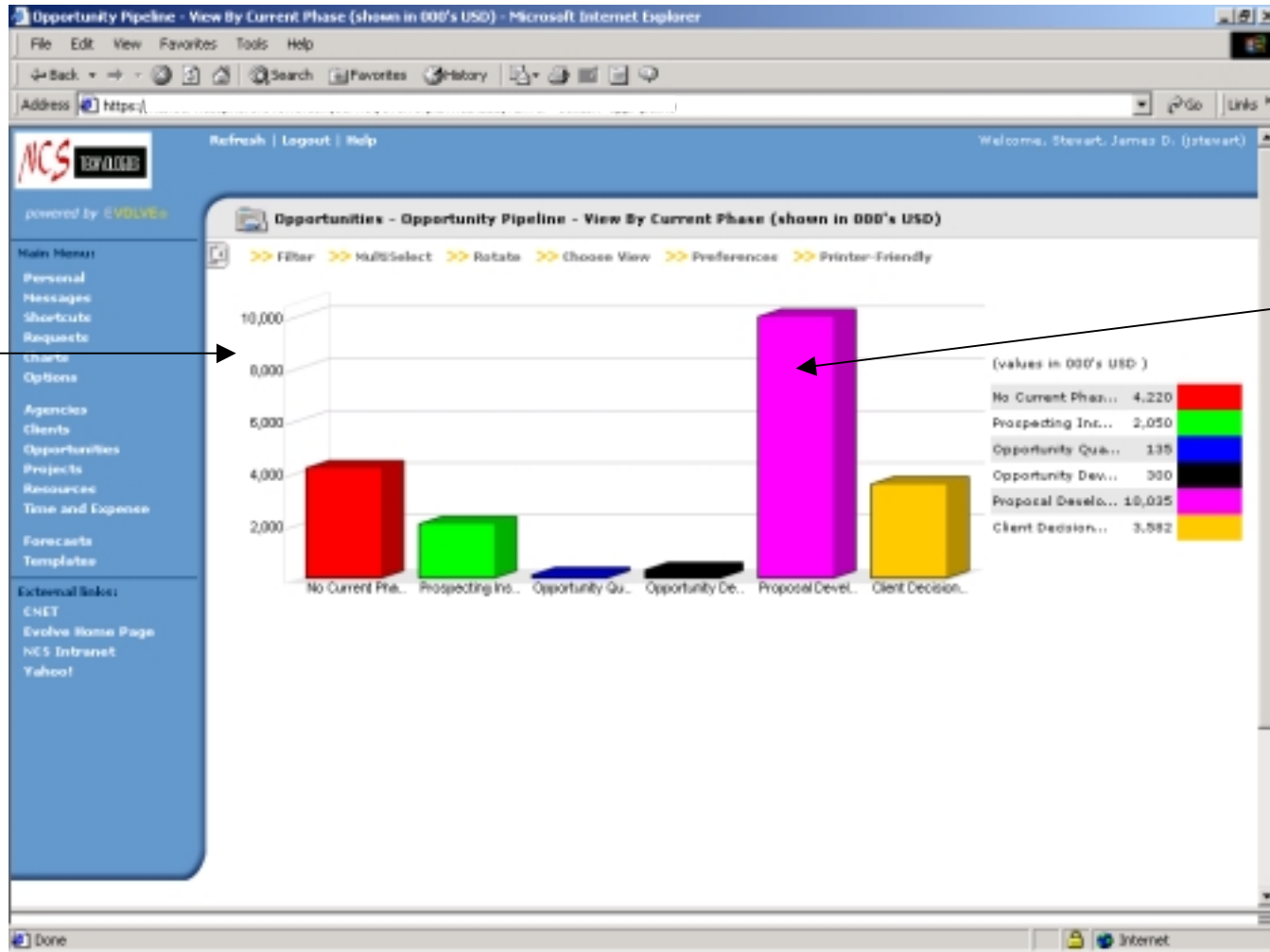
Process Templates are available by clicking on Process Steps



NCS uses Evolve for:

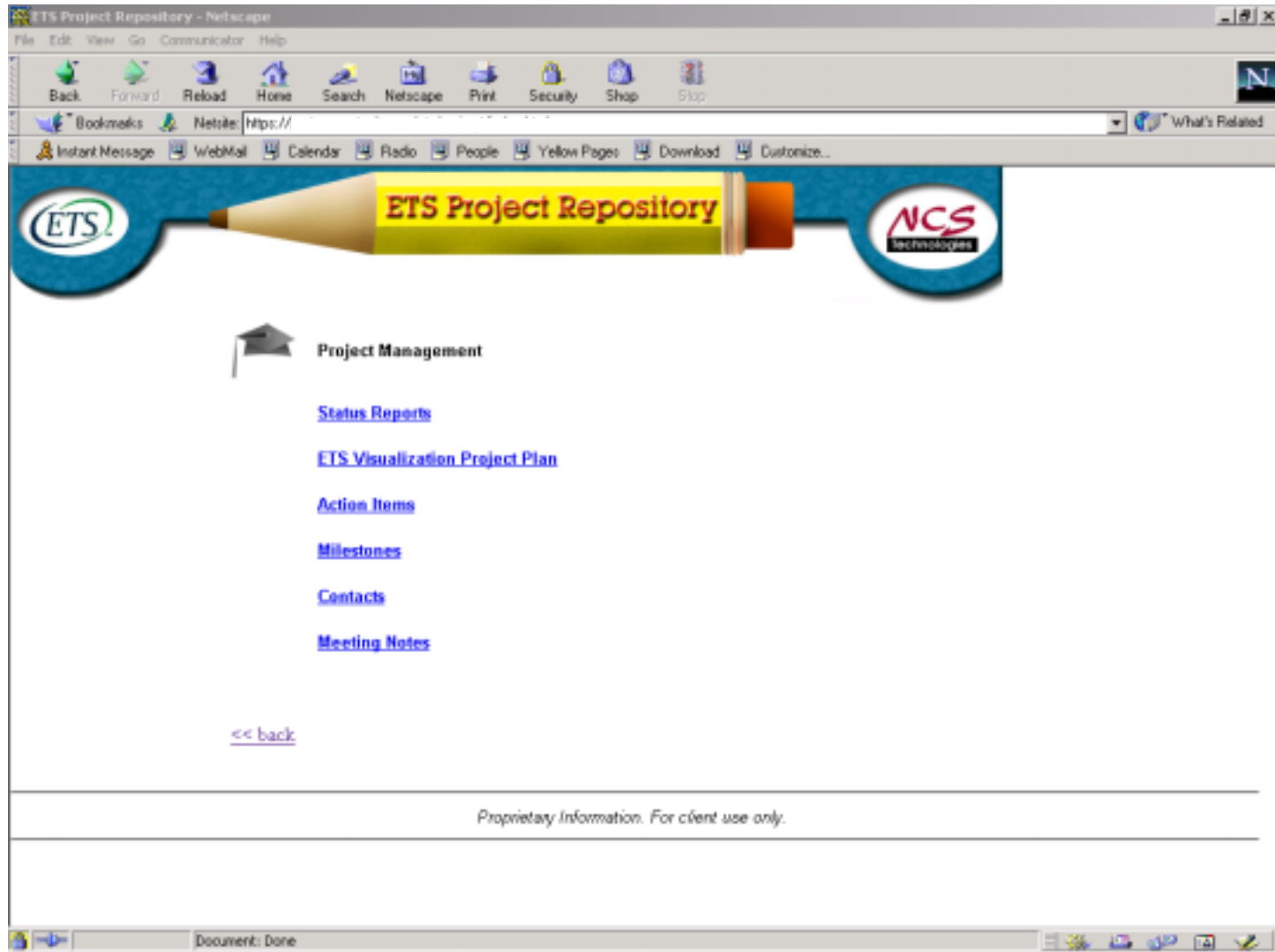
- Summary and Detailed Tracking of:
 - Active Opportunities
 - Active Projects
 - Resources
- History of Closed Opportunities and Projects
- Executive Dashboards
- Corporate Knowledge Base (currently migrating to this)
- Time and Expense Reporting

Dashboard of all active Project Opportunities



To enhance communications with our clients, each project sets up a project extranet. This Project Site is password-protected and allows NCS to communicate up-to-date project information, documents, and deliverables with clients and project partners/subcontractors.

The screen shot on the next slide shows a portion of one of our existing project sites. The sites are customized to the needs of each project.



- Through weekly process improvement meetings, all project leads (Project Managers, Program Managers, Lead Architects) contribute their thoughts on how the process of managing projects can be improved. Reusable templates, best practices, and specific process improvements are captured, and then stored in our TSP.
- An important part of our process is to conduct a project review at the conclusion of each project. This session ensures that all aspects of the project have been completed and that all lessons learned are reviewed and documented.

We are looking at several steps to improve our Virtual PMO:

- Employing new Evolve functionality (including integrated Knowledge Management and MS Project Integration)
- Pursuing ISO Certification for company processes
- Soliciting feedback from experts outside the company (that's why we are here today!)