



Team Charters

Table 1

- Our stakeholders are PM, PrM, HoPs
- What is the Service we Provide
 - Communication of what we do ()
 - Evaluated / Analysed Management Information
 - Mentoring
 - Knowledge-sharing workshops
 - Bring in Governance/Standards to Assist and Support, NOT Police
 - PMO will use common working methods/practices

Table 2

- Develop and operate mentoring Programme to network Programme & Project Managers
- Provide knowledge sharing through community of interests
- Develop and operate flexible and scale-able pragmatic methodology for organisation
- Negotiate acceptable and appropriate reporting requirements between stakeholders (Board) and Programme + Project Management function & support the creation of the reports
- Analysis of information from all projects and highlight common problems to board with recommendations

Table 3

We will provide the following services:

- Best practice advice & guidance
- Assurance
- Reporting
- Performance management (People & Project)
- Learning from previous projects
- Support with planning

We will deliver these services by:

- Being available when our customers need us (core hours, with flexibility)
- Working closely with our customers to understand their needs
- Working together effectively as a PMO team to deliver an end to end seamless service
- Ensuring we have the right mix of skills + experience + capabilities to do an effective job

Table 4

- To develop, implement, oversee a set of consistent processes to assist delivery
- To create an open and approachable environment



Programme & Project Support Office
Specialist Interest Group

- To provide professional, knowledgeable support and guidance to our clients
- To ensure adoption of 'best practice'

Table 5

- Advice/Guidance
 - Methodology
- C.o.E.
- Access to previous examples, lessons learnt
- Clear. Roles & Responsibilities between PMO & Stakeholders
 - Value added
- Extract best practice/experience in team & share
- Facilitate building relations
- Assurance
- Scale-ability / Pragmatism
- Cost / Benefit

Table 6

1. We will care for one version of the truth
2. We will promote pragmatic best practice
3. Work in partnership to satisfy our stakeholders
4. Timely and accurate provision of information
5. C.O.E. for Portfolio, programme & project management

Table 7

GUIDANCE TOOLS

- {Method – What
- Tools – How
- Templates – How
- Repository – How}

- Schedule – When
- Processes – How
- Reporting Mechanism & MI – How/What
- Infrastructure – Who/How
- Governance – Who/How
- Roles & Responsibilities – Who/How
- Mentoring & Training – How
- Planning Support – New
- Resource Management – Who/When/How

Table 8

Who –

What Do They Want

- Personal development



Programme & Project Support Office
Specialist Interest Group

- Lessons learned
- Planning support
- Networking
- Matchmaking resource

How –