



November 2010

PMO SIG Local Interest Group Meeting - Summary

Main Topic: PMO Stakeholders: What you need from them, what they expect from you and how to engage them

Future Topics to Consider

1. Client Cultures
2. The PMO and Cross Organizational Matrix Management
3. PMO Best Practices to support learning and process improvement within project teams
4. Coordination to roll out Agile in your organization
5. What can the PMO do to support Soft Skills Development for Project Managers

What do you need from PMO Stakeholders

1. Realistic expectations
2. Buy-in and sign-off
3. Participation and open dialog

What do PMO Stakeholders need from the PMO?

1. Clarity on your role and what the PMO will be doing in the short term vs. longer term
2. Guidelines for Project Managers
3. Governance support and framework for executives to setting priorities
4. Metrics can help present impartial priorities based on goals
5. Ad-hoc help and support for project teams, especially regarding process and methods
6. Help in ramping up new Project Managers

How the PMO can Engage Stakeholders

1. PMO works with Upper Management/Executive Board
2. PMO works with Executive Sponsor to set guidelines and priorities
3. Effective Communication Plan (example: use standard templates – see link to [TenStep](#), [Microsoft](#), [TechRepublic](#))
 - a. Concise communications focused on the needs of the specific stakeholder
 - b. Communication tools, such as SharePoint
 - c. Find personal communications preferences of your stakeholders
 - d. Talk one on one with key people to build relationships and get their input
4. Build trust over time and demonstrate value across projects
5. Sampling of stakeholders: Function heads, Executive Sponsor, Staff (ex: Finance, Legal)

Participants: Agatha Podhaiski, Daniel Walsh, David Morgen, Dorothy Cunha, Dorothy Pantano, Drury Phebus, Ed Robin, Gus Sanchez, Jason Fox, John M Heiberger, Louis Kural, Marlo Moss, Maude Fribourg, Mayra Rodriguez, Paul O'Connor, Rich Lewson, Richard Ellis