CoEPM² European Commission

Centre of Excellence in PM² presents

OpenPM² 2018 CONFERENCE

Brussels, Charlemagne | February 1 & 2

DIGIT B Project Office

A Project Office with Service to Projects

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European Commission DIGIT B Project Office

European Commission | Council of the European Union | European Committee of the Regions | European Central Bank – Eurosystem | European Union External Action

Topics

- Stakeholder Engagement
  - The Service Model

Stakeholder Engagement

- **Solid Relationship**
- **Sense of ownership**
- **Long term customers**

The Project Manager

Listen and Provide Feedback

1. Project office **adds value** to project managers
2. No **additional** overhead
3. Published **catalogue** of service offerings
4. Limit set of services initially and **do these well**!

Prioritize and Personalize

- What are my top 3 desired services?
- Which service is best for my projects?

Stakeholder Engagement Results

- Engaged PM Community
- Established Credibility
- Clear Requirements

Graphic from Currie Communications

The Service Model

DIGIT B Project Office Service Catalogue

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On-boarding:
Introduction to DIGIT B

Project Jump Start:
Approval to Execution

Stop Fighting Fires:
Risk & Change Management

Portfolio Thinking:
Improve Communication & Alignment

Project Health Check:
A Fresh Pair of Eyes

Successes & Shortcomings:
Project Closure Retrospectives

On-Boarding Service Example

On-boarding:
Introduction to DIGIT B

- Are you a **new** project manager at DIGIT B?
- Do you know what services are **available** in DIGIT B?
- Do you need PM² or Agile Methodology **training**?
- Do you need **advice** on how to use corporate PM tools?
- Are you familiar with **DIGIT B process** touchpoints?

Fresh Pair of Eyes Service Example

- Do you need a **sounding board**?
- Is there an **indication** your project may not succeed?
- Do you continuously report project as "**amber**"?
- Does the project team know the **top ten risks**?
- Do you have contingency plans for your project

  … **just in case**?

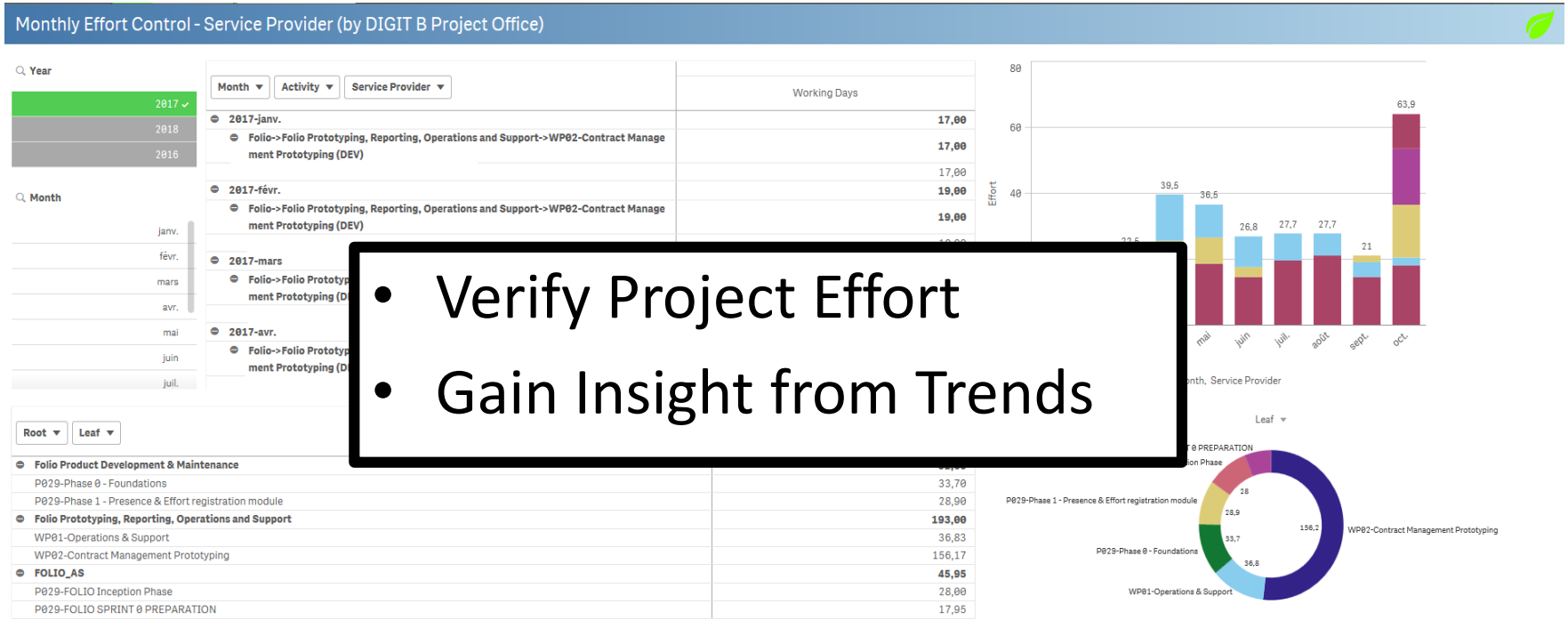
PM Community Reliance

- Interactive Session
- Collaboration Effort
- Consultant Mission

Share Experiences

The Project Office enables the sharing of experiences, best practices and challenges amongst DIGIT B project managers.

PM Reports: Manage Project Data



- Verify Project Effort
- Gain Insight from Trends

The Results : Serving PM Community

- Project Office Wiki
- Service Request Process
- Published Catalogue

Summary

- Engaged PM Community

Ownership and Collaboration

- Built suite of services

Most frequent and significant challenges

- Invested in our Long Term Customers

The Project Managers

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