

PROJECT GOVERNANCE OFFICE SETUP

CGN worked with our client's Global Service Learning Division to implement a project governance office. This enabled the group to successfully track and complete their projects while managing costs, resource requirements, and customer expectations in both time and quality of deliverables.

Business Problem

The group had no project management procedures in place resulting in ad hoc project selection, poorly defined customer requirements, inefficient change control, lack of risk/issue management, minimal communication, poorly defined roles and responsibilities, and inefficient utilization of their resources. Management had minimal visibility as to whether they were meeting the strategic goals of the organization

CGN Solution

CGN utilized its expertise in developing project management guidelines for the group. An organizational chart was developed to create a project governance office and supporting roles within the group. The project governance office was responsible for managing all projects and ensuring on-time delivery, quality of deliverables, and managing costs. Dashboards were developed to notify management of the project's status and to address any current or potential issues. Templates were defined with the group to instill the rigor of project management on all projects throughout the project lifecycle from initiation to close. Processes for project initiation, risk management, change control management, and communication management were but a few that were defined for each step in the lifecycle to improve project management efficiency. CGN provided the group with a clearly defined roles and responsibilities matrix, results based processes with an implementation roadmap, and the ability to forecast resource requirements for future initiatives.



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Customer Benefit

Implementation of a project governance office instilled greater control over active projects helping to manage the entire portfolio costs and customer expectations. Management had better information to make business decisions and there was an improved consistency in completing the day-to-day workload. The templates created provided the governance office the ability to effectively manage projects.



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