

## Basic vs. Advanced PMO Roles

Basic PMO Roles	Advanced "Reinvented" PMO roles
Capacity management	Proactive resource sharing
Resource management	Cross project dependencies
Risk management processes and practices	Risk management centre of excellence; proactive, collaborative, cross project; project vs. business risks
Prioritization of projects and other work	Define urgencies and their criteria
Processes, tools, techniques, templates	Continuous improvement
Project selection	Alignment to organizational strategy
Training and professional development	PM and BA skills assessment for hiring, resource allocation, and focused training
Establishing best practices	Sharing lessons across projects, in real time
Agile practices	Meaningful dose of agility
Providing guidelines for communication planning	Establishing and supporting ground rules for communication and conduct; escalation procedures
Helping with quality planning	Providing a meaningful quality plan with support in defining standards, specifications and documentation; measuring and acting upon cost of quality findings
Ensure project mandate is clear	Providing criteria for defining project success
Project management support	Management by exception; management of assumptions, constraints, issues, change and dependencies
Simple communication and HR policies	Conflict resolution and expectations management
Providing above the surface value	Focus value for PMs and for the organization
Reporting guidelines	Focused reporting; incorporating Earned Value techniques
Limited scope of involvement	Establishing culture of collaboration; a hybrid of consulting, directing and supporting roles
Project management practices	A broader scope – including leadership, negotiations, relationship management and expectations management