



Program Management

OVERVIEW

OmniSolve Inc. (OmniSolve) offers a broad range of Program Management services that can support your Program Management Office (PMO) as it evolves through the Project Management, Program Management, and Portfolio Management stages and increases its scope of work.

PMOs are established to manage a group of related projects or programs that satisfy a common goal. On the surface, this sounds like a simple definition that can provide little basis for argument. Yet, if you were to interview people who work in different PMOs, you would find a diverse set of activities undertaken by PMOs and the experience would leave you wondering what a PMO really is.

The answer lies in the metamorphosis of a PMO over time as it matures from a tactical project focus to a strategic program focus, then to an enterprise portfolio focus.

CHALLENGES

The challenges associated with program management are different at each stage of PMO evolution:

Challenges associated with Project Management include:

- Defining repeatable, consistent project management processes.
- Selecting and implementing appropriate tools to manage project activities.
- Introducing standards, best practices and templates.

Challenges associated with Program Management include:

- Coordinating schedules and resources across multiple projects and multiple contractors.
- Defining program metrics to measure program achievements.
- Implementing tools to provide visibility across the program and its projects.

Challenges associated with Portfolio Management include:

- Achieve project, corporate strategy, business priority, investment, and benefits realization alignment.
- Sharing a knowledge base of standards, best practices, and lessons learned.

APPROACH

OmniSolve's Program Management services, in conjunction with its comprehensive suite of complementary service offerings, provides the support you will need to deal with the challenges faced throughout the evolution of your PMO, regardless of which stage of maturity your PMO is currently in.

Project Management Stage

- Our complementary Project Management service offering utilizes standards and best practices that will provide consistency in how projects are managed.
- Our complementary Business Process Improvement service offering can help you develop, document and analyze processes for IT consolidation, optimization, and business process improvement opportunities.

Program Management Stage

- We assess current operations, processes, and technologies and provide recommendations for improvement and consolidation.
- We work with your program executives to define / refine strategy and prioritize initiatives for implementation by analyzing costs, benefits, risks, and cross-initiative impacts.

CLIENT BENEFITS

- *We recognize that the needs of a PMO change over time as it matures from a tactical project management stage to a strategic program management stage, and eventually to an enterprise-focused portfolio management stage*
- *OmniSolve has a comprehensive suite of complementary service offerings that can assist our clients in addressing the unique challenges of each PMO stage*
- *OmniSolve has broad expertise and experience in providing program management services to clients in different commercial and Federal Government industry sectors including: real estate property management, law enforcement, and telecommunications*

- Coupled with our Performance Management service offering, our consultants will work with your managers to define goals that are aligned with the strategic objectives of the enterprise, identify metrics for the program, and create dashboards to create visibility of projects and progress.
- We will work with you to establish your PMO and setup the processes and procedures that are critical for operating effectively and efficiently.
- We will work with you to define the implementation plan, the program schedule and the milestones.
- OmniSolve can also provide vendor management, operations and maintenance (O&M), and contractor management oversight services.

Portfolio Management Stage

- OmniSolve will help you establish program guidelines to manage your portfolio of programs, and develop processes and templates for new program implementation.
- Our complementary Knowledge Management (KM) service offering can help you select and implement KM tools that will enable you to share your knowledge base of standards, best practices, and lessons learned across your enterprise.

EXPERIENCE

OmniSolve has provided program management services for numerous clients. The follow reflects some of our past performance within our Program Management Service Offering:

- **Department of Justice, Justice Management Division, Joint Application Booking System Program Management Office (JABS PMO)**

OmniSolve performed an assessment of the JABS PMO current operations, processes and technologies, and provided recommendations for improvement and consolidation. We interviewed PMO stakeholders to obtain their perceptions of knowledge about the PMO's mission and goals, effectiveness of communications, organization structure, project management and delivery; and adequacy of customer support services. Subsequently, we worked with the JABS managers to define / refine their IT strategy and prioritize initiatives for implementation.

- **Nextel Retail Technologies Program Management Office**

OmniSolve provided PMO support to the Nextel Retail Technologies program office by helping them centralize project functions for several pilot project initiatives. Our consultants worked with the client to manage and plan multiple projects for retail store applications and improve customer service by providing a single point of contact for all enhancements and new requests. In addition, OmniSolve developed a structure for project management and worked with the client to re-engineer their business processes.

- **General Services Administration, Public Buildings Service (GSA PBS), National Program Management (NPM) Initiative**

NPM is a PBS-wide initiative intended to drive consistency across 44 PBS National Programs. OmniSolve worked with senior management to identify PBS programs and establish and train on program guidelines to help Program Managers manage their programs.

COMPLEMENTARY SERVICE OFFERINGS

Other service offered by OmniSolve that complement this offering includes:

- **Project Management**
- **Business Process Improvement**
- **Performance Management**
- **Knowledge Management**

For further information about the material presented in this document or to arrange a consultation, please contact:

APPROACH HIGHLIGHTS

- **Our Project Management, Business Process Improvement and Program Management service offerings bring a wealth of knowledge and experience about standards and tools that can help your PMO define and implement consistent processes and project management practices during the Project Management Stage that will serve as a foundation for evolution to maturity**
- **During the Program Management Stage OmniSolve can help you define a strategic roadmap. Our Performance Management service offering can help your organization identify goals, activities, and appropriate metrics to chart your progress. We can build dashboards to provide PMO executives with visibility across programs and projects**
- **When your PMO matures to the Portfolio Management Stage we can provide guidelines and expertise to help you implement programs that are aligned with your enterprise strategy and utilize Knowledge Management tools to share information**



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