THE PROGRAM MANAGEMENT FRAMEWORK

**Manage Program Plan / Project Portfolio**
- Program plan review/updates
- Milestone coordination
- Task activity coordination
- Conflict resolution
- Support Project Managers
- Develop Project Managers

**Manage Interdependencies**
- Identify and document global standards criteria
- Quality & Change Control, across geographies, services, practices, functions
- Resolve or escalate local inconsistencies

**Organize Projects**
- Confirm Project Scope,
- Confirm Framework and Approach
- Staff Project, Define Roles
- Define Project Organization
- Create Workplan
- Establish Actuals Tracking Procedures
- Identify and Flag Risks

**Manage Project(s) Execution**
- Manage development process
- Analyze/Report project performance
- Manage personnel resources
- Manage issues
- Manage change requests
- Manage other scope expectations
- Conduct regular communication meetings

**Implement Program Management Office Infrastructure**
- Establish user friendly project management methodology
- Develop & implement tools, templates for tracking / reporting, etc
- Develop and maintain PMO dashboard
- Assist with project performance and tuning

**Conduct Program Planning**
- Plan Program
- Prioritize and approve projects
- Assess risk
- Identify responsible parties
- Capture and analyze historical data

**Manage Rollout**
- Manage schedule
- Manage cost
- Manage quality
- Manage expectations