



The Award-Winning Client Services PMO

Ian Hammond MBE

Enterprise Transformation Office Director

**We are the
Portfolio, Programme &
Project Office
supporting complex
deliveries for our
Enterprise customers.**



**Central and
devolved governments**



**Local government and
emergency services**



**Top corporate
organisations**



**Large Wholesale
customers**

What do we do in Client Services?

Connecting emergencies

999 contact centres for Police

Connecting defence

Global secure networks for defence

Connecting clinicians

Secure, high availability networks for health care

Connecting citizens

Europe's biggest contact centres

Connecting communities

Public sector networks

Connecting the street

The new BT Street Hub

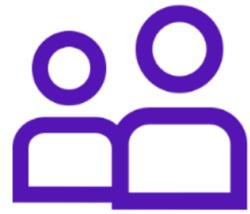
Connecting broadcasting

High bandwidth connections for broadcasting

Connecting UK Plc

High availability applications for retailers

We are the Client Services PMO



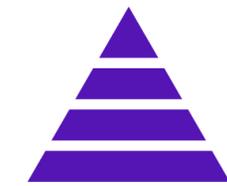
45 people



Capability across the UK
and in India



34 P3O trained and
60% with another PM
qualification

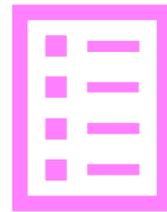


Range of grades and
experiences

supporting



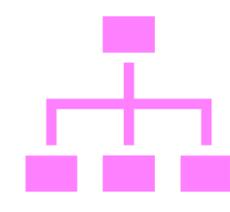
600 customers



750 projects

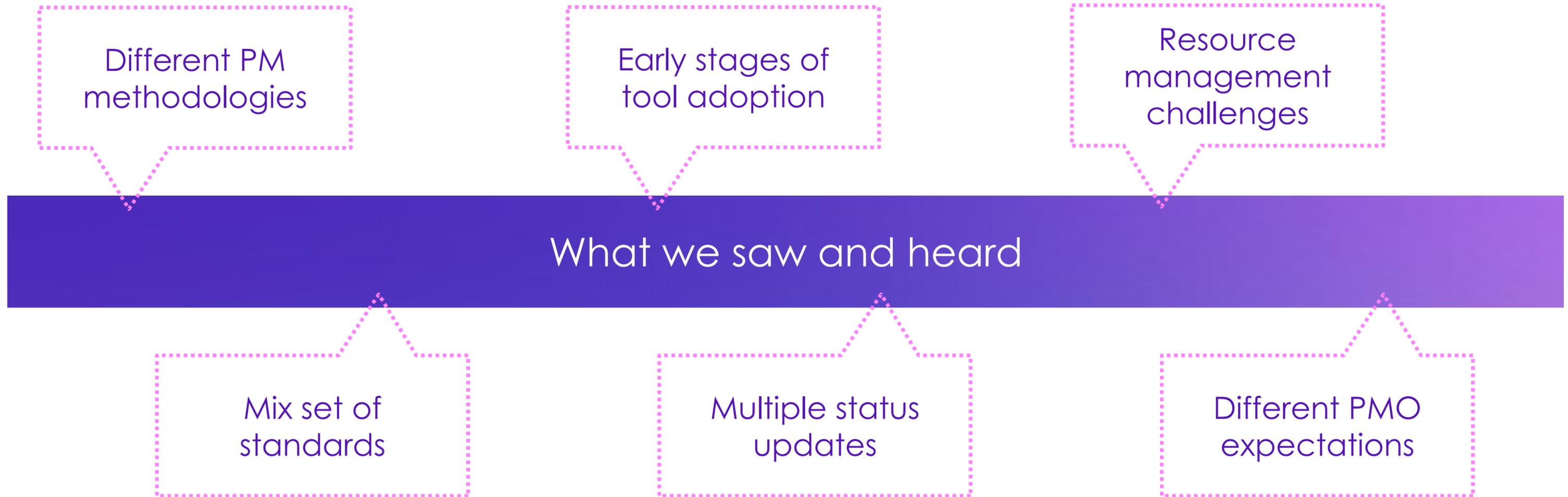


£300m of revenue



850 skilled professionals

At the beginning...



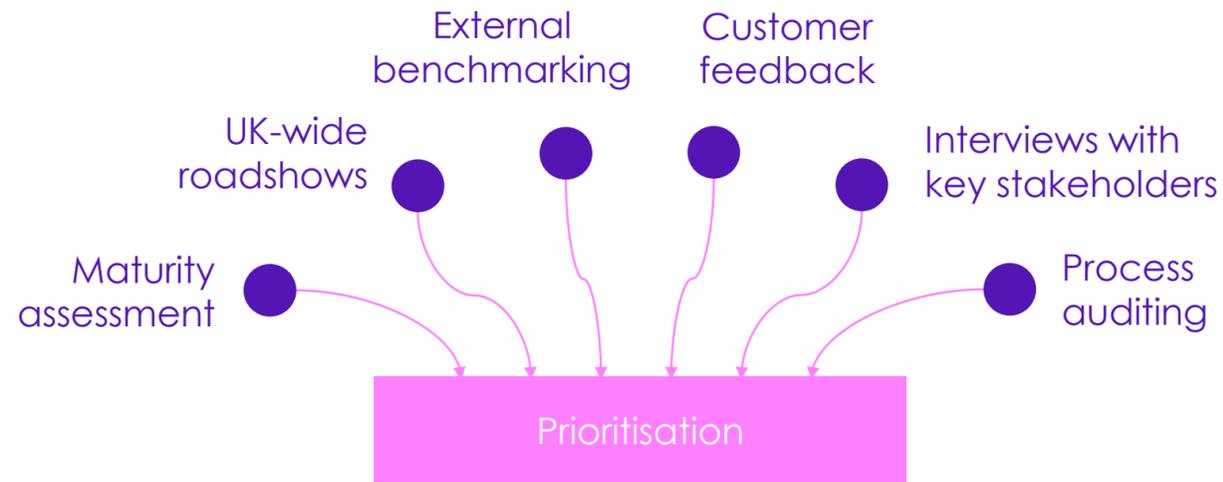
We're on a mission to change everyone's perceptions of a PMO...

We're not the spreadsheet creators, the random data requesters, the administrators or the get in the wayers.

We're the organisers, the collaborators, the relentless fixers and the ones with the insights.

We've been on a massive journey...

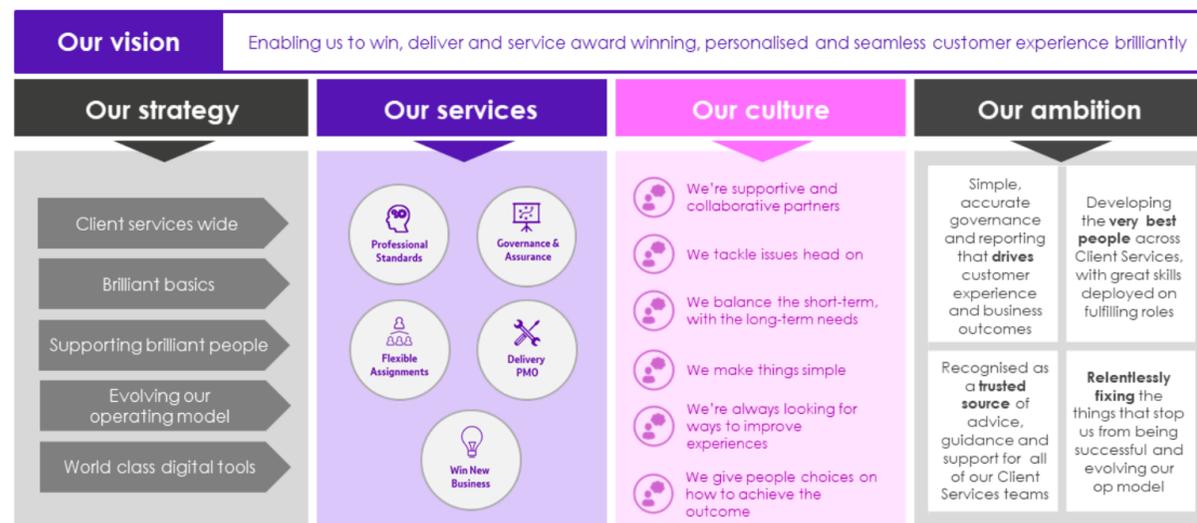
1 Planning our transformation



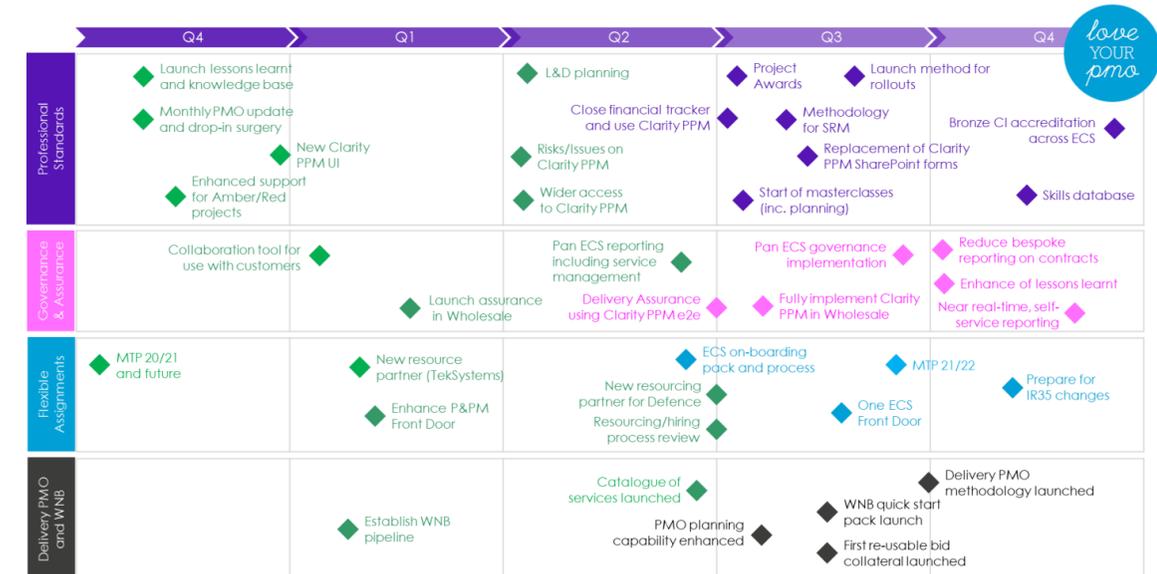
3 Defining our services



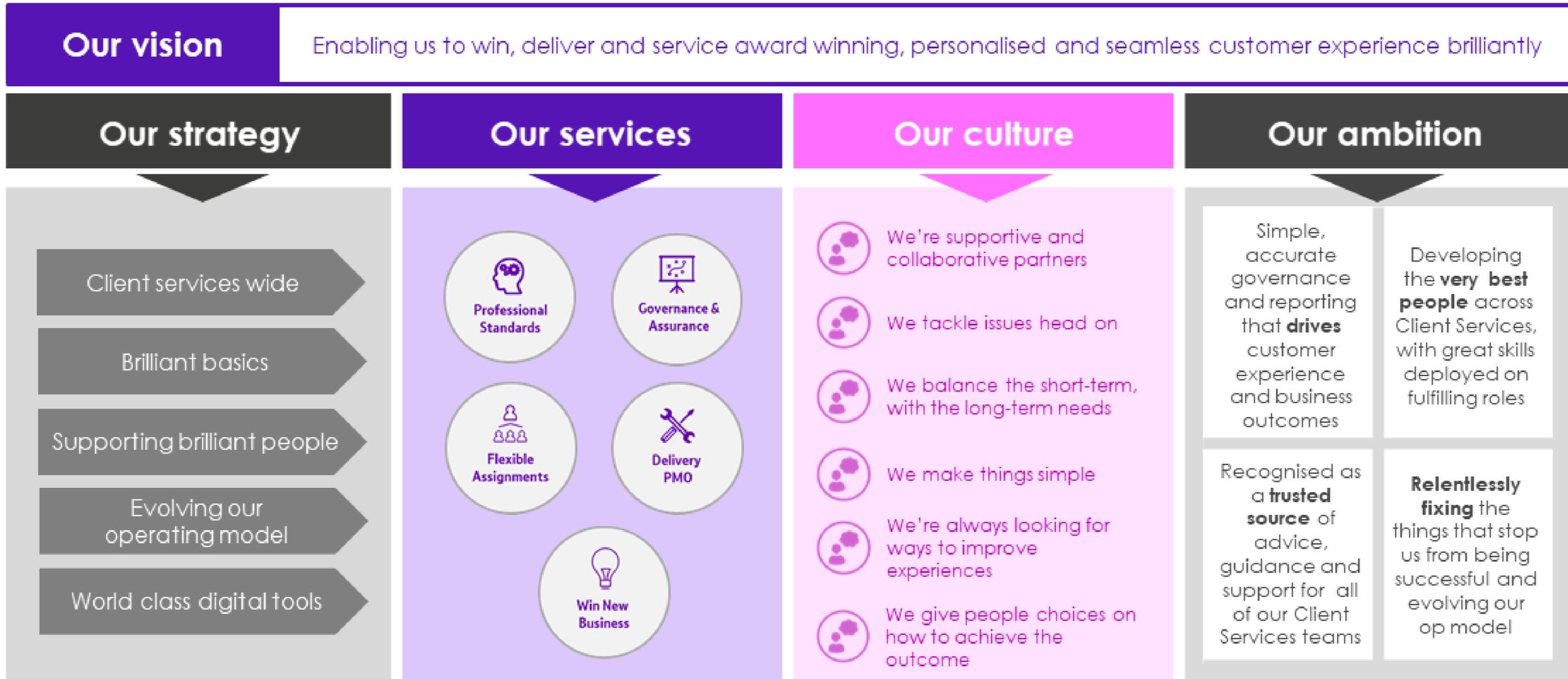
2 Our vision for the PMO



4 Our roadmap



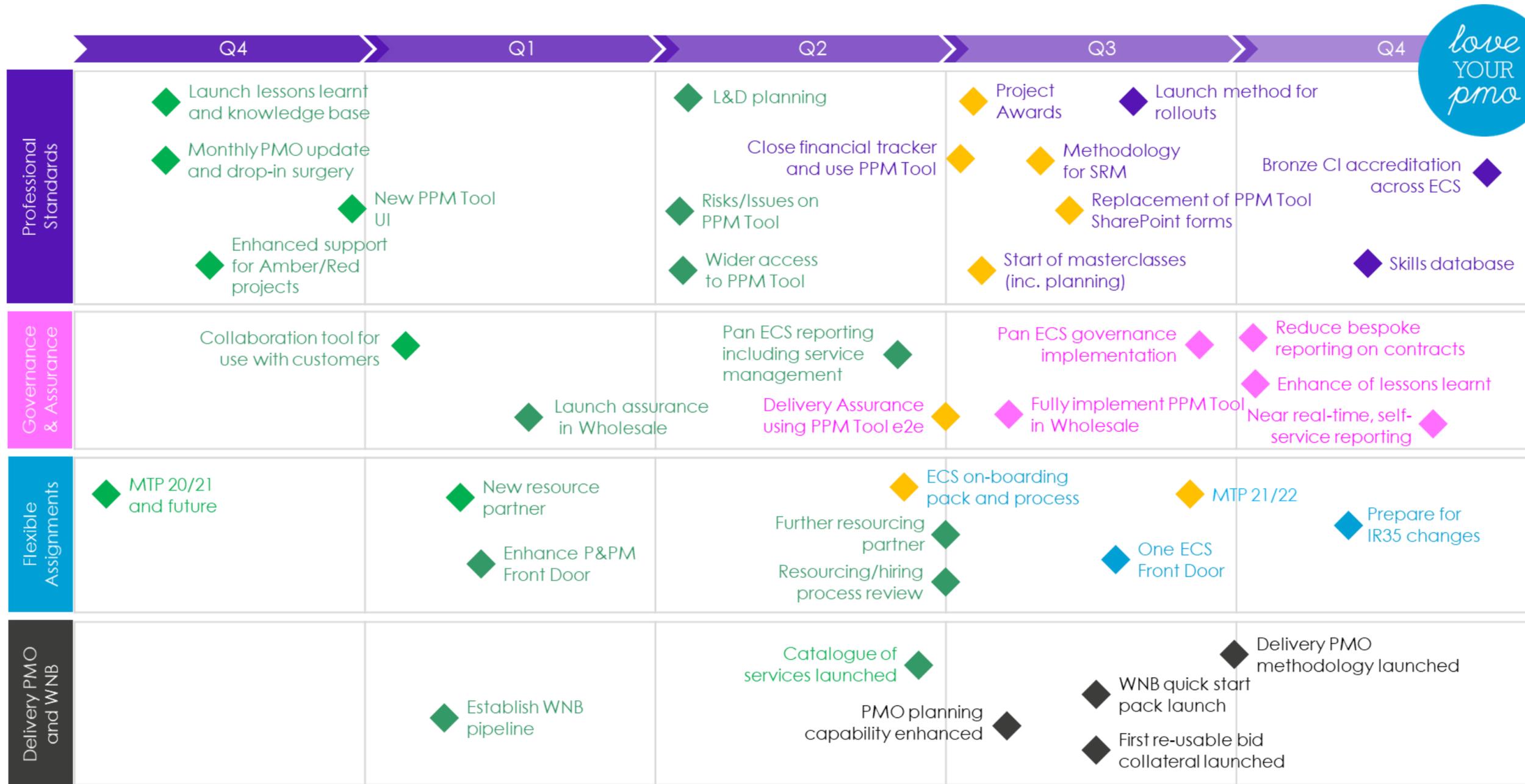
2 Our vision for the PMO...



3 Defining our services



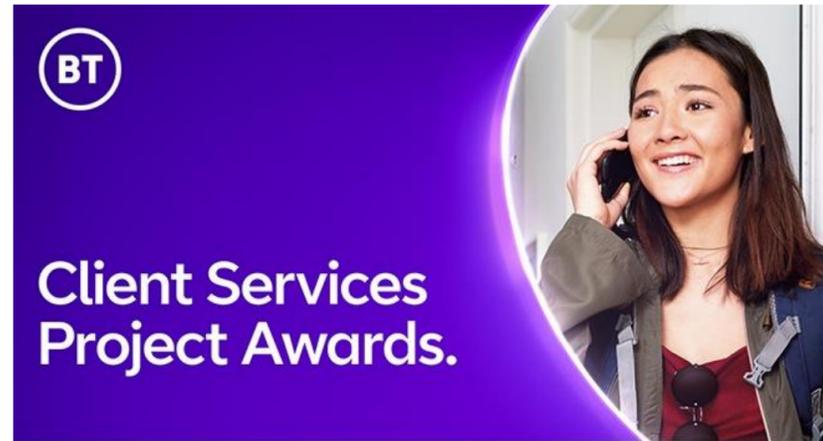
4 Our roadmap



Plus, we have a list of more than 50 improvement actions we're going to implement this year.



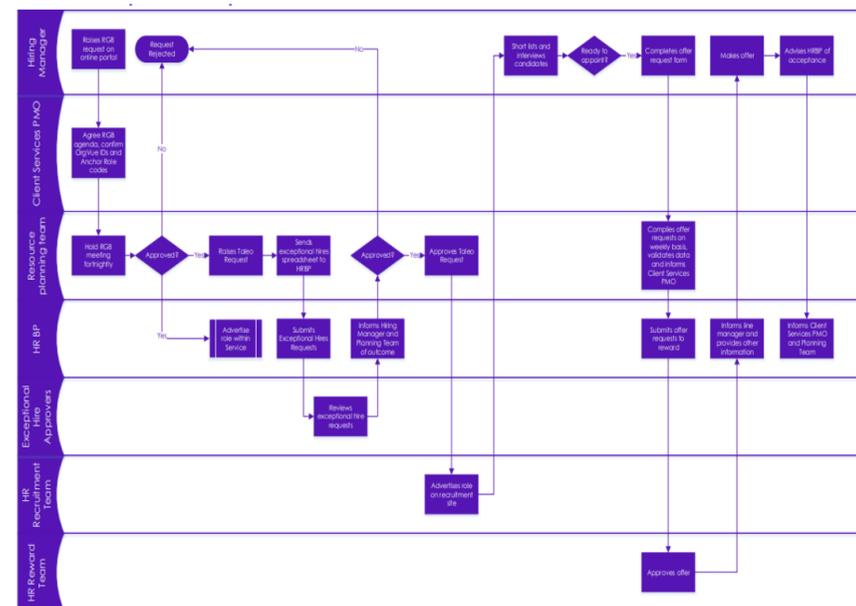
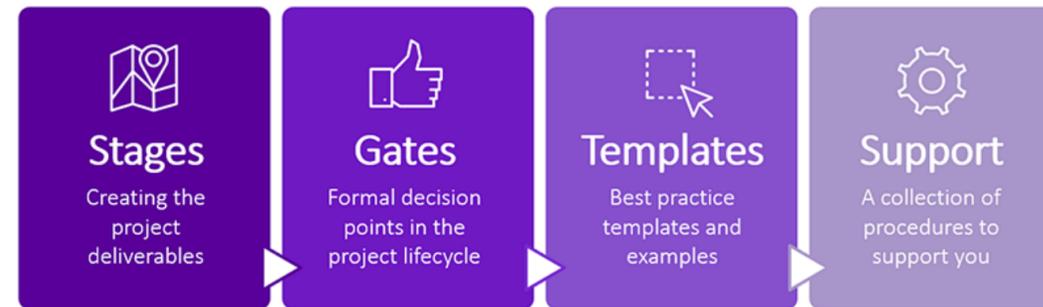
4 Launch after launch after launch...



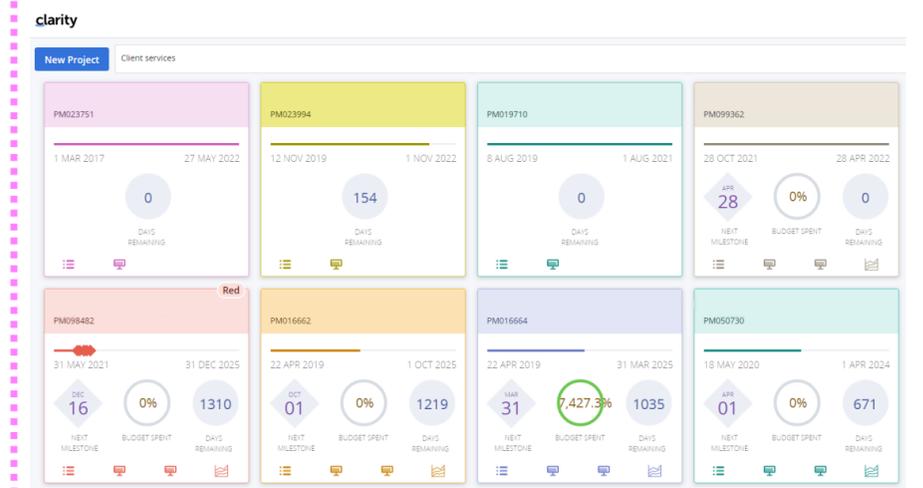
The Project Manager Awards are here #PMA2020

Our delivery methodology

Our method is a tailored version of the BT P&PM method and consists of four pillars:



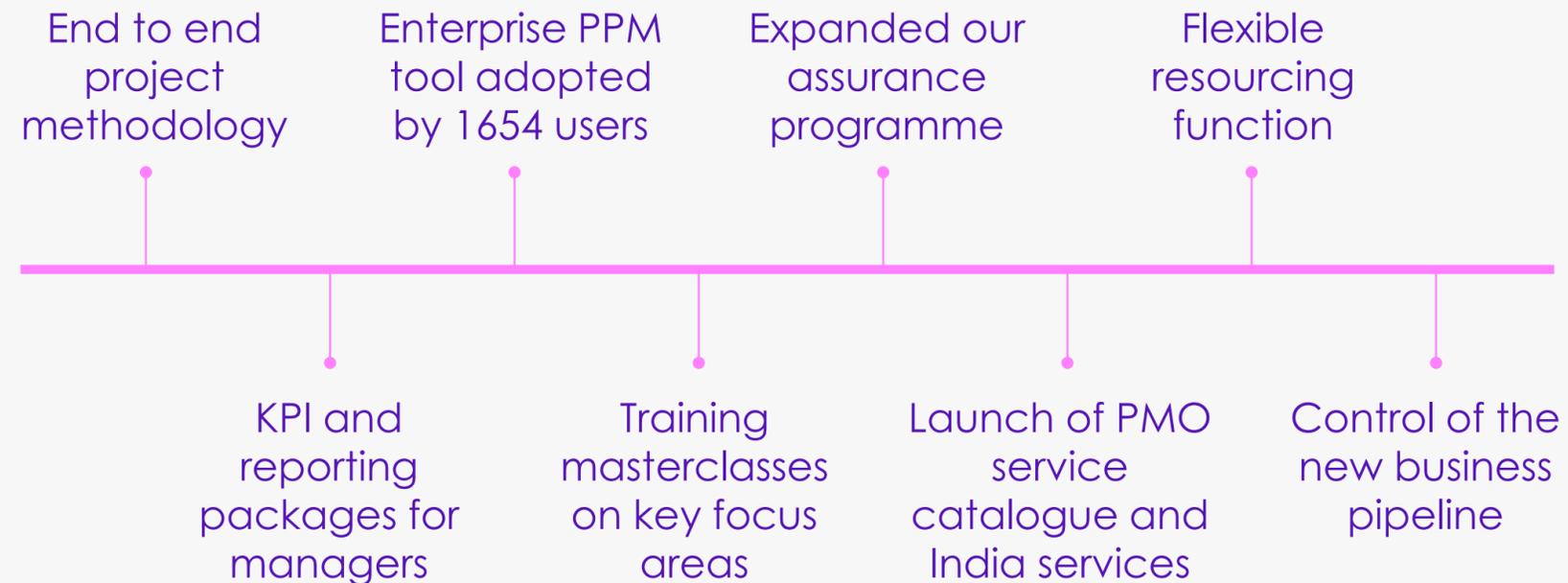
Score (%)	NO. of Projects	NO. of Work Orders	NO. of Milestones Due in 14 days	KPI 1	KPI 2	KPI 3	KPI 4	KPI 5	KPI 6	KPI 7	KPI 8	KPI 9
99.5%	30	16	0	1	0	0	0	0	0	0	0	0
99.4%	27	3	1	0	0	0	0	1	0	0	0	0
99.3%	42	13	1	0	0	0	2	0	0	0	0	0
98.7%	32	59	0	0	0	0	1	2	0	1	0	0
96.3%	37	10	2	1	0	1	4	2	0	0	0	1
98.5%	65	7	4	0	0	0	3	1	0	0	0	2
100.0%	45	1	0	0	0	0	0	0	0	0	0	0
94.6%	52	10	2	0	0	0	12	1	0	1	4	0
97.1%	10	39	0	0	0	0	0	0	0	4	0	0
98.5%	5	17	1	0	0	0	0	0	0	0	1	0
96.5%	14	29	1	0	0	0	0	2	0	1	2	0
97.6%	3	32	0	1	0	0	0	0	0	1	0	0
91.2%	12	15	0	2	0	0	2	3	0	0	2	0
82.7%	16	7	0	4	1	1	3	1	3	2	4	0
93.5%	34	12	2	8	0	0	1	3	1	2	0	0



- Your projects**
- PM123456 (WAN transformation) doesn't have a weekly report for last week
 - PM575472 (IPT rollout) doesn't have any milestones associated with it
- Your milestones**
- PM123456 (WAN transformation) has a milestone which is due in the next 10 working days and is still provisional
- Your forecasts**

And we've had a big impact...

Our service maturity has increased



We're delivering for our customers

Built and operated the COVID priority delivery process for BT customers

Nominated for an Exemplar award by one of our Police customers

Leading the PMO for the most complex 999 contact centre replacement in the UK

Took a lead role in the scheduling and logistics for BT's role in the UK vaccination centres

And our measures have improved



Customer Satisfaction has increased by **9.5%** over the last two years



Satisfaction in Project Management has increased by **10%** since 2019



34% improvement in the number of projects with milestones recorded



1654 users migrated to our Enterprise PPM tool and away from spreadsheets



14% improvement in employee engagement across the PMO



£4m efficiency delivered through resource optimisation and planning

Lessons from the journey...

Engagement

How do you engage a large user community?

Expectations

Where does the role of the PMO stop?

Pace

What's the right pace to go at?

And we're not standing still...

Ian Hammond
April 30

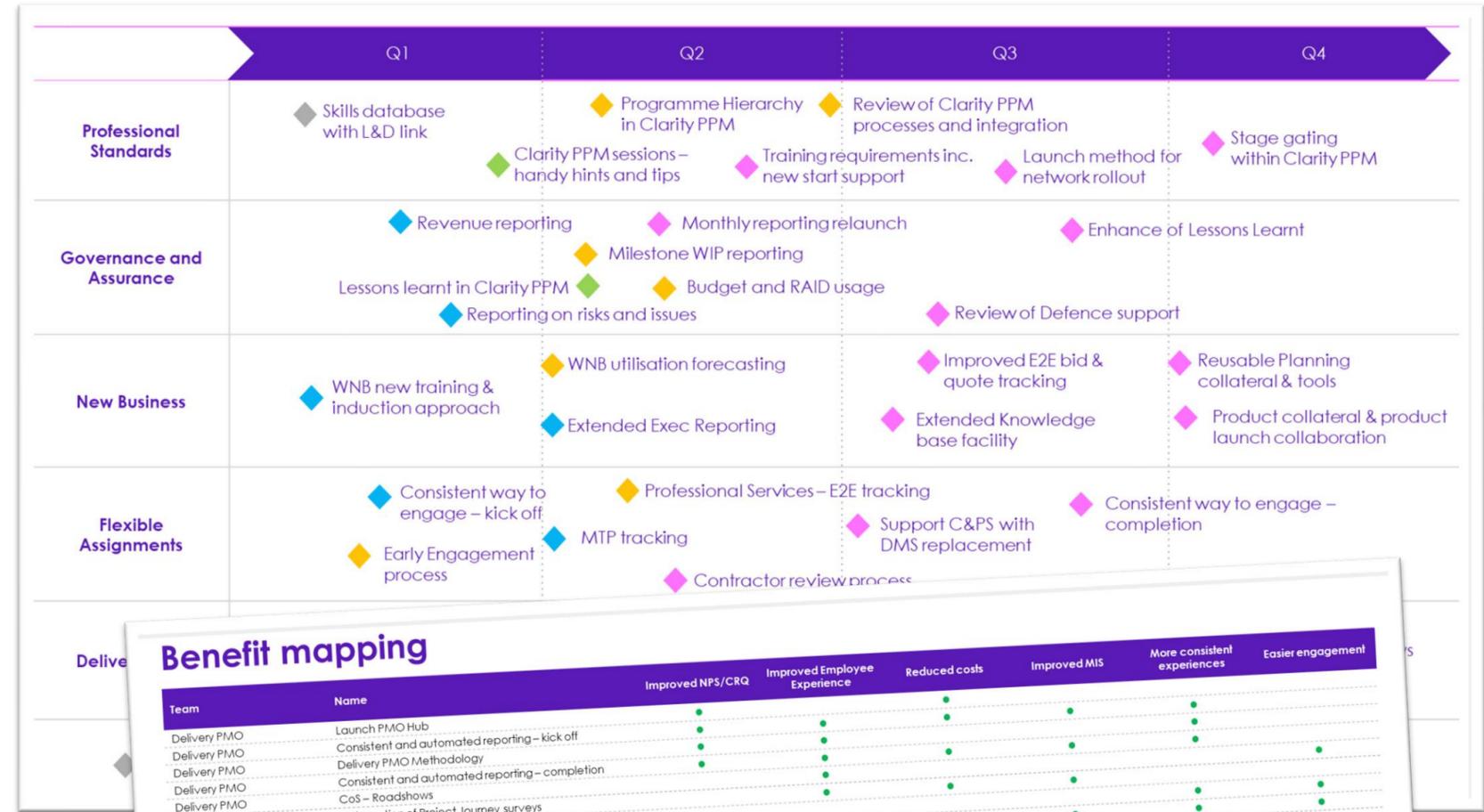
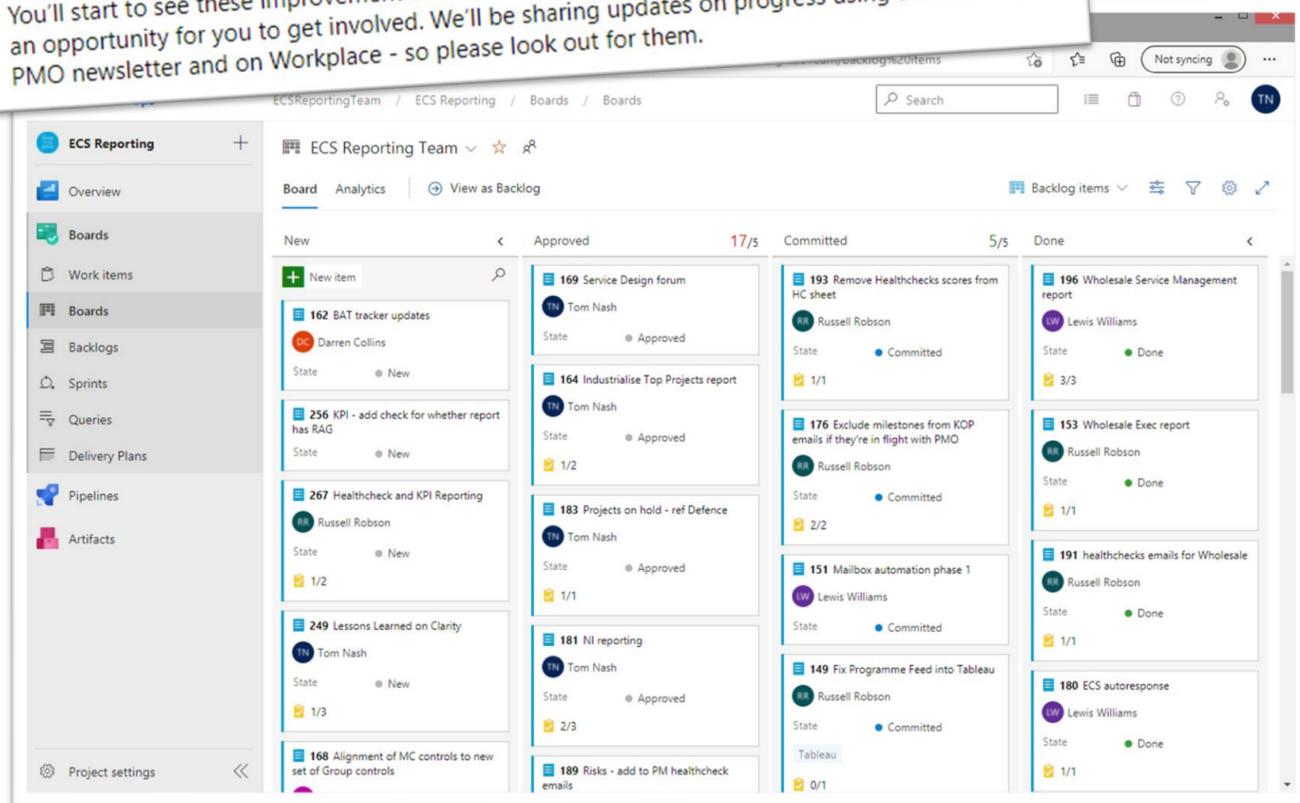
Launch of the Client Services PMO Roadmap for 2021/22!

I'm really pleased to share with you the baselined version of the Client Services PMO roadmap for this year. Thank you to everyone who has helped shape this – there's been tons of input through surveys, working groups and direct feedback.

Along with all of the operational priorities we have, there are plenty of initiatives we are aiming to deliver this year – all with the aim of improving our customer or colleague experience, simplifying our business and gaining better insight. Our three key focus areas are:

1. **Consistent and automated reporting** – using our tooling and automation to do away with that frustrating double keying, those offline spreadsheets and slow processes.
2. **Review of Clarity PPM** – it's a fantastic industry-leading tool with loads of untapped potential, so how do we use it more and integrate it into our business processes?
3. **Consistent engagement** – at the minute, we're a bit confusing to do business with, with nearly 15 front doors into Client Services and no end-to-end view.

You'll start to see these improvement initiatives kicking off in the next few weeks and there'll be an opportunity for you to get involved. We'll be sharing updates on progress using the monthly PMO newsletter and on Workplace - so please look out for them.



Benefit mapping



Q&A

