New Service: Maintain Directory of Analysis Techniques

Service Description
Maintain a directory of analysis techniques along with instructions and hands on support.
What the service provides for the customer
• A defined list of analysis techniques that can be used on their projects and programmes to provide additional insights to support decision making • Support and training on the techniques • Expertise in the interpretation and presentation of the results
Why is this service being offered to the customer?
• The PMO provides expert advice and guidance on the when and how to use the techniques to best effect • The PMO provides hands on support in the application of the techniques along with interpretation and presenting the outputs • The PMO continues to expand the directory based on developing best practice in the industry

How PMO will apply this service

Supplier	Input	Process	Output	Customer
Industry/ profession Project/ Programme Managers	Generic analysis tools Project/ programme analysis requirement	Localisation of techniques	Directory of techniques How to instructions List of subject matter experts	Project/ Programme Manager

The PMO may identify techniques that may not seem immediately applicable to a project or programme context. Localisation is not only for the organisation but also the P3M context.

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How the PMO will measure the value of this service

- Number of requests to use the techniques

- Increased level of insight into the project data

- Better project and programmes decision making and subsequent outcomes

Criteria when the PMO will use this service

- In mature P3M organisations where the delivery framework is not fully prescriptive

- Where time and focus is given to project and programme decision making

Helpful hints for the PMO when delivering the service

- Make the application of the tool as simple as possible – use automation tools where possible

- Focus on the output rather than the process

PMO Capabilities to fulfil this service

Competencies	Techniques and Generic Tools
Information Management Knowledge Management Reporting, Insights and Analysis	Spreadsheets Automation Tools

Related services

Support the Project Approval Board

Provision of Management Dashboards

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