

The Continuous Evolution of the PMO

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Ambition



Successes



Challenges/
Lessons Learnt



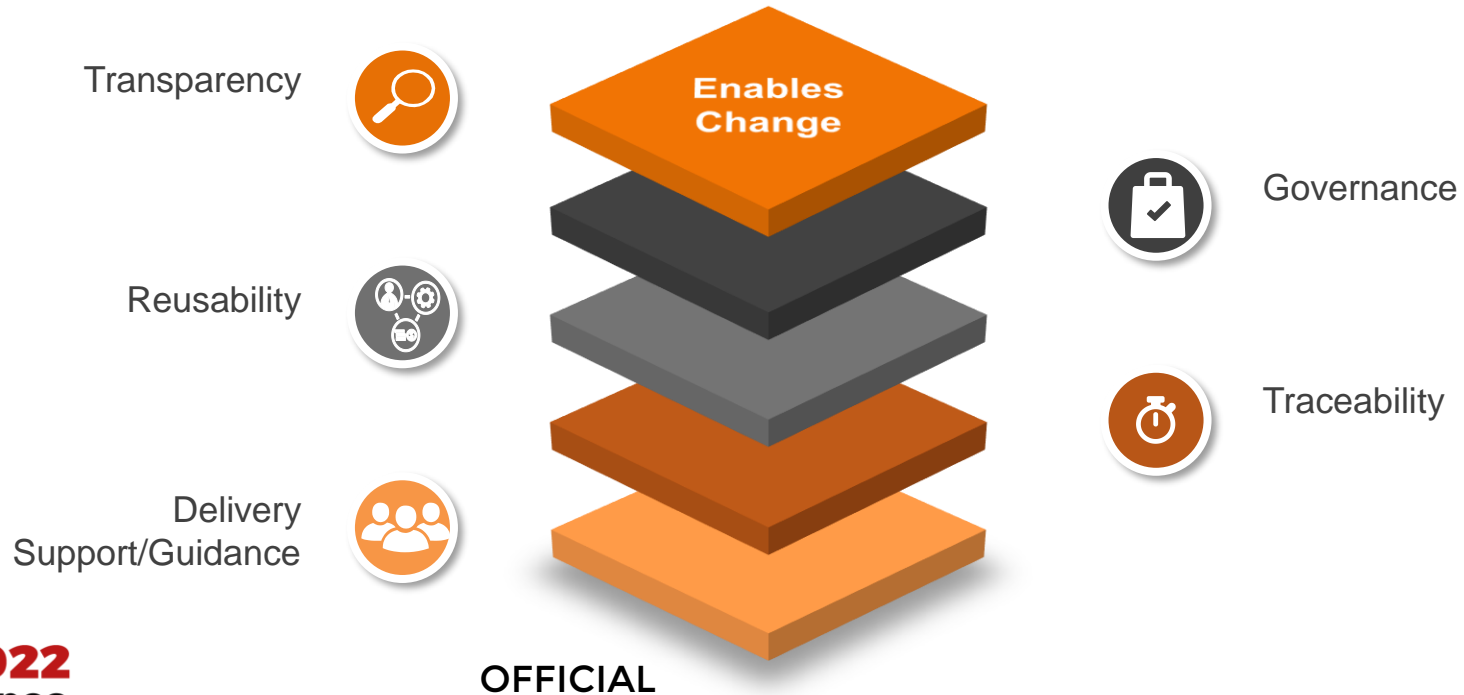
Journey

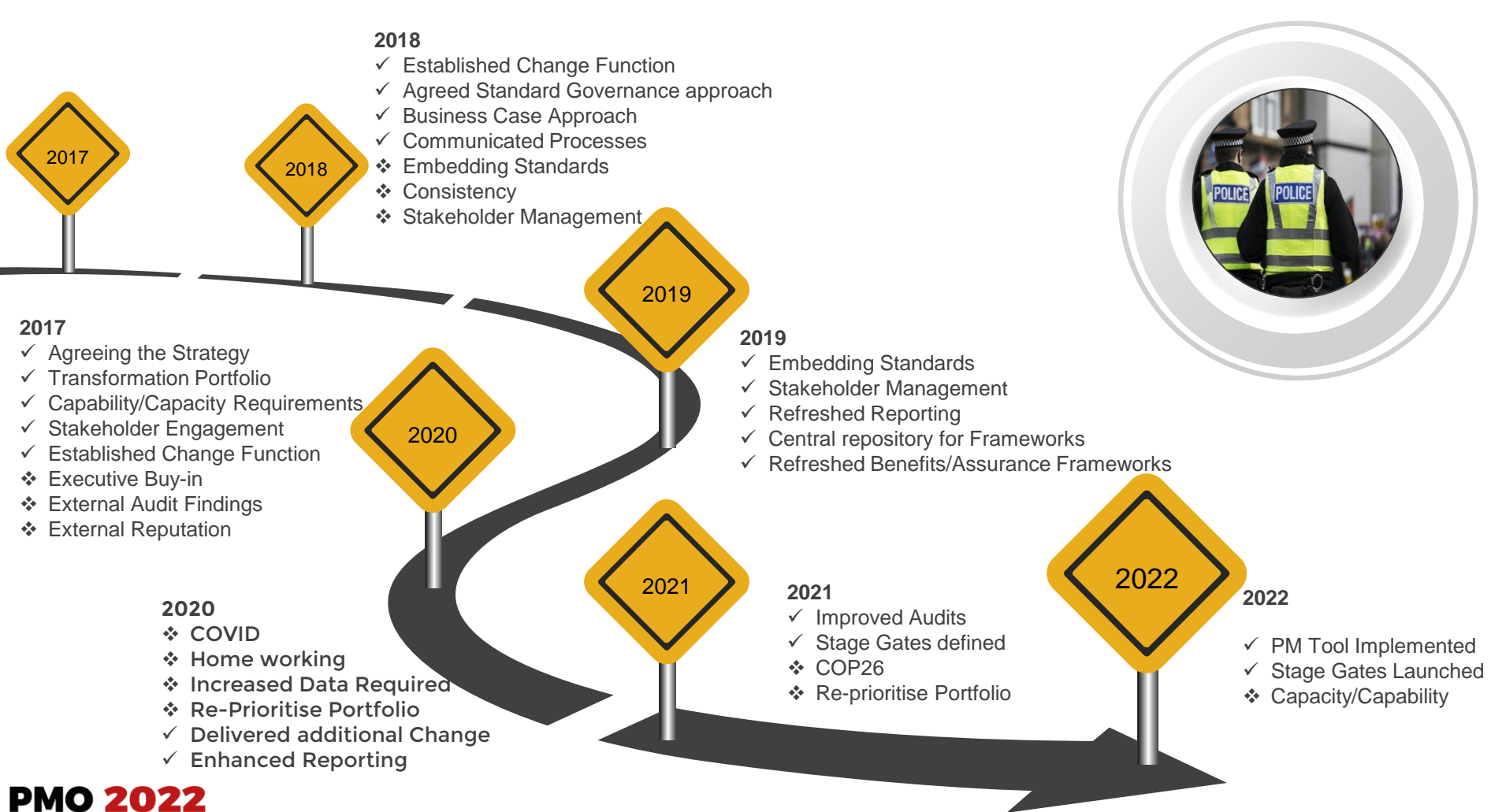


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What is the aim of Police Scotland PMO?

A team that adds value to the processes and not just governs the processes – encourages a culture that is pro-active rather than re-active.





PMO - 5 Elements that influence Stakeholders

Pay attention to quality

- Ensure products and services meet expectations
- What does quality mean for your Stakeholders?
- What do Stakeholders experience?

Highlight the value delivered

- Ensure Stakeholders see the difference the PMO is making
- What value do PMO customers receive eg: efficiencies, focus, quality?



Solve Stakeholders problems

- Help Stakeholders get things done
- What issues are causing them problems?
- What solutions can PMO offer?

Pay attention to perceived costs

- Help people focus on the benefits
- What are the costs for Stakeholders eg: delays
- Reputation?

Pay attention to Stakeholder Experience

- Build Credibility and Confidence
- What do Stakeholders see?
- What do they need to see?

Questions?