

Services in House of PMO Essentials Certification

Competence	Service	Reference
HoPE for Administrators		
P3M Administration	Secretariat Services <i>(Provide a secretariat service for meetings)</i>	PMO SC p 40
	Maintain Project Diary	PMO SC Addendum
	Maintain Organisation Chart	PMO SC Addendum
P3M Delivery Support	Induct New Team Members <i>(Onboarding and Induction)</i>	PMO SC p 36
	Production of Status Reports <i>(Review progress of agile deliveries)</i>	PMO SC p 646
Risk Management	Maintain the Risk Register	PMO SC p 580
Issue Management	Maintain Issue Register <i>(Perform logging and tracking to resolution of issues)</i>	PMO SC p 328
Information Management	GDPR Requests	PMO SC Addendum
Change Control	Maintain Change Control Register	PMO SC p 154
Financial Management	Administer and Track Budget Allocation	PMO SC p 264
Reporting, Insights and Analysis	Collate reports for the Programme Board <i>(from Collate individual progress reports)</i>	PMO SC p 606
HoPE for Analysts		
P3M Administration	Formatting Documents	PMO SC p 46
P3M Delivery Support	Workshop Facilitation <i>(Provide facilitation service)</i>	PMO SC p 230
	Onboarding and Induction	PMO SC p 36
Benefits and Value Management	Track and Report on Benefits Realization	PMO SC p 68
	Facilitate Benefits Mapping Workshop	PMO SC Addendum
Business Case	Develop and Refine Portfolio, Programme or Project Business Cases	PMO SC p 266
	Develop the PPM Financial Framework <i>(Develop and maintain the PPM Financial Framework)</i>	PMO SC p 254
Planning and Scheduling	Maintain a Release Schedule	PMO SC p 638
	Define Planning Standards and Templates	PMO SC p 622
Change Control	Facilitate cross programme impact analysis	PMO SC p 152
	Develop the overall Change Control Framework	PMO SC p 138
Financial Management	Prepare Monthly Financial Reports	PMO SC p 262
	Develop and maintain the PPM Financial Framework	PMO SC p 254
Quality Management	Provide Project and Programme Health Checks	PMO SC p 536
	Provide a Stage Gate Review or Gateway Support Service	PMO SC p 534
Issue Management	Examine Issue Registers for Common Issues	PMO SC p 336

Competence	Service	Reference
	Introduce Tools for Managing Issues	PMO SC p 322
Risk Management	Facilitate Independent Risk Workshops	PMO SC p 576
	Strategic Risk Assessment	PMO SC p 572
Resource Management	Sign Off Contractor Timesheets	PMO SC Addendum
	Maintain Timesheeting System	PMO SC Addendum
Supplier Management	Ensure Programme and Project Relationships are Embedded in BAU	PMO SC p 678
	Work with Procurement to agree PPM Purchasing Framework	PMO SC p 666
Stakeholder Engagement	Facilitate Stakeholder Identification and Communication Workshops	PMO SC p 658
	Facilitate the Formulation of Stakeholder Engagement Strategies	PMO SC p 652
Knowledge Management	Enable Sharing of Good Practice	PMO SC p 368
	Create and Maintain Knowledge Management Framework	PMO SC p 354
Information Management	Document Project and Programme Success Stories	PMO SC p 376
	Define and Maintain Role Access Requirements	PMO SC Addendum
Reporting, Insights and Analysis	Make Constructive challenge and Recommendations on Collated Progress Report	PMO SC p 608
	Maintain Directory of Analysis Techniques	PMO SC Addendum
Change Management	Co-ordinate the Internal Communication	PMO SC p 176
	Create Change Management Framework	PMO SC p 164
P3M Delivery Methods	Tailor Standard Processes and Templates for the Project or Programme	PMO SC p 396
Governance Frameworks	Advise Sponsors and Management Boards of appropriate Frameworks and Governance Model	PMO SC p 244
Assurance	Provide Project and Programme Assurance Checks	PMO SC p 546
P3M Tools	Develop In-House P3M Tools <i>(Develops in-house project management tools)</i>	PMO SC p 494
HoPE for Managers		
P3M Delivery Support	Provision of Management Dashboards	PMO SC p 616
PMO Management	PMO Benchmarking <i>(Carries out PMO Benchmarking Activities)</i>	PMO SC p 426
Capacity Management	Provide Resource Tracking and Capacity Reports	PMO SC p 132
Capability Development	Provide 'Help Squads' for Project and Programmes	PMO SC p 92
Governance Frameworks	Provide Guidance on How the Governance Framework can be Tailored	PMO SC p 300
Assurance	Advise on Project or Programme Assurance Services	PMO SC p 306

Competence	Service	Reference
P3M Delivery Methods	Recommend Ways to Reduce or Shorten Project Lifecycle Times	PMO SC p 236
P3M Tools	Implement Vendor provided Project Management Tools	PMO SC p 500
HoPE for Directors		
P3M Delivery Support	Reporting Results linked to Organizational Strategy	PMO SC p 484
	Make Constructive Challenge and Recommendations on Combined Progress Reports	PMO SC p 614
Capacity Management	Forecast Future Resource Needs	PMO SC p 120
Capability Development	Work with HR to provide a Sourcing Strategy	PMO SC p 88
Governance Frameworks	Define, Maintain and Implement PPM Governance Framework	PMO SC p 298
Assurance	Deliver Consolidated Audit Recommendation Action Plan	PMO SC Appendix