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PMO Conference

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by ProSymmetry

London 2023

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Welcome to the PMO Conference 2023

Welcome to the highly anticipated PMO Conference 2023, the eighth conference from the House of PMO. If you are joining us for the first time or you have taken part before - today is all about taking time out to exchange ideas, gain valuable insights, and inspire one another.

You can choose sessions that share new research, or opt for those that highlight how other organisations approach PMO. You can stretch your thinking with future PMO topics or go deeper into best management practice areas. Remember, we record all the sessions and you will have access to all of them after the conference - you won't miss out!

Today is also about meeting others - being in a room with likeminded professionals is a real buzz. Make it your quest today to add a least one new person to your network - say hello when you're in the line for the amazing lunch!

You can also find out what other attendees are thinking about the sessions they're attending by using the conference app, why not share moments from your day too?

Throughout the day, make sure you visit the expo too, without our sponsors (and incredible support team!) we couldn't bring together this day for you. All our sponsors bring excellent advice to today's PMO challenges.

We hope you have a great day - enjoy every moment, it really does pass in a flash. Finally, join us for the post-conference party and tell us all about your favourite bits!

Lindsay Scott & Eileen Roden

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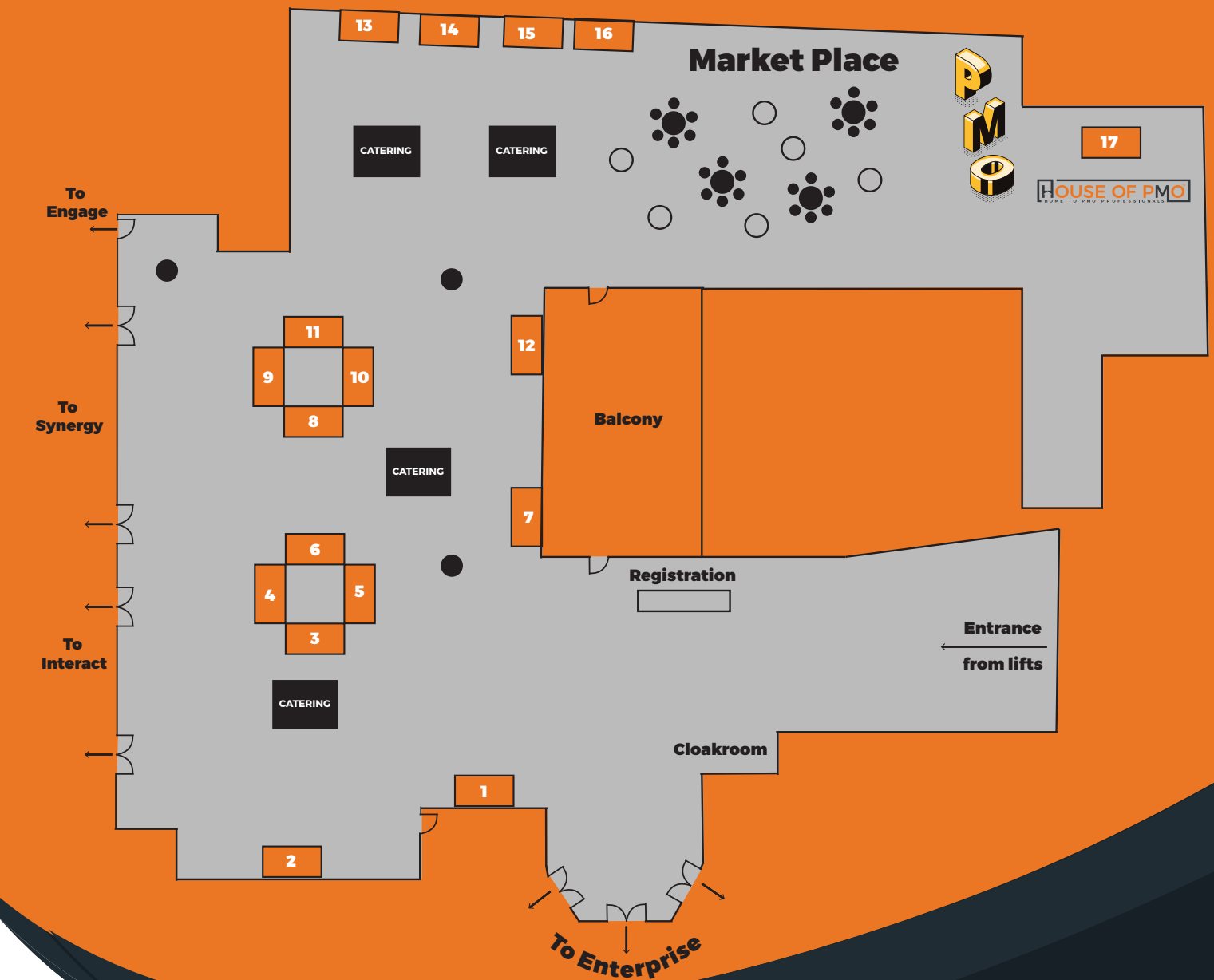
Exhibition Floor Plan



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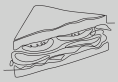
The PMO Conference London 2023 // Agenda at a Glance

8:00 - 9:00	**Registration and Breakfast**			
9:00 - 10:05	**Opening Keynote** PMOs Rest in Peace - Welcome Chief Project Officer **Antonio Nieto-Rodriguez** TD			
10:05 - 11:00	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 1	How PMOs can contribute to Net Zero Outcomes **Kingsley Thomas and Sarah Halstead** CS	Putting Benefits Management into Practice **Jess Richardson and Steve Blades** GP	Operational Excellence in a PMO **Dom Wilson** CS	How should PMOs best engage with AI in a fast-changing world? **Veijo Hytti** SS
11:00 - 11:30	**Morning Coffee**			
11:30 - 12:15	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 2	Building an Award- Winning PMO supporting the Full Fibre Future of the UK **Catherine Lumb** CS	Turnaround PMOs **Paul Fenton** CS	Successful PPM Tool Implementation: Best Practice Principles & Real-World Case Study **Gero Renker and Matt Franklin** SS	The Risk Register - The Core of Successful Delivery **John Greenwood** GP
12:15 - 13:15	 **Lunch**			
13:15 - 14:15	**Keynote** HotHouse Live! **John McIntyre, Eileen Roden and Joanna Miller** TD			
14:15 - 15:05	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 3	The PMO as a Business Function **Eileen Roden** R	PMO Risk Mitigation Using Resource Driven Predictive Analytics **Greg Bailey** SS	PMO as a Service - what is it and how is it done? **Caoimhe Murphy** CS	Data, What is it Good for? **Peter Macey** GP
15:05 - 15:35	**Afternoon Coffee**			
15:35 - 16:25	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 4	The Virginmedia and O2 Portfolio Management Office **Ian Finch** CS	Empowering the Modern PMO **James Ferrier** SS	How Technology can Transform the PMO From Administrative Overhead to Strategic Partner **Jon Broadley** SS	From Plan-Based to Discovery-Based Portfolio Management **Henny Portman** R
16:25 - 17:25	**Closing Keynote** Matthew Syed **Writer, Journalist and Broadcaster** TD			
17:25 - 17:30	**Closing Words** Lindsay Scott and Eileen Roden **House of PMO**			

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The PMO Conference London 2023 // Agenda - Morning

8:00 - 9:00	**Registration and Breakfast**			
9:00 - 10:05	**Opening Keynote** PMOs Rest in Peace - Welcome Chief Project Officer **Enterprise** **Antonio Nieto-Rodriguez** TD With the significant increase in automation of operations and the increase in change initiatives and project work, a new role is emerging in the executive committee. Companies are beginning to consolidate responsibility for orchestrating and successfully implementing the organization's continuous transformation and significant strategic initiatives within a single C-level executive. And it's not only multinationals and for-profit organizations. The chief project officer goes far beyond the traditional Project Management Officer role or the direct sponsorship of individual projects. They must push their organization toward adopting a project-driven structure and foster a collaborative and empowering culture that reaches across silos. They must also collaborate with HR to develop project-management competencies throughout the organization. The role should be fully integrated into the C-suite. Just as COOs have in the past, CPOs should behave like an extension of the CEO or even the board and, as such, hold the top managers accountable. CPOs may be rare in the C-Suite, but their steady emergence is a leading indicator of how companies will organize themselves to thrive in the project economy.			
10:05 - 11:00	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 1	How PMOs can contribute to Net Zero Outcomes **Kingsley Thomas and Sarah Halstead** CS At Atkins and Faithful+Gould, we develop PMOs to contribute to achieving Net Zero outcomes, addressing society's greatest challenge. Our PMOs are already being implemented in UK Government programmes dedicated to Net Zero, allowing refinement of services and envision the future Net Zero PMO. It operates as an independent and transparent entity, serving as a sponsor's agent and facilitating intervention, governance, and scrutiny. Our PMOs are designed using selected services from a catalog of 15 to 30. The Net Zero PMO expands beyond traditional functions, such as carbon accounting and more.	Putting Benefits Management into Practice **Jess Richardson and Steve Blades** GP Many portfolios aspire to be benefits -led and there is a lot of theory setting out how to achieve this. The reality is that putting the theory into practice is really complex, energy-sapping and typically faces a lot of resistance. The result is the PMO can get distracted, disillusioned, or even dis-credited and the great strides made start to evaporate. In this session you will hear some stories about how to get started, what we have learned from experience and some of the pot-holes we have navigated or fallen into!	Operational Excellence in a PMO **Dom Wilson** CS In June 2021, BDO Central PMO team was formed to maximize change investment, deliver change effectively, track, record, and report on program expectations, and help build firm-wide change capability. The team has grown to 28 staff and is divided into three areas: Portfolio PMO, Programme Delivery, and Business Readiness. The PMO focuses on "doability" to ensure the business delivers its strategic objectives and provides coaching/training to the business in core change disciplines. The PMO uses customer-centric approaches, processes and tools alongside cultural and operational excellence to achieve business results to identify and challenge any behaviours that would limit business success. The PMO has 8 Macro End to End Processes, and its customer-centricity is regularly reviewed. Although in its infancy, the PMO receives excellent feedback from the C-Suite for providing an appropriate level of MI, challenge and focus on the right things and helping the business make better decisions.	How should PMOs best engage with AI in a fast-changing world? **Veijo Hytti** SS As the pace of Artificial Intelligence development and what it can do is ever accelerating, and new issues of competencies, data security and more arise, how should the modern PMO best make use of AI? In this presentation, Futurist and CEO of Keto Software Veijo Hytti will look at the latest trends around AI and the PMO, including presenting the new Keto AI+. Keto AI+ combines traditional PPM and Strategies/OKRs with Artificial Intelligence to help drive innovation, efficiency and compliance with fast changing requirements like ESG and more.
11:00 - 11:30	**Morning Coffee**			
11:30 - 12:15	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 2	Building an Award- Winning PMO supporting the Full Fibre Future of the UK **Catherine Lumb** CS Openreach will build Fibre to 25 million homes by 2026. The PMO was mobilised to support the execution of this strategy. The transformation portfolio has over 200 projects across 6 programmes. The projects underpin a £0.5bn cost reduction whilst delivering new capability to improve service, customer & colleague experience. The PMO vision and strategy were co -created with business stakeholders and the PMO has been on a transformation of its own ever since evolving its maturity & service offering. Find out how Openreach became an award-winning PMO and meet the people behind this.	Turnaround PMOs **Paul Fenton** CS In this session you will find out what Turnaround means in the Public sector, how it is linked to Special Measures and why a PMO is a critical part of getting 'out of Turnaround'. Whilst the term Turnaround is not limited to the Public sector, you will find out what are the triggers for a Public Sector organisation to be 'put into Special Measures', how Turnaround is involved, common themes and practical experience from 4 organisations who have gone through the 'Turnaround journey'. Learn from someone who after leaving the Private sector has worked across the UK in the NHS, Local government, Not for Profit and the Police; setting up, refreshing and maturing PMOs.	Successful PPM Tool Implementation: Best Practice Principles & Real-World Case Study SS **Gero Renker and Matt Franklin** If your organisation is looking to deploy a PPM tool, or if you've got one deployed that isn't quite delivering on its promise, then this session is for you! With a background of 20 years in the PPM space, Gero is going to share the essence of Program Framework's experience in implementing PPM solutions for hundreds of organisations, as concepts that you can apply yourself to achieve success. This session will be co-presented by Matt Franklin of LifeArc, a leading UK medical research charity. He will discuss his real-world experience in applying these principles for the transformation of multiple complex portfolios. Covering the full journey from business case and tool selection to implementation and ongoing adoption, get some real-world pragmatic advice on what you can do right from the start, and what traps to avoid.	The Risk Register - The Core of Successful Delivery **John Greenwood** GP The risk register is frequently a risk of worries, useless as a tool for actually managing the risks. In this session, we get back to basics and focus on the role of the PMO in risk management. The role of the PMO is to provide services and support to ensure consistent risk management practices are designed, implemented and maintained. The PMO has a wide remit to provide support in areas such as identification, assessment, planning, monitoring and controlling - yet the risk log and register are often the only reactive service provided. In this session, the focus is on the proactive role the PMO can take - including understanding where to look for the risks, how to capture them, and how to plan and manage responses.

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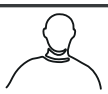
The PMO Conference London 2023 // Agenda - Afternoon

13:15 - 14:15	**Keynote** HotHouse Live! **John McIntyre, Eileen Roden and Joanna Miller** TD Come and join us for an exciting post-lunchtime session featuring our monthly PMO show, PMO HotHouse, brought to life on stage. With the charismatic co-hosts Eileen Roden and John McIntyre leading the way, you are in for a treat with a diverse range of PMO insights, interactive audience participation, and classic segments like Hot and Not, Hot Seat, and Blaze of Glory. Get ready to shake off the post-lunch slump and immerse yourself in this captivating session			
14:15 - 15:05	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 3	The PMO as a Business Function **Eileen Roden** R This year's Inside PMO Report from House of PMO is focused on the PMO as a Business Function. Launched at the conference the report explores the future of PMO, specifically if the could and should be a business function, very much like HR or finance. This session uncovers what it means for the PMO to be a business function; how it is structured; where it sits within the organisation and who it reports to. Typical questions are answered - what are the implications and benefits for organisations? What will it mean for PMOs? What will the model look like? Would it include other project management functions like delivery and controls? Would there be a PMO Director (or Chief Projects Officer) who sits on the board?	PMO Risk Mitigation Using Resource Driven Predictive Analytics **Greg Bailey** SS • Understand how to identify near, mid and long-term risk to your project portfolio and related strategies through the lens of resource management • Learn techniques to better forecast and manage resources regardless of organizational maturity • Best practices for planning people and teams in a Hybrid environment using SAFe and traditional delivery methods • Walk through real-world examples of resource-driven predictive analytics • Utilize advanced visualization, ML, AI to become a better communicator to the c-suite • Leverage the latest resource planning AI tools to always find the right skills for the right job at the right time	PMO as a Service - what is it and how is it done? **Caoimhe Murphy** CS In this session we hear from leading professional consulting firm, Deloitte on 'PMO as a Service' and look beyond the buzz surrounding 'as a service' to find out what PMOaaS is; why it exists and how it is done. As more and more PMOs move to the model of offering PMO services to the organisation, PMOaaS, is not just about services to external clients. It is also about offering an alternative model to internal stakeholders too. You will hear about the PMOaaS model and how you can take the principles, adapt and adopt them for your own organisation. Deloitte will share their lessons and best practice on how to define, deploy and successfully manage a PMOaaS approach.	Data, What is it Good for? **Peter Macey** GP Data is fundamental to any organisation and adding value to the organisation should be top of the PMO goals. In this session the focus for PMO practitioners is on understanding the data you have in your control, the impacts of it and how to use it in a meaningful way. This session discusses: • What is accurate and good quality data. • Why linking good data adds value and insight • Having a central data view that can be sliced in many ways, helps inform the organisation. • Why having disparate sources of data is not ideal and why there should be one source of the truth. • How data should be freely available to process in whatever way required. • Why your process should define how you work, not your tooling solutions. The session invites you to think more broadly about the data aspects of the PMO role and how that impacts the role of the PMO and the service it provides.
15:05 - 15:35	**Afternoon Coffee**			
15:35 - 16:25	**Enterprise**	**Interact**	**Synergy**	**Engage**
Session 4	The Virginmedia and O2 Portfolio Management Office **Ian Finch** CS How does a PMO create a new standard for delivery within a Framework ensuring the 'best of both' is retained when two Telecommunications giants merge When O2 and Virginmedia merged in June 2021 they needed to create a standard single way of governing and delivering in excess of 1000 projects every year! This is the story of how their two PMOs became a unified Portfolio Management Office and the journey they undertook from the first introductory meetings to the launch of the Framework and the continued transformation that they are delivering today.	Empowering the Modern PMO **Smartsheet** SS This session explores how technology can support the modern PM professional in managing both traditional and agile projects. Discover the role of technology in facilitating collaboration, real-time transparency, and adaptability. Learn about a specific tool and platform designed to support hybrid project management. Gain insights from practical examples and case studies, and uncover best practices for integrating technology into your project processes. Join us to harness technology's power in achieving success across project delivery and the modern PMO.	How Technology can Transform the PMO From Administrative Overhead to Strategic Partner **Jon Broadley** SS Discover how Microsoft tools like Project Online, Teams, and Power BI can transform your PMO from administrative overhead to a strategic partner, driving PPM success. Learn how automation can streamline processes, enhance collaboration, and align project management efforts with organizational goals. With real-life examples, see how data integration from multiple tools reduces manual effort, boosts efficiency, simplifies planning, resourcing, and budgeting, and allows for early issue identification. Unlock the potential of Microsoft technology and elevate your PMO to a strategic partner in this session.	From Plan-Based to Discovery-Based Portfolio Management **Henny Portman** R Learn about agile portfolio management, which is becoming increasingly important as organisations adopt agile working methods. This session covers the breadth of agile portfolio management, from fully planned to completely discovery-based approaches. Henny Portman, author of Agile Portfolio Management - The Bridge to Strategic Agility, explores ten focus areas to enhance portfolio management agility. By transitioning towards more discovery-based practices, strategic choices can be made in the portfolio more effectively, earlier, and with greater flexibility.
16:25 - 17:25	 **Closing Keynote** Matthew Syed **Writer, Journalist and Broadcaster** TD Many of you might already be familiar with journalist, author, broadcaster Matthew Syed and his books - especially **Black Box Thinking** which us PMO people loved for its take on failure, mistakes and lessons learnt! Matthew will undoubtedly be making us think differently in this entertaining and engaging closing keynote in what promises to be an excellent day for PMO practitioners.			

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*Gartner, "Magic Quadrant for Adaptive Project Management and Reporting", 22 August, 2022
**Gartner, Critical Capabilities for Adaptive Project Management & Reporting, 24 August 2022

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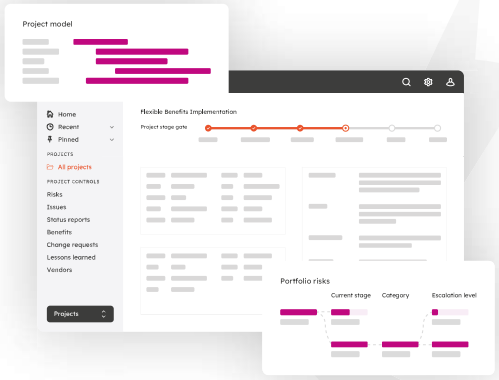

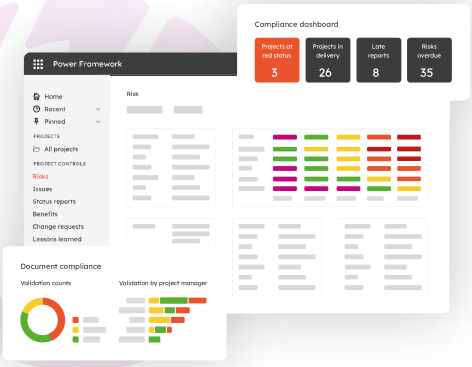

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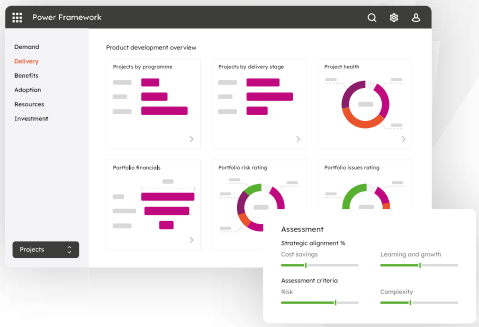

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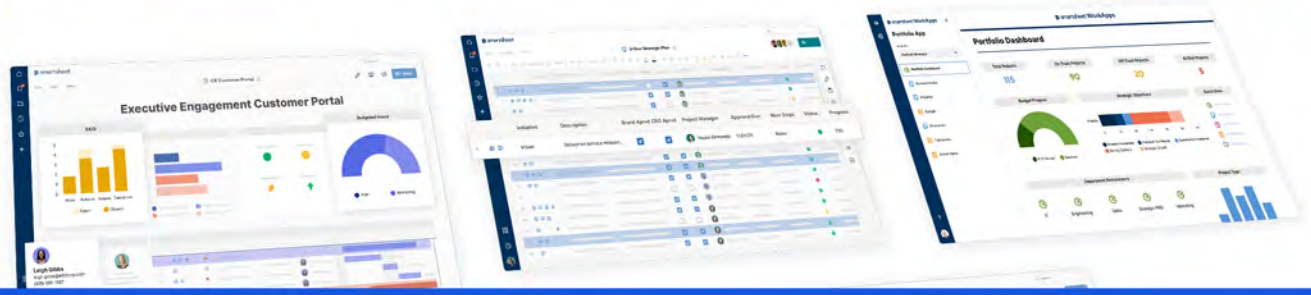

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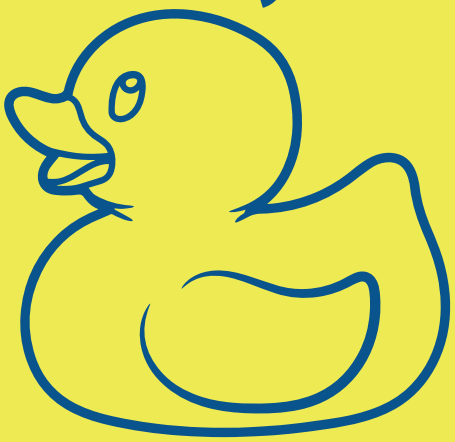

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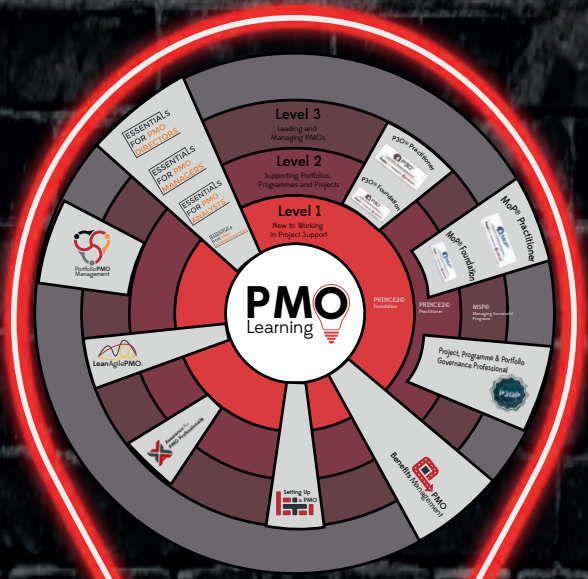

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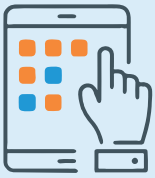

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