

# The Big PMO 2024 Checklist

# The Big <sup>2024</sup> PMO Checklist Contents



## PMO Services

Throughout 2024 we have seen plenty of sessions that focus on the core offering from the PMO - the services. The structured support activities that the PMO can offer is vast and the checklist covers just a few you can action or improve on.



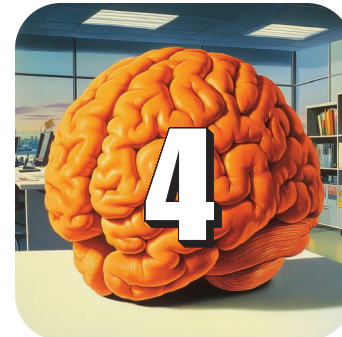
## LovePMO

These are the sessions that remind us how great and diverse a career in PMO is. Sometimes it is about ourselves, sometimes it is different aspects of the business to think about or just thinking differently.



## Data, AI and Metrics

Here's a subject that really took off in 2024 and will continue throughout 2025 and beyond. Sessions focused on getting started plus hearing from other businesses that are a few steps further along.



## Learning

The House of PMO is all about developing ourselves, helping the development of others and helping to move the PMO profession forward. There were plenty of sessions to help you think about learning in 2025.



Throughout 2024 we have seen plenty of sessions that focus on the core offering from the PMO - the services. The structured support activities that the PMO can offer is vast and the checklist covers just a few you can action or improve on.

See which areas you and your PMO can focus on and check out the sessions in the Member's Library to give you more insights and guidance.

## Building the Right PMO for Your Organisation

- ☐ Proactively explore the unanswered questions your organisation has, and partner with Project & Programme Managers to define the PMO services that will directly address those challenges.
- ☐ Develop and Implement a PMO Service Catalogue, Start drafting your service catalogue, mapping out services offered by your PMO, and get it in use to streamline and clarify your offerings.

Jan

## Show Me Your RAID Log

- ☐ Embed RAID logs in your PMO processes to provide clarity and support for risk and issue management.

Jun

## PMO Versus Project Controls

- ☐ Review the newly launched Inside PMO Report and incorporate its findings into your strategy.
- ☐ Assess how your PMO aligns with the key insights on project controls

Jun

## PMO Services

- ☐ Conduct a benefits realisation review with your team to ensure the organisation is aligned on delivering value throughout the project lifecycle.
- ☐ Study the P3O Value Matrix and map it to your PMO to improve its alignment with organisational goals.
- ☐ Build a clear and structured service catalogue, ensuring it articulates your PMOs value proposition and service offerings.
- ☐ Evaluate the top three areas of integration in your PMO -people, governance, and risk management - and develop strategies for improvement.

Jul

## Reimagining the PMO

- ☐ Implement feedback loops to identify popular and underutilised services and adjust the service catalogue accordingly
- ☐ Encourage pilot projects and innovation labs within the PMO to explore new methodologies, tools, and processes
- ☐ Integrate sustainability and ESG (Environmental, Social, and Governance) principles into project selection, governance, and reporting

Nov

## Accidental Project Managers

- ☐ Develop a Formal Support Framework for Accidental PMs

Nov

## Implement a Service Catalogue

- ☐ Given that only 12% of PMOs use a service catalogue, consider creating one to formalise and communicate your services more effectively.

## Circle of Resource Management

- ☐ Define clear roles and responsibilities across portfolio, project, and resource management levels
- ☐ Use simple tools like T-shirt sizing (small/medium/large projects) to forecast resource needs efficiently

Nov

## The Virginmedia and O2 Portfolio Management Office

- ☐ Implement a continuous improvement process that is regularly reviewed and refined, ensuring sustained progress in PMO operations.

Jun

## Regularly Assess the PMO's Role

- ☐ Schedule periodic reviews to adapt the PMO's structure and functions based on organisational changes and feedback from stakeholders

Nov

## PMOs I Have Known

- ☐ Organise workshops where PMO staff experience project workflows first-hand, identifying areas for process improvement.

Sep

## PMO in Higher Education

- ☐ Reflect on the top four constraints to effective portfolio management in your organisation, using them as a basis to prioritise PMO improvements.

Mar



# Love PMO



These are the sessions that remind us how great and diverse a career in PMO is. Sometimes it is about ourselves, sometimes it is different aspects of the business to think about or just thinking differently.

Sometimes we just hear something said in a session which intrigues or just makes practical sense, here we show some of the things we've captured in 2024

- ☐ Engage with key stakeholders to clearly understand the organisational pain points your PMO must address. Use this insight to shape your PMO's vision and purpose.

*Building the Right PMO for Your Organisation - January 2024*

- ☐ Review your team's workload to ensure they are not only supporting delivery but also driving PMO improvements. Schedule dedicated time for both.
- ☐ Set aside specific time blocks each week or month for your self-development, ensuring you stay current and effective in your role.

*Spotlight on the PMO Analyst Role - February 2024*

- ☐ Schedule a session to openly discuss imposter syndrome with your team, sharing strategies to overcome it.

*PMO Career Hour - February 2024*

- ☐ Identify one actionable step you can take to contribute to the growth of the PMO profession - whether its sharing knowledge, mentoring, or participating in forums.
- ☐ Participate in or organise community of practice events, reflecting on what activity or discussion brought you the most value.

*PMO Trends for 2024 - February 2024*

- ☐ Introduce initiatives like mental health first aiders in your organisation, ensuring that the well-being of the team is a priority
- ☐ Create a structured plan for embedding PMO processes into organisational workflows
- ☐ Consider what your 'North Star' in your life and career, take time to think about what you would like your PMO career to be

*PMO Conference - June 2024*

- ☐ Reflect on why the PMO is misunderstood in your organisation and take steps to address these perceptions

*PMO HotHouse - August 2024*

- ☐ Conduct a regular portfolio review to prioritise projects that align with the organisation's resilience goals (find out what those goals are if you're not aware!)

*Business Resilience - October 2024*

- ☐ Analyse your PMO's own structure using tools like VSM to identify inefficiencies and optimise the delivery of services

*Systems Thinking - October 2024*

- ☐ Take time out to work on you for a change and learn how some techniques can help you deal with some of the difficulties of work life.

*The Inner Work of PMO Professionals - June 2024*

- ☐ Raise awareness among executives about the risks of unsupported Accidental PMs and the value of a PMO-led development programme

*Accidental Project Managers - November 2024*

- ☐ Delve into another PMO checklist - this time it's the PMO Career Checklist

*PMO Career Hour - August 2024*

- ☐ Find out what the most reasons why PMOs are misunderstood in organisations

*PMO HotHouse - September 2024*

- ☐ Find out how PMI have redefined 'project success'

*PMO HotHouse - October 2024*

- ☐ Use ChatGPT as an experimental career coach - use it on CV writing, interview prep, social media profile and careers advice

*PMO Career Hour - October 2024*

- ☐ Read the research on the 60 types of PMOs that exist!

*PMO HotHouse - November 2024*

- ☐ Consider your work/life balance more - strict lunch breaks and finishing work on time with infrequent email checking outside of work!

*One Woman and Her Dog: The Secrets to a PMO Implementation - December 2024*

# Data, AI and Metrics



Data, advanced analytics, utilising AI and other technologies that improve on efficiency and reduce errors. Every PMO wants to help their organisation make better decisions so this area of the PMO's work is only going to continue to evolve and advance. During 2024 we wanted to take small, practical steps, and here are some of the actions you could be taking in 2025.

## Using AI on Limited Datasets

- ☐ Begin building a dataset from your commonly used PMO templates and refine AI-generated prompts to improve project outcomes

## Prompt Engineering

- ☐ Take the first step into generative AI by refining your ability to craft effective questions, making AI a useful tool for PMO processes
- ☐ Discover the technique that enables you to learn how to ask better questions by using the AI to teach you how to do that
- ☐ Use publically available documents such as public sector business cases and reports to start crafting questions and see what is possible

## Tracking the PMO's Performance

- ☐ Gather data on how your PMO has directly influenced project success - whether through templates, governance, or sponsor engagement and communicate this to stakeholders.
- ☐ Develop OKRs and SLAs to measure team and service performance within your PMO, ensuring accountability and focus on results.

## February 2024 HotHouse

- ☐ Study the three lines of defence and ensure your PMO is effectively positioned within the second-line, defining the specific services it offers to strengthen assurance.

## Embracing the Future, Here and Now, with Microsoft Copilot

- ☐ Explore the capabilities of AI co-pilots by experimenting with 10 new tasks, applying them to your PMO workflows.

## Building the Right PMO for Your Organisation

- ☐ Align each PMO service with specific OKRs, and implement metrics that track the value and benefits delivered by both individual services and the PMO as a whole.

## How PMOs Can Contribute to Net Zero Outcomes

- ☐ Start to understand how Net Zero reporting and other sustainability targets are incorporated into project / programme and portfolio level reporting

## PMO Journey in Project Data Analytics

- ☐ Draw inspiration from leading examples like Rolls Royce to start embedding project data analytics into your PMO.
- ☐ Consider the three stages of implementing project data analytics - experimental, formal and social - who will be leading the way in your PMO?

## Reimagining the PMO

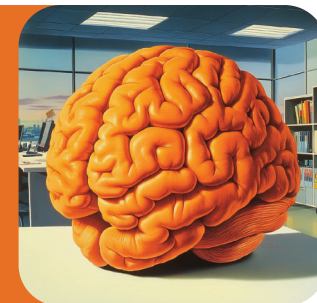
- ☐ Automate repetitive administrative tasks using tools like Robotic Process Automation (RPA) and integrate cloud-based solutions for project and portfolio management

## Edinburgh Conference

- ☐ Simplify your project reports to focus on top 3-5 KPIs or metrics that matter most to decision-makers

## Integrated PMO

- ☐ Develop your understanding of integrated PMO models and how the combination of people, process and technology link to metrics and measures



The House of PMO is all about developing ourselves, helping the development of others and helping to move the PMO profession forward. There were plenty of sessions in 2024 to help you think about learning in 2025.

Here we've captured a combination of different types of learning - some of it could be quick micro learning or some can require a deeper more formal learning.

- ☐ Run a job advertisement through generative AI (Co-Pilot or Chat GPT) and find out what the top skills are and compare to your own CV
- ☐ Use one of your own job profiles within your organisation and see what kinds of questions the AI can generate for you
- ☐ Try using generative AI to act as your own personal career coach, what questions would you ask it?
- ☐ Explore the different systems thinking tools like CATWOE, VSM and SODA to aid problem solving and decision-making
- ☐ Keep the PMO Career Checklist on hand to guide your professional development activities throughout the year
- ☐ Build a habit of collecting and revisiting positive feedback to boost confidence and counter imposter syndrome
- ☐ Talk to one other PMO professional outside your organisation and find out about the type of PMO they work in and what the vision and objective is
- ☐ Build a robust competency framework would help define the skills and knowledge needed for different PMO roles and create clear career paths
- ☐ Build time into your schedule for self-reflection, focusing on how lessons learned can enhance both personal and PMO performance
- ☐ Create opportunities for open discussions within the PMO team, debating key topics such as the evolving role of the PMO
- ☐ Spend time reflecting on the lessons you've learned throughout your career and think about how you can pass these insights on to others
- ☐ Create a clear career development plan that aligns with your long-term vision or 'North Star,' and regularly review your progress
- ☐ Assess your current knowledge gaps and pursue relevant bite-sized learning opportunities to fill them
- ☐ Plan a team-building event or away day for your PMO, focusing on knowledge sharing and professional growth
- ☐ Perform a self-assessment using the PMO Competency Framework and implement any actionable tips from scenario-based learning
- ☐ Create your own personal ChatGPT account (it's free!) and start learning how to use prompt engineering - especially if you're unable to access it at work!
- ☐ Start utilising podcasts as a learning tool - Project Chatter is a good place to start (keynote speakers from the Edinburgh PMO Conference)
- ☐ Met someone at the PMO Conference? Make sure you keep in touch via WhatsApp or other instant message tool and provide mentoring for each other
- ☐ Understand what the components are of data literacy and what basics are needed before pulling together your data strategy
- ☐ Revisit common challenge areas and get back to basics with the PMO team with short training sessions, consider extending them to the PMs
- ☐ Focus on the career management aspects of the PMO - are there up-to-date job profiles, career paths, development plans etc
- ☐ Try incorporating new parts to existing processes, for examples, pre-mortems in lessons learnt, risk workshops in requirement phase
- ☐ Consider where the PMO can gain new insights - from conferences, external groups, cross-functional training and so on
- ☐ Make sure there is at least one behavioural or soft skill on your development plan to ensure a more balanced focus on learning and development
- ☐ 'Steal with zeal' - research other industries where best practices are transferable to your own industry
- ☐ What is your PMO known for and what makes stakeholders and customers utilise it? Understand it, do more of it and shout it from the rooftops
- ☐ Do a "the right way should be the easiest way" review of the PMO services and associated processes, consult PMs for their insights and inputs too
- ☐ Lead a micro-learning initiative which sees each team member lead a session virtually to their peers, allow the team to vote on topics
- ☐ Purchase a least one new business book or textbook each year and actually read it cover to cover, share the insights with the tem
- ☐ Consider volunteering for the House of PMO initiative on the service catalogue, we're updating the current version and need your help
- ☐ Check out the 'Hot or Not PMO Services' session and see if your PMO is in line with the wider community, consider it informal benchmarking
- ☐ Organise regular process walkthrough workshops where PMO staff members step into the shoes of project teams, walking through the workflows they expect others to follow
- ☐ Explore specialisms in the PMO to understand if you're able to go deeper in an area of PMO and combine your 'passion with perseverance'
- ☐ Run a workshop which is focused purely on what the PMO's KPIs will be this year and what the OKRs should be
- ☐ What would your PMO's maturity levels look like? And how useful would they be to the organisation? Take time to think further about this popular topic





# The Big PMO Checklist 2024

Everything contained in the Big PMO Checklist 2024 has been extracted from the many sessions we run throughout the year.

If you like the insights we're sharing, why not become part of the House of PMO community?

As a member you have access to all the events plus everything the Member's Library has to offer.



**BECOME A MEMBER TODAY**  
**[www.houseofpmo.com](http://www.houseofpmo.com)**

#lovePMO