

# PMO Service Catalogues

The Why, What and How



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# Today's Session

- Understand what a PMO Service Catalogue is
- Learn how to create one
- What & How to communicate



# Delegate Notes

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# Question



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# What is a PMO Service Catalogue?



# Delegate Notes

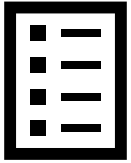
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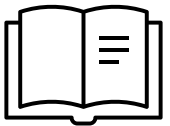
# PMO Documentation



PMO Services Strategy



PMO Service Catalogue



PMO Operations Handbook



# Delegate Notes

# PMO Services Strategy

- Sets out the strategy for the PMO and how it is going to deliver services

# PMO Service Catalogue

- List of Services to be provided and how they will offer it. Similar to the list of services a garage will have for your car

# PMO Operations Handbook

- Internal PMO document on how the services are delivered. i.e. The mechanics workbook

# PMO Services Catalogue

- List of all the Services your PMO can offer
- Sets expectations of what the PMO delivers
- Customer Communication
- Details how the PMO measures themselves



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# Service Catalogue Structure

Competency  
Area

Benefits  
Management

Service

Service 1

Service 2

Service 3

- Version 2 of the Service Catalogue will be aligned to the Competency Groups in the Competency Framework.

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# Service Catalogue Template

Service Name

Order	Field	Description
FIELDS TO BE POPULATED – external customer view		
	Reference	
	Service Name	
	Service Description	
	Why do the service at all?	
	Why should the PMO do it?	
	How the PMO will measure the value of the service	
	SIPOC - Suppliers - Inputs - Processes - Outputs - Customers	<a href="#">PMO Service Catalogue - Miro</a>
	What the PMO will do in delivering the service	
	Connected services	
INFORMATION REQUIRED FOR EACH SERVICE TO BE DETERMINED AT SET UP – specific to organisations.		
	Performance expectations and service level agreements	
	Eligibility	
	Recharging arrangements	
HELPFUL HINTS FOR FIELDS IN THE OPERATIONS HANDBOOK – internal PMO view		
	Tailoring guidelines	
	PMO Capabilities needed to provide the service	<a href="#">TEMPLATE - K S AND B selection sheet.xlsx</a>
	Connected services	
	Named PMO Service Owner, PMO Service Manager and PMO Service Operatives, including associated RASCI	
	Which offices in the PMO structure offer the service	
	Supporting tools, techniques, and systems	
	Templates and user instructions	

Order	Field	Description
	Costs associated with service delivery.	
MISCELLANEOUS		
	Additional reading and guidance	
	Critical success factors (CSFs)	

- Description
- Why the PMO should do it
- How the Service is measured
- What the PMO does to deliver the service
- Service Level Agreement
- How the service is paid for (if applicable)

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# What if I'm not a Service based PMO?





# Why is it important to have a Service Catalogue?





# Why is it important to have a Service Catalogue?

# Why is it important to have a Service Catalogue?

Clarity and  
Transparency

Consistency

Alignment  
with  
Organizational  
Goals

Efficient  
Resource  
Allocation

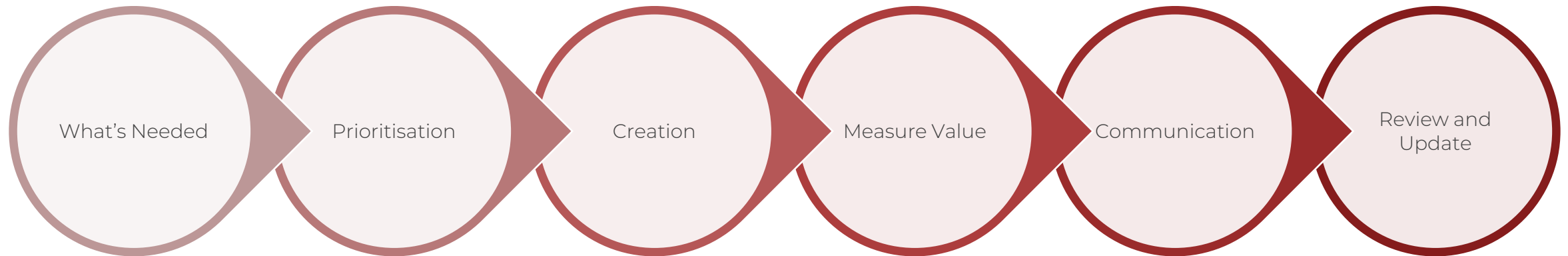
Improved  
Stakeholder  
Engagement

Accountability

# Delegate Notes

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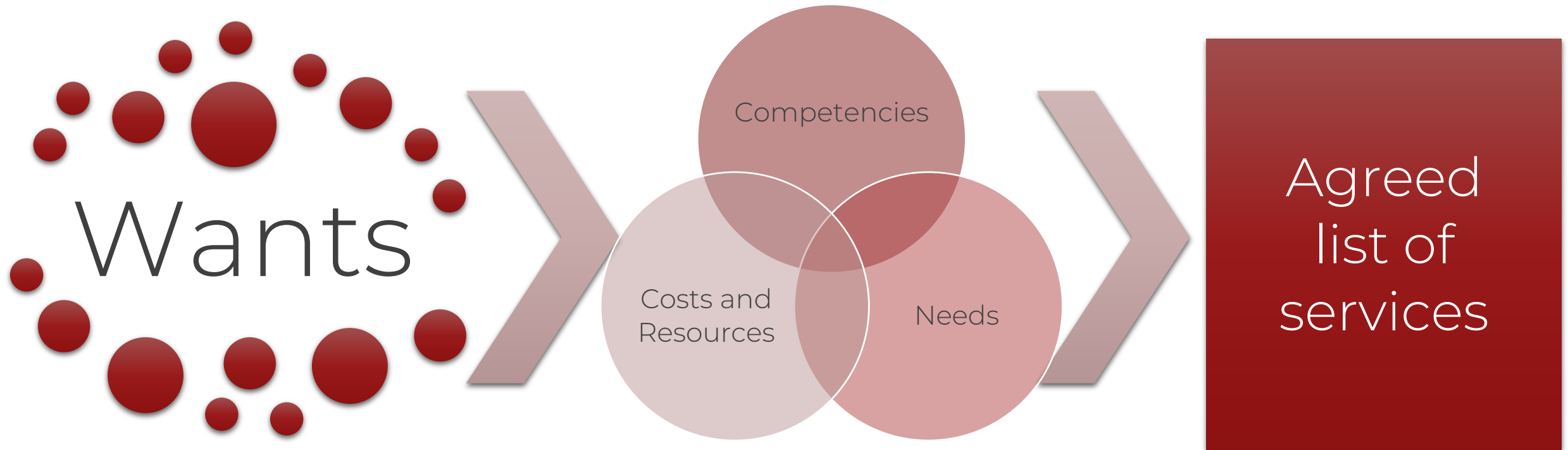
# How do you create a Service Catalogue?



# Delegate Notes

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# Determine which services are needed





# Delegate Notes

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# Prioritisation – Option 1

Must Have

Service

Service

Service

Service

Should  
Have

Service

Service

Service

Service

Could Have

Service

Service

Service

Service

# Delegate Notes

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# Prioritisation – Option 2

Easy To  
Implement

Service

Service

Service

Service

Highest Value  
to the  
Organisation

Service

Service

Service

Service

Capability  
Already exists

Service

Service

Service

Service

Capability  
Required

Service

Service

Service

Service

# Delegate Notes

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# Exercise 1

Take the list of services and identify which services you are/ could offer in your organisation and, if you have time, start to prioritise them.

Spend the last few minutes comparing answers on your table.

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# Create the Service Descriptions



- As you start to prepare the document consider the following:
  - Who is the owner of the Service?
  - Is there an agreed process in place or does it need to be created?
  - How much tailoring is needed or allowed for the specific project/programme?
  - Are all the stakeholders in agreement with their roles?
  - Are there any considerations on charging?



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## Exercise 2

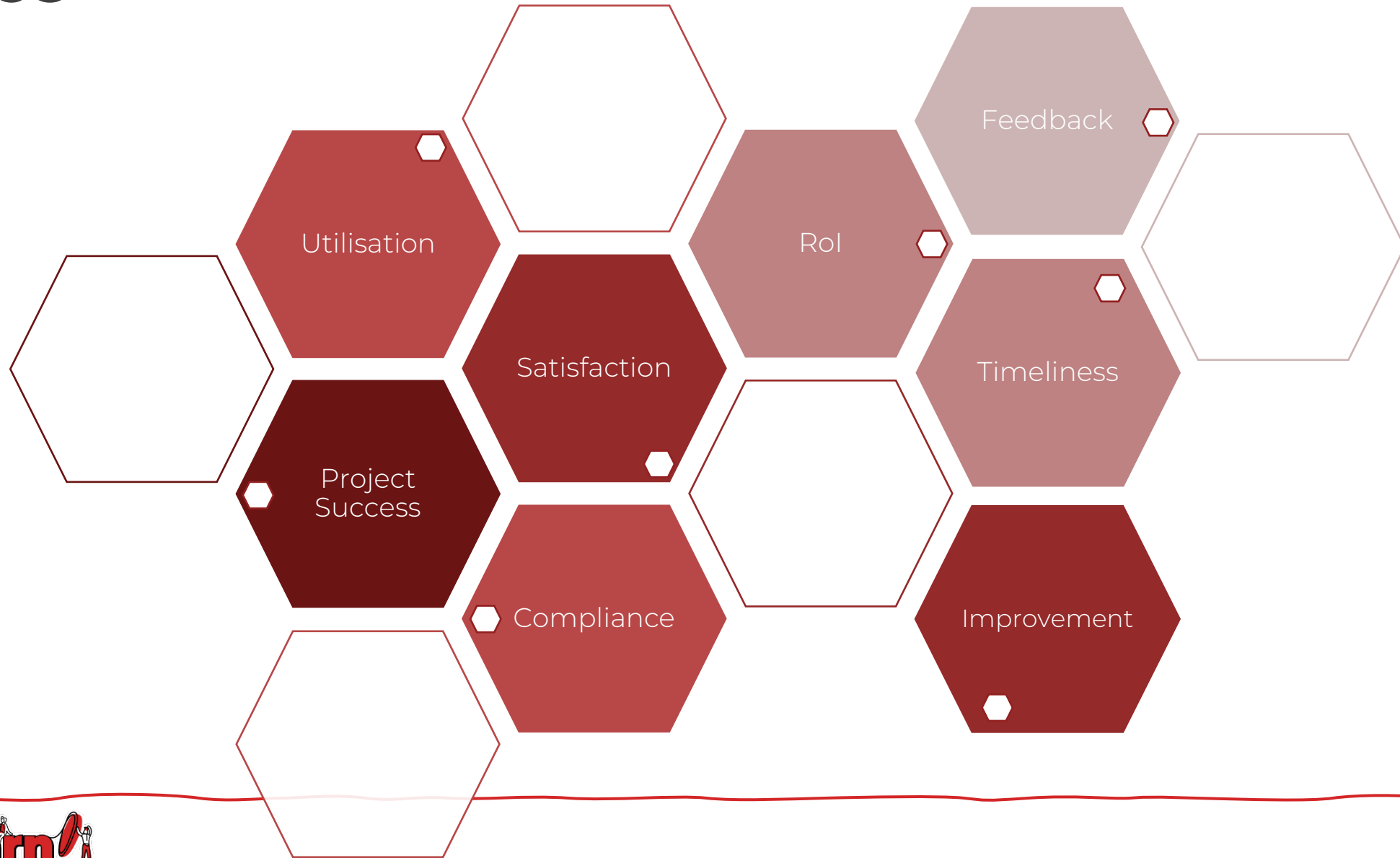
Using the template for the **Develop and Maintain the P3 Registers** service and create a tailored version of it for your organisation.

(Individual or Group exercise)

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# Determine how you are measuring the Value of the Service



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## Exercise 3

As a table, discuss how you would measure this service.

# Delegate Notes

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# Communicate the Services and the Progress





# Delegate Notes

Handwriting practice lines for notes.

# Communication through RAG Chart

Must Have

Service

Service

Service

Service

Should  
Have

Service

Service

Service

Service

Could Have

Service

Service

Service

Service

# Delegate Notes

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# Finally

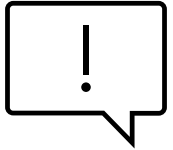


## Review and Update

# Delegate Notes

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# Summary



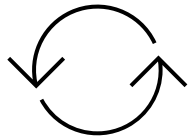
Important to have a Service Catalogue to define what the PMO delivers



Communicate with Customers progress and service levels



Tailor services to meet your needs



Review and Update regularly

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# Q&A



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# Thank you



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