



Project Management Office (PMO)

Finance & Corporate Services Meeting

April 27, 2016

What is a PMO?

PMO = Program Management Office,

- Group/department within an organization, that defines and maintains standards for project management within the organization
- Strives to standardize and introduce economies of repetition in the execution of projects




PMO Objectives & Benefits

- ***Faster project initiation*** via utilization of established tools and artifacts
- ***More effective project prioritization*** via PMO's ability to see the entire landscape of project activities across the organization
- ***Increased probability of project success*** through experience and lessons learned, especially when things go wrong
- ***Timely & consistent communication*** for projects via following approved project templates and plans
- Timely risk identification which can ***reduce costs*** through better controls in place across all functional groups.
- ***More efficient resource & budget management*** because PMOs operate at a project portfolio level rather than a project-to-project level.


Why Now?

... PMO staff will work with the business to improve and innovate the systems to meet business needs

... Solid consistent approach to managing projects and resources who understand the system and can sustain it



Innovation - Continuous Improvement and Analytics



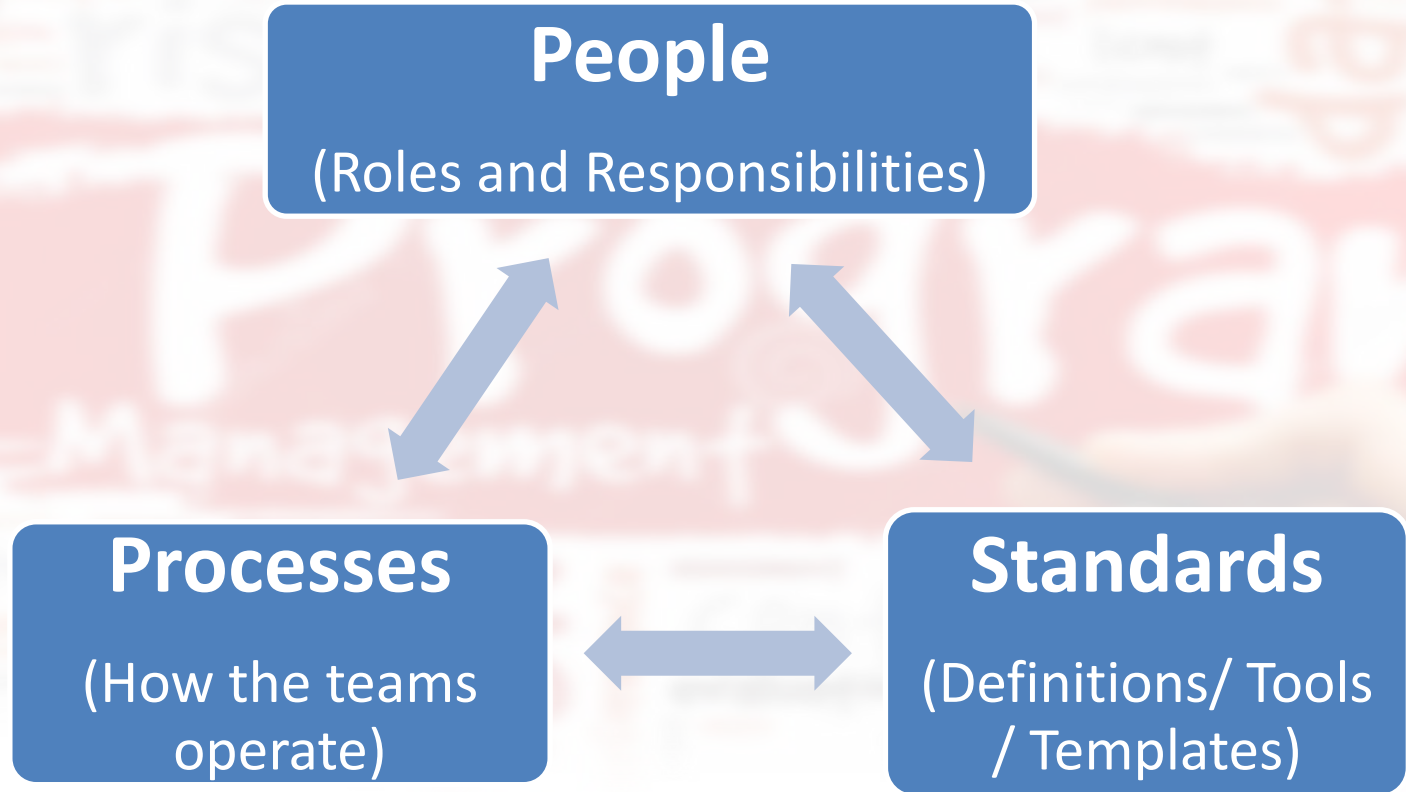
Operational System Management and Sustainment



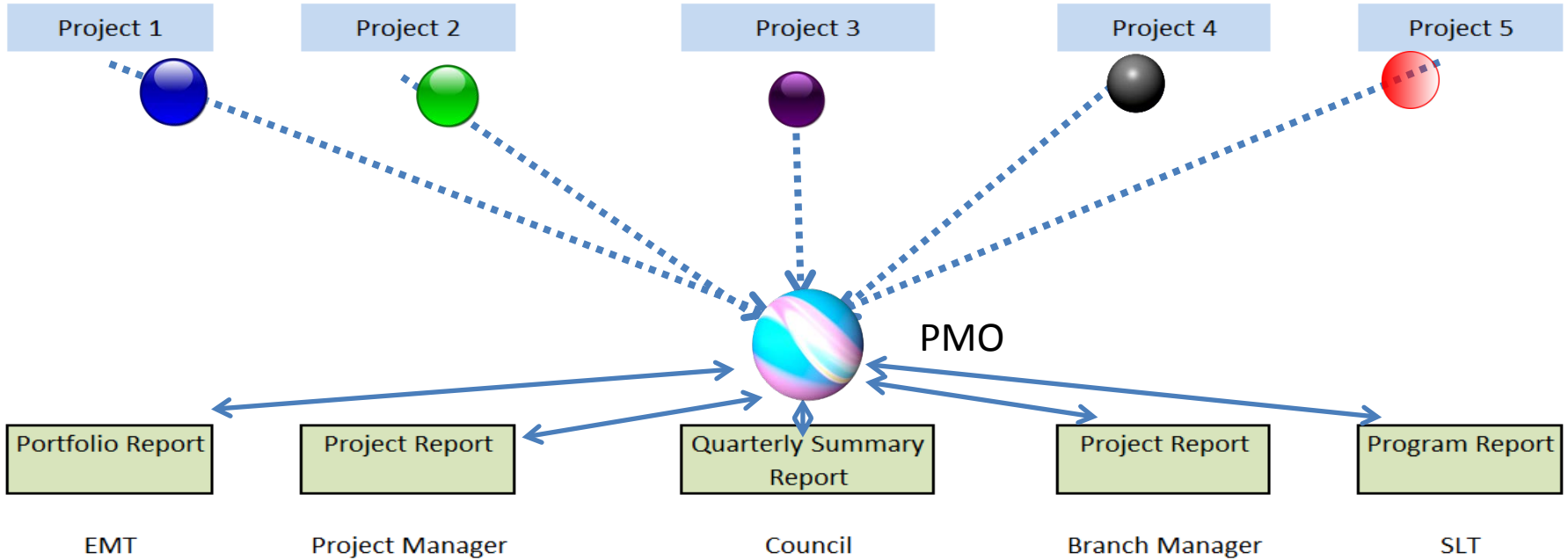
Project Management and System Implementation

Multiple transformational projects are in the development stage...

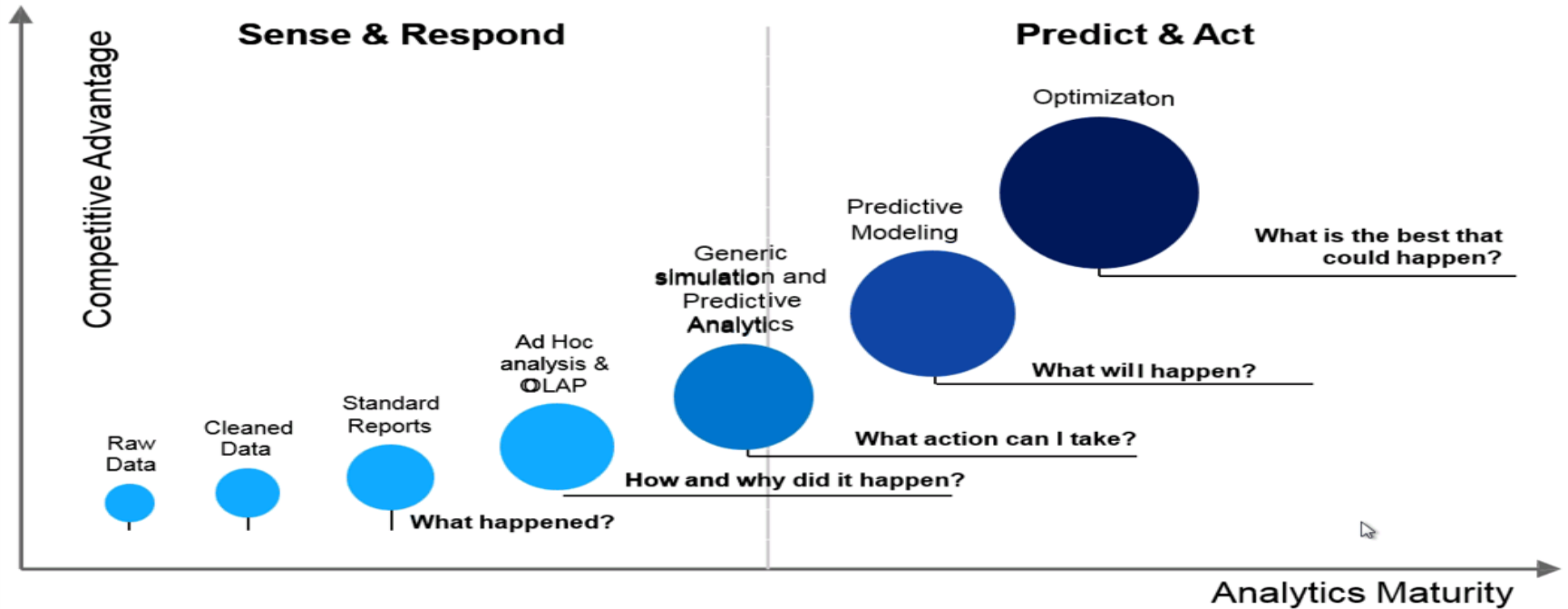
Program Framework



Reporting



Business Intelligence (BI) Analytics Maturity



BI – What is Possible



Boston About Results
Performance Management



Centers for Youth and Families
Compared to last quarter, program participation
Increased 22%
December 2015



BRA
December 2015



Basic City Services
February 2016



Library
This quarter, public wireless sessions were
25% over target
December 2015



Elderly Commission
In December the Commission delivered:
18,744 Meals
December 2015



Fire
This quarter, the Fire Department responded to
1,108 Fires
December 2015



Human Resources
This quarter, diverse candidates represented
51% New Hires
December 2015



Innovation and Technology
Website Visits have hit
4 Million
December 2015



Inspectional Services
This quarter, ISD responded to every No Heat Complaint
Within 24 hours
December 2015



Neighborhood Development
This quarter DND completed
478 affordable units
December 2015



Parks
This quarter, the Parks Department overaw
13 Park Renovations
December 2015



Police
As of December, there are
343 Neighborhood Groups
December 2015



Property Management
This quarter, PCM removed
651 Graffiti Requests
December 2015



Public Health
This quarter, the Mayor's Health Line reached
12,265 Individuals
December 2015



Public Works
This quarter, FWD's recycling diversion
Increased to 25.26%
December 2015



Schools
Four Year Graduation Rate for All Students:
67% Success
June 2014



Transportation
This year, single space meters:
99% operability rate
December 2015



Treasury - Collecting
This quarter's collection rate is
98.5%
December 2015

PMO Structure

Launch May 2, 2016

Sustainment &
Innovation

Operational

