

8thManage™ High Performance PMO

improves the success rate of projects
by managing the **critical factors**

Top 5 Factors for Success

1. User involvement
2. Executive support
3. Clear statement of requirements
4. Proper planning
5. Realistic expectations

User Involvement



Measure user involvement
in activities in 8thManage™

Top 10 Factors for Failure

1. Incomplete requirements
2. Lack of user involvement
3. Lack of resources
4. Unrealistic expectations
5. Lack of executive support
6. Changing requirements & specs
7. Lack of planning
8. Didn't need it any more
9. Lack of IT management
10. Technical incompetence

Executive Support



Measure budget & key resources
in 8thManage™

Proper Planning



Measure planning criteria against
WBS in 8thManage™

Clear Requirements



Measure iterations, reviews &
acceptance in 8thManage™

Realistic Expectation



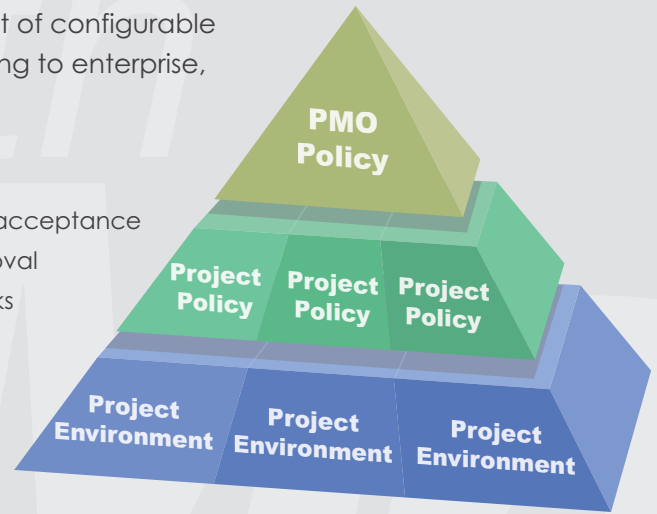
Measure reality check results
in 8thManage™

Flexible Governance Models

8thManage™ High Performance PMO offers a rich set of configurable policies and controls that can be structured according to enterprise, program and project level requirements

- Managerial goals
- Timesheets & resources
- Earned value calculation
- Review and acceptance
- Cost & approval
- Reality checks

8thManage™ Portfolio features provide flexible reporting and information aggregation



A PMO often needs to enforce certain policies in order to make its monitoring and control across projects more effective. 8thManage™ High Performance PMO is a policy-driven system which allows selective policy enforcement in project planning and execution.

Mutually Agreed Upon Project Managerial Goals

8thManage™ High Performance PMO allows the PMO manager and project manager to jointly set and continuously measure the following project managerial goals:

- Ensure user input
- Ensure user involvement
- Ensure complete requirements
- Detect high rate of changes
- Detect unrealistic expectations
- Detect lack of planning
- Detect lack of managerial competence
- Detect lack of technical competence

Managerial Goal	Target	Result
Ensure User Involvement ●		
<input type="radio"/> % of user involvement in all activities	50 %	-
<input checked="" type="radio"/> % of user involvement in all scope related activities	40 %	60 %
<input type="radio"/> % of user involvement in all reviews or acceptance	50 %	15 %
Ensure Complete Requirements and Proper Reviews and Acceptance ●		
% of stakeholder involvement in review and acceptance of scope related deliverables	50 %	0 %
% of scope related deliverables have been reviewed or accepted	100 %	100 %
Average rating (1 worst 10 best) in stakeholder survey in requirements completeness	9	No survey
Detect High Rate of Change in Requirements ●		
% of scope related deliverables are reverted or resubmitted more than <input type="text" value="1"/> times	25 %	0 %
% of scope related deliverables has or had been reopened for longer than <input type="text" value="15"/> days	0 %	0 %
Average rating (1 worst 10 best) in stakeholder survey in requirements stability	9	7
Detect Lack of Planning ●		
% of activities are longer than <input type="text" value="15"/> days	0 %	42 %
Maximum % of the activities or deliverables that an individual is responsible for	25 %	12 %
% of the deliverables that have been planned for review or acceptance	90 %	54 %

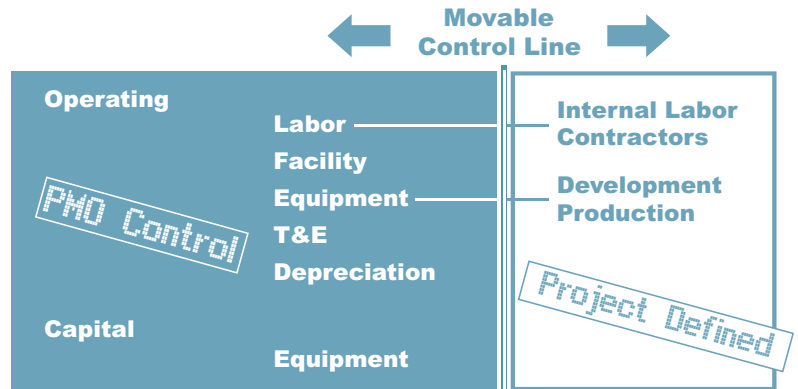
The major factors that affect the success or failure of projects have been well published in numerous articles. Project managers in general know these factors, but many of them do not have the discipline, tools and persistence to really control these factors in their projects. 8thManage™ High Performance PMO provides (a) a systematic way to allow a PMO manager and a project manager to jointly set the managerial goals and tailor the measurement criteria of these managerial goals and (b) the continuous real-time measure of the results. Making the measurement results of the mutually agreed upon goals visible at the earliest possible time and making measurement results continuously visible is the key to compel project managers to be more disciplined and persistent to control the success factors.

PMO Cost Management

8thManage™ High Performance PMO provides the following features for both organization and project budgeting, expending and tracking:

- Consistent but flexible cost classifications for organizations and PMOs
- Top-down and bottom-up budgeting
- Automatic cost aggregation for organizations and PMOs
- Timesheet and expense report management
- Purchase order and payment request management
- Invoice and payment management
- Budget variance detection and reforecast

Cost Classification



Budget
+
Forecast



Actual
+
Forecast



Top-down & Bottom-up Budgeting

Automated Cost Aggregation



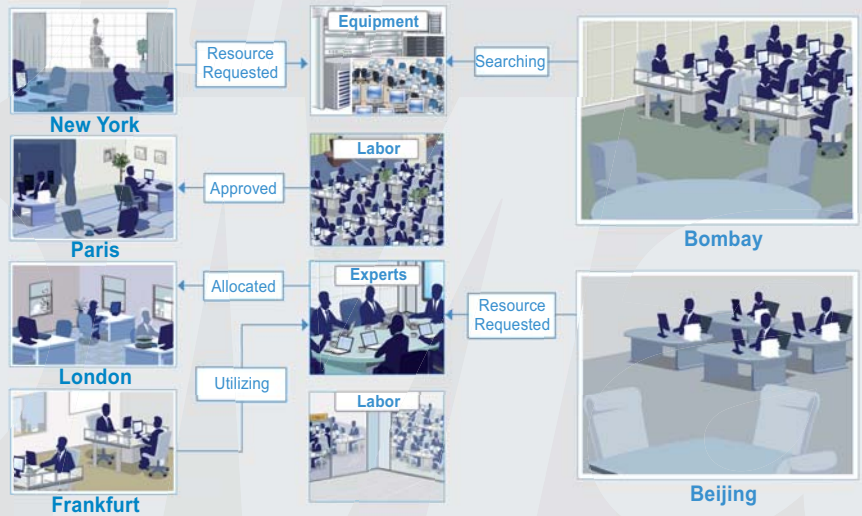
EMS Project Cost Classification		KIS Project Cost Classification	
Operating	\$1,491,000	Operating	\$631,200
Consulting Service	\$48,000	Consulting Service	\$18,000
Depreciation	\$400,000	Depreciation	\$150,000
Equipment	\$30,000	Equipment	\$30,000
Facility	\$5,000	Facility	\$5,000
Labor	\$920,000	Labor	\$420,000
Direct	\$600,000	Internal	\$150,000
Indirect	\$320,000	External	\$170,000
T&E	\$80,000	T&E	\$18,000
Customer Related	\$10,000		
Internal	\$30,000		
Capital	\$400,000	Capital	\$183,800
Equipment	\$400,000	Equipment	\$150,000
Facility	\$15,800	Facility	\$15,800
Other Material	\$43,000	Other Material	\$18,000

Corporate PMO Cost Classification	
Operating	\$2,112,000
Consulting Service	\$58,000
Depreciation	\$650,000
Equipment	\$60,000
Facility	\$6,000
Labor	\$1,340,000
T&E	\$98,000
Capital	\$642,800
Equipment	\$550,000
Facility	\$31,800
Other Material	\$61,000

PMO Resource Management

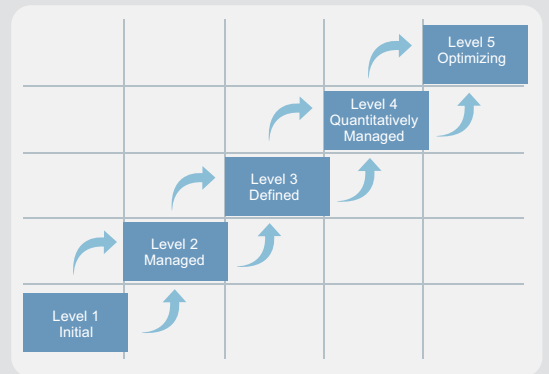
8thManage™ High Performance PMO helps you manage resources across projects and geographical locations:

- Tracking resource experience and expertise
- Tracking resource commitments
- Tracking allocation time vs. actual utilization time
- Tracking planned resource cost vs. actual resource cost
- Detection of overloaded and inadequate resources



Best Practice Management

8thManage™ High Performance PMO supports the “client as a team member” concept and facilitates release planning, iteration planning, team interaction, internal testing, and acceptance testing used by Agile methods. It provides the support for 9 CMMI Generic Processes and 27 CMMI Specific Processes



Communication Management

8thManage™ High Performance PMO provides various communication mechanisms and a centralized issue management system to track issues and action items to closure



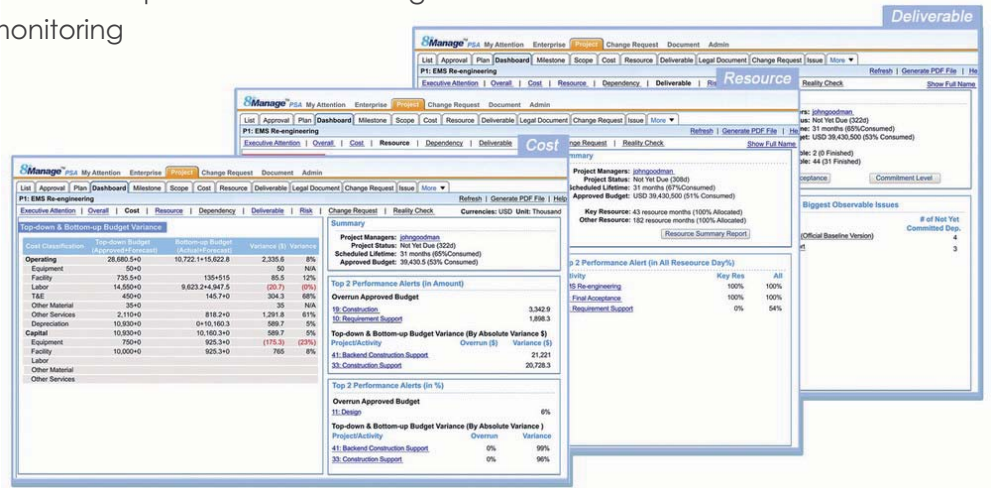
Proactive Project Monitoring

Being able to prevent problems or detect them at the earliest possible time makes the biggest difference in problem solving. The following table summarizes the effectiveness of 3 different kinds of monitoring:

Monitoring	Proactive	Reactive	Totally Ineffective
Key factors	Major		
Interim results	Full	Partial	
Final results	Full	Full	Partial
Detect at earliest possible	✓		
People more cautious	✓	✓	

8thManage™ High Performance PMO provides the following dashboards for proactive monitoring

- Project
- Cost
- Resource
- Dependency
- Deliverable
- Risk



Progress Reporting

8thManage™ High Performance PMO automatically generates progress reports which contain the following information for report purposes:

- Baseline & Milestone progress
- Critical risk items
- Cost
- Key resources
- Schedule lifetime
- Earned value
- Confidence reality check
- Control items

Progress Report

Project Sponsors: [stephenlaw](#)
 Project Managers: [johngoodman](#)
 Scheduled Lifetime: 31 months(82% Consumed)
 Approved Budget: USD 39,430,500(51% Consumed)

Milestone

- ◆ [Requirements Document \(Baseline Version\)](#)
- ◆ [EMS Design Spec\(Official Baseline Version\)](#)
- ◆ [Middle Layer Affer Acceptance](#)
- ◆ [Frontend](#)
- ◆ [Backend after Acceptance](#)
- ◆ [Statement for Passing Integration Testing](#)
- ◆ [Statement for Passing System Testing](#)
- ◆ [Statement for Final Acceptance](#)

Risk

Bad weather

Executive Attention

8thManage™ High Performance PMO provides easy-to-read status summary for executives

8Manage™ PMO My Attention Enterprise Work Admin

List Basic Project SLA Dashboard Milestone Change Request Issue Risk More ▾

PMO_Bank of Atlantic

Executive Attention | Overall | Cost | Resource | Dependency | Deliverable | Risk | Change Request

4 projects found.

	Schedule	Cost	Risk & Control	Resource
Bank of Atlantis Engineering				8,005RD Planned (14% Allocated, 0% Consumed)
Bank of Atlantic Core Bankin...				16,940RD Planned (6% Allocated, 0% Consumed)
Bank of Atlantis Business D...				635RD Planned (0% Allocated, 0% Consumed)
EMS Re-engineering				6,825RD Planned (100% Allocated, 67% Consumed)

Not Yet Planned
 Planned or Partially Planned, but Not Yet Started
 Progressing
 May Need Attention
 Definitely Need Attention
 RD = Resource Day

Executive Attention

Summary

The SPI (0.35) of this project is less than the project schedule RED Light threshold: 0.5.

Milestone

M1 M2 M3 M4 M5 M6 M7 M8

✓ ✓ ✓ ✓ ✓ ✓

Schedule Performance Index (SPI) = 0.35

Cost(USD)

Time

Planned Value(PV)

Earned Value(EV)

Display Milestones

Close

Allowing multiple levels of drill-down

Concrete data behind status summary

Milestone

Bank of Atlantis Engineering

Refresh

Show Full Name

8 milestones found.

Milestone	Visibility Level	Scheduled FD	Actual FD	Responsible Person	Status
◆ Middle Layer After Acceptance	1	2007-05-28 Mon	2007-05-28 Mon	leonmartin	Finished
◆ Frontend	1	2007-06-22 Fri	2007-06-22 Fri	amycox	Finished
◆ Backend After Acceptance	1	2007-07-20 Fri	2007-07-20 Fri	jack	Finished
◆ Statement for Passing Integration Testing	1	2007-08-31 Fri	2007-08-31 Fri	tomking	Finished
◆ Statement for Passing System Testing	1	2008-05-09 Fri	2008-01-05 Sat	donjackson	Finished
◆ Requirements Document (Baseline Version)	1	2008-08-07 Thu	2008-01-06 Sun	elianderson	Finished
◆ Statement for Final Acceptance	1	2008-09-05 Fri	-	elianderson	Not Yet Due(161d)
◆ BOA Design Spec (Official Baseline Version)	1	2009-03-05 Thu	-	judyamith	Not Yet Due(342d)

Close

PMO Issue Management

8thManage™ High Performance PMO provides a centralized issue management system to allow the tracking of issues and actions associated with deliverables, activities and business:

- Multi-level issue aggregation and tracking
- Critical issue management
- Emergency management



PMO Risk Management

8thManage™ High Performance PMO detects systemic risks of the projects that are under the PMO. It also provides an integrated risk register for recording user-identified risks and tracking them to closure



PMO Key Performance Indicators (KPI)

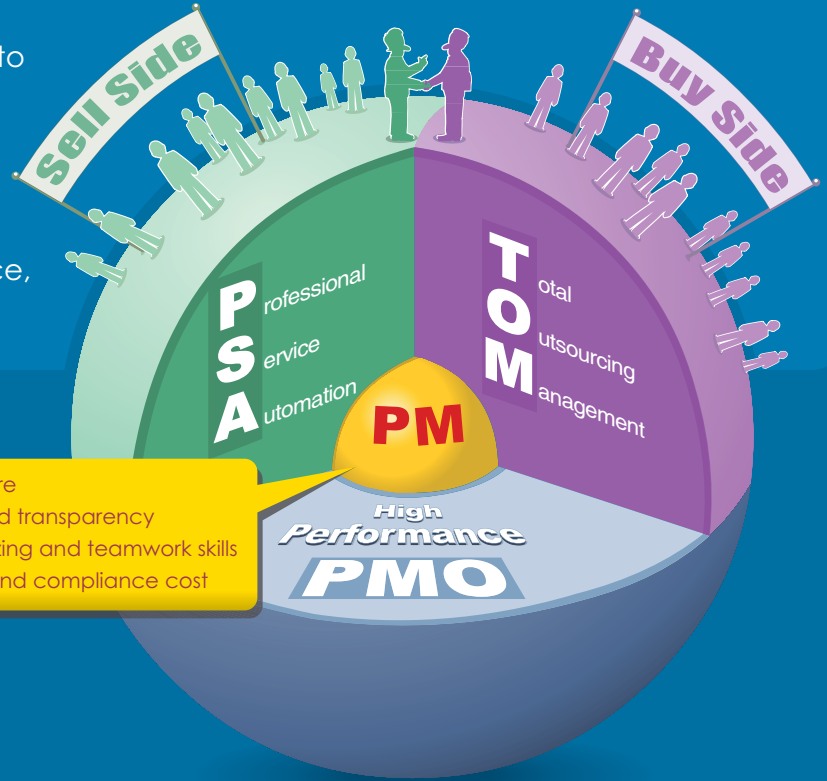
8thManage™ High Performance PMO allows you to set up the following elements to measure PMO performance:

- Milestones
- Costs
- Deliverables quality
- Service availability
- Service capacity
- Defect rate
- Average defect-repair response time
- Change rate
- Average change turn around time

	Target	Result	Reward	Penalty
Milestone	2008-02-02	2008-02-06	none	none
Cost	\$5,000,000	\$6,500,000	none	\$250,000
Product	2 rejections	0 rejection	\$500,000	none
Uptime	99.9999%	99.99%	none	\$500,000
Capacity	8,000 per min.	8,500 per min.	none	none
Response Time	7 days	6 days	none	none

8thManage™ High Performance PMO provides you with the ability to:

- Set policies to govern projects
- Set up and measure managerial goals to control the critical success factors
- Assist projects to set up best practices
- Manage cost and resources across projects
- Proactively monitor project performance, service levels, issues and risks



- Strengthen its collaboration structure
- Improve information availability and transparency
- Shorten its learning curve in organizing and teamwork skills
- Reduce management overhead and compliance cost

Visit www.8manage.com for more information

8thManage PMO Modules:

Risk	Change & Support	DOC & KM	Release	Dashboard	Portfolio	PMO
Commitment	Resource	External	Communication	Procurement	Timesheet	Issue
Integration	WBS	Deliverable	Dependency	Cost	Quality	HR

Wisage Technology is an international software product company with clients in many countries and regions, including the U.S., Canada, China, Hong Kong, Taiwan and Singapore. It offers the following solutions to increase the efficiency and effectiveness of your enterprises:

- 8thManage® CRM : State of the art Customer Relationship Management Solution
- 8thManage® FAS : End-to-end Business Automation and Integration Solution
- 8thManage® Simple PM : Easy to Use, Cost Effective Project Management Solution
- 8thManage® PM : Advanced Tool for Project Planning & Execution
- 8thManage® PMO : High Performance PMO for Enterprises
- 8thManage® TOM : Total Outsourcing Management for Enterprises
- 8thManage® PSA : Full Automation for Professional Service Businesses
- 8thManage® BIS : Comprehensive Customized Business Solution

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