Service: Goal-oriented Governance
Create forums with agreed terms of reference and membership, and reporting that drives decisions.

🏆 Typical Benefits

This service gives your project or programme an organisational structure with agreed terms of reference (ToR), a system of regular reports, and a framework of regular meetings, leading to:

- Clear visibility of the various programme delivery and decision-making groups, their purpose and authority limits

- Clear visibility of the escalation route(s) for any programme risks, issues or change requests

- Channels enabling the delivery team to raise questions and get answers from stakeholders

- Business as usual stakeholders receiving updates on the programme and its projects before making decisions.

- A reporting "heartbeat", setting expectations of significant progress with each report interval.

Thus this service improves transparency of decision-making, and ensures better alignment to the project/programme business case, thereby improving credibility and confidence with stakeholders from across the business.

🗺 Overview and typical delivery approach

- We interview you (the programme manager) and review the business case, to ascertain *why* the programme has been set up, *what* it is delivering, *who* will be affected, *how* they will be affected and *when*.

- We design an appropriate governance structure for the size of the project and the risk involved.

- We propose terms of reference for each governance body, with a meeting schedule and agenda, descriptions of the stakeholder roles and an estimate of the time commitment involved.

- We identify people to take on the stakeholder roles, and explain how they can contribute and what's in it for them.

- We review the ToR and amend as appropriate to obtain buy-in, and agree the ToR at each body's first meeting.

- We draw up template information packs for each governance body to facilitate information gathering, and template decisions and actions documents for easy communication of decisions and actions after the meetings.

- We monitor the performance of the governance structure, and make any tweaks necessary to ensure that decisions are being made robustly but without holding up delivery.

Timelines depend on priorities, and any other services being delivered concurrently for the same client.

📦 Deliverables

- Agreed governance structure, with representation from both the delivery team and business as usual

- Terms of reference for each body, agreed and signed off by each body.

- Descriptions for each stakeholder role, with estimated time commitment and benefits to the stakeholder.

- A schedule of governance meetings with attendee names, and electronic invitations, a standing agenda and template reporting information pack for each governance body.

🎗 Client testimonial

*"When Pragmatic PMO was engaged, we had **no project management function or framework** to support the programme I had come in to recover.*

*Pragmatic PMO **set up a "heartbeat" of regular meetings for the programme team and steering committees** (with agreed terms of reference) and created the **information packs** these meetings would discuss. They set up **shared registers for risks, issues, decisions** and so on, and ensured that **meeting outputs** were issued promptly and **followed up on***.

*Essentially **Pragmatic PMO implemented just enough project management** fundamentals and discipline to enable the programme to robustly deliver some fantastic outcomes for the client. If you are looking for strategic programme delivery support services that you can actually lean on, **Pragmatic PMO should be at the top of your list."***

Mark Ferguson, Programme Director

Just the job? Then pick a slot and let's talk!   ken.burrell@pragmaticpmo.com
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