

# PROGRAM MANAGEMENT OFFICE

## RCI's APPROACH TO THE PMO

PRESENTED BY



**RCI Technologies, Inc.**

IT Solutions Provider

# BUSINESS CHALLENGE

- Due to variable demand, companies utilize multiple ad-hoc methods and models to forecast resource needs to execute internal projects:
  - Internal resources / project teams
  - Consultant project teams
  - Staff augmentation
  - Combination of above
- This often results in:
  - Unpredictable project delivery
  - Unpredictable resource availability
  - Inconsistent resource quality
  - Lengthy (organizational and project) onboarding processes
  - Difficulty in measuring resource performance
  - Inconsistent costs of resources across suppliers or skills

These challenges are typically found in:

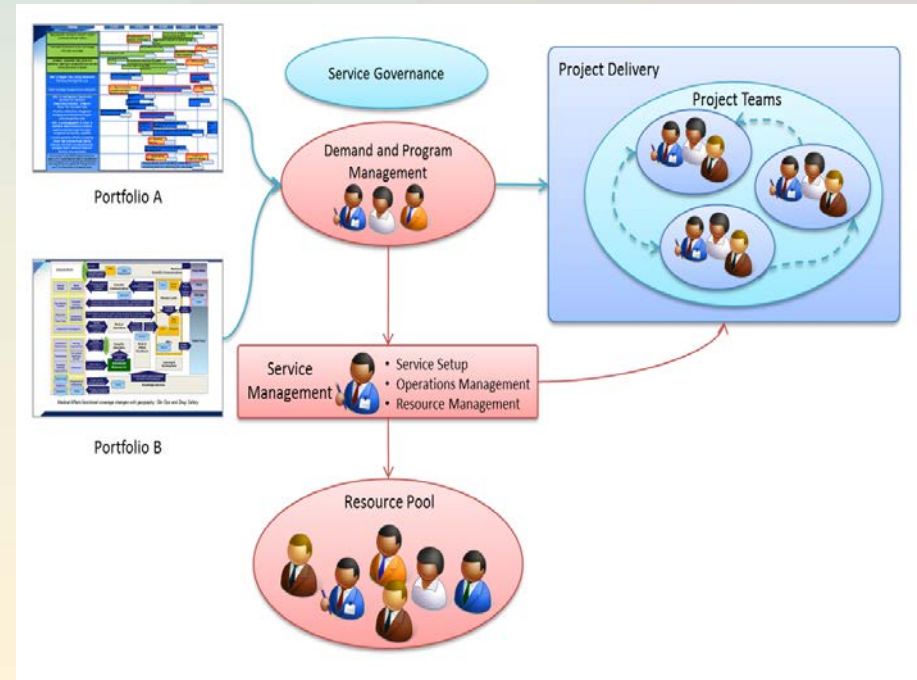
- Business analysis
  - Business Architecture
  - Process analysis
  - Functional analysis
  - Change management
  - System analysis
  - Program Management
  - Project Management
  - Architecture
- and other project delivery areas

**Ultimately putting at risk timely project completion, under-utilization of resources, lost opportunities, potentially poor project quality or abandoned projects, and higher cost of project delivery**

# SOLUTION FOR PROJECT DELIVERY SERVICE

The Service Model for project delivery is a client and vendor-managed project delivery model and supporting structure that is leveraged for the provision of resources to meet either project team or individual task-based resource needs. It includes:

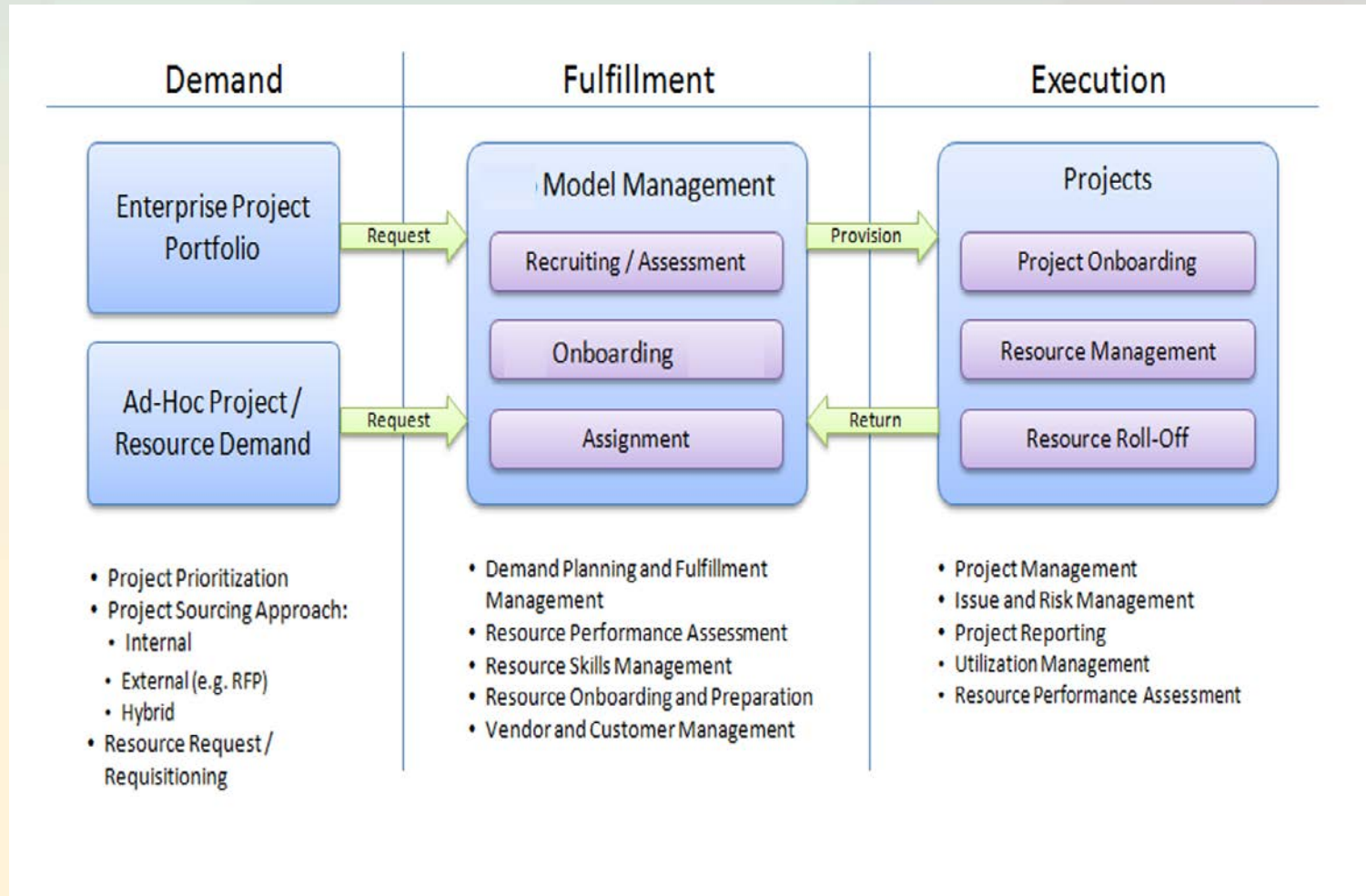
- Managing and tracking the current and future demand for resources in order to execute a portfolio of projects
- On-shore, dual-shore and off-shore teams with a structured delivery model to provide end-to-end solutions at highly competitive cost for each project
- Resources are Pre-screened, pre-trained, domain/industry-experienced, project-ready resources thus saving time and effort for on-boarding and recruiting



**The Model can be applied to technology and non-technology projects**

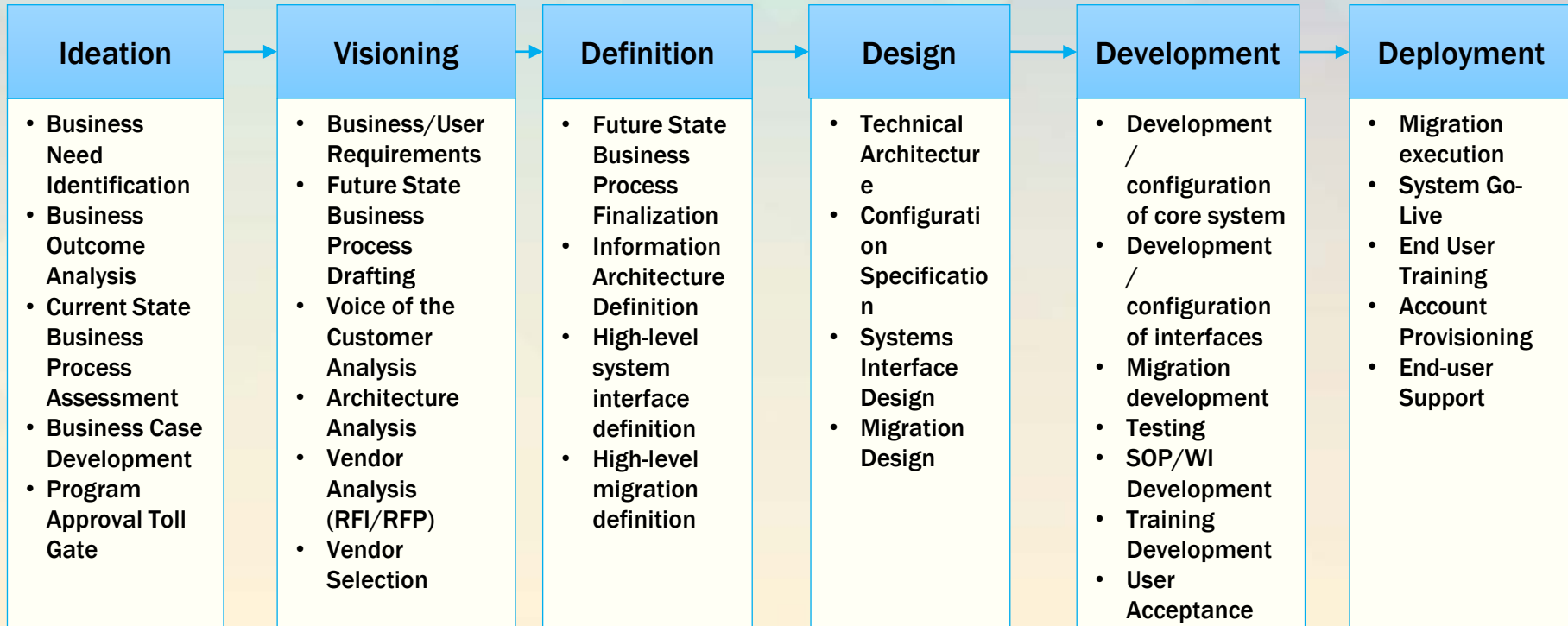
# HIGH-LEVEL PROCESS

The Model supports the end-to-end resource demand through fulfillment and project execution process:



# PROGRAM METHODOLOGY

## Program Phases



Program Management & Governance

Change Management & Business Implementation

Validation

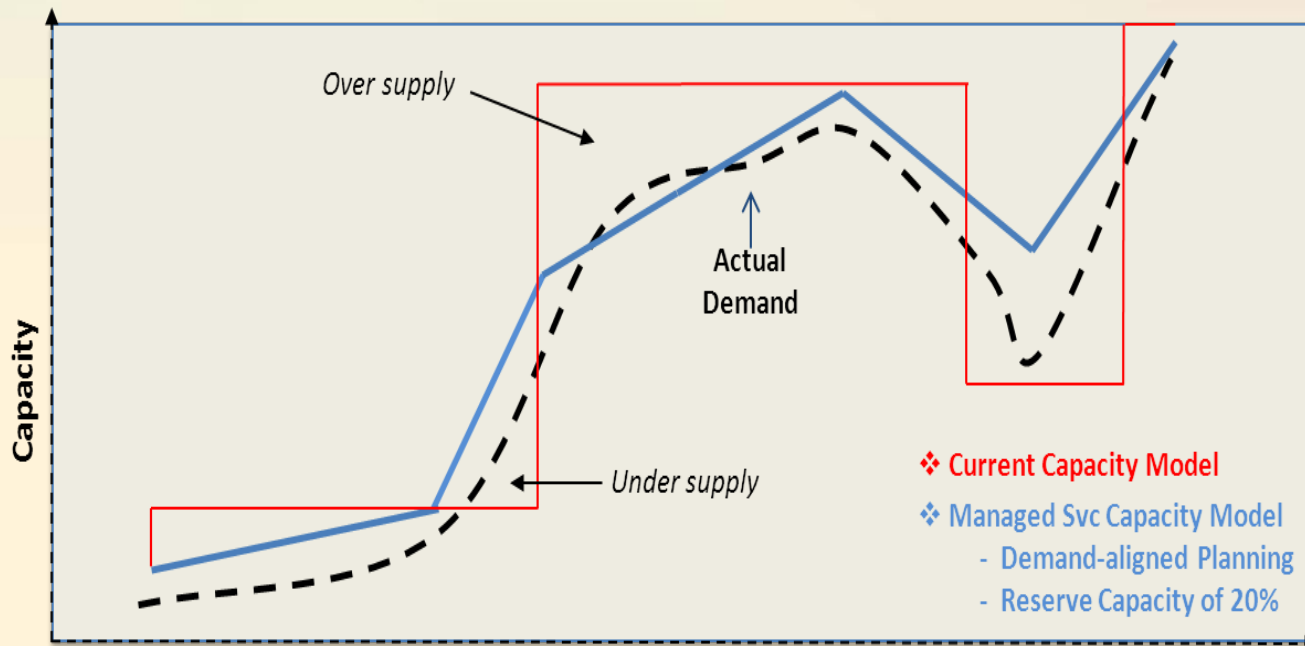
# FLEXIBILITY AND SCALABILITY

## Capacity Planning and Management

Demand Management is conducted to ensure impacts of changes to the portfolio are factored into the demand and fulfillment of resource needs. It is constantly refined based on the visibility into that need and consumption over time.

RCI will provide the tools and supporting processes that ensure the following:

- Demand will be accurately determined, validated and documented for short, mid and long-term requirements
- Capacity is matched to demand and built to adapt to ad-hoc/unplanned changes in demand
- Utilization targets, demand and capacity management, and variance will be tracked



# GOVERNANCE STRUCTURE

- The Model Governance Structure establishes the leadership and organizational structures and processes that ensure that the Model is sustainable and able to evolve to support the organization's strategies and objectives on an ongoing basis
- The Model Governance Structure comprises the following:
  - **Structure** – The roles, responsibilities and relationships of the individuals and departments that comprise and support the Model
  - **Standards** – The business, project, program and other standards to which studio-related items must comply
  - **Processes** – The processes that must be followed for activities related to the Studio Model
  - **Agreements** – The service level and other agreements that define the expectations between the vendor and organizational entities
  - **Tools, Templates and Technologies** – The standard materials and repositories that ensure consistent project delivery

# PARTIAL CLIENT ROSTER

RCI focuses on building long-term, repeat client relationships with Global 2000 accounts in the markets that we serve





## RCI'S TEAM OF PROFESSIONALS CAN HELP YOU:

- Reduce the number of applications and systems
- Automate manual tasks for more efficient use of resources
- Introduce new services, technology and solutions for improved scalability
- Integrate distinct systems for cross-system information sharing and improved operational efficiency, such as via Service Oriented Architecture (SOA)
- Identify a starting point, end point and logical process for Universal Systems Integration across the enterprise.





CONNECT WITH RCI

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