The ITS Project Management Office (PMO)
Our Vision is Simple: To Satisfy Our Customers. Every Time.

MISSION
Facilitate delivery of the value promised to our customers in support of the university’s strategic missions via disciplined, performance-based project and portfolio management.

GOALS
- Ensure the ITS project portfolio aligns with the university’s strategic missions
- Provide transparency for IT decision-making, planning, and work
- Implement an effective, lightweight project management framework
- Serve as an authority on project management best practices
- Deliver successful IT projects

What Is Project and Portfolio Management (PPM)?
Formal project management utilizes a consistent set of steps to create a product or service (see below). These steps help to define, measure, and control three main factors: scope (work), cost, and time. As change to one almost always affects the other two, effective project management plays a vital role in the success of any project.

Portfolio management is the administration of all of an organization’s projects, programs (related projects), and associated work to achieve specific strategic business objectives. This holistic approach ensures proper alignment of resources and planning to the overall needs of the business as well as to the needs of each project sponsor.

PPM Benefits
- Repeatability: Follow similar processes for all projects
- Measurability: Calculate and report the value of our efforts
- Predictability: Improve estimates and project outcomes

Contact Us
Vikki M. Massey
Director, PMO
Information Technology Services
vm Mercer@uthsc.edu/448-8040

The Project Management Life Cycle
The PMLC is the series of phases through which a project passes to reach completion. The ITS PMO utilizes the following framework* to conduct project work.

Why?
What & Who?
How & When?
Delivering?
Done?

IDENTIFICATION
- Get project request
- Score and categorize request
- Identify project sponsor and project manager
- Estimate start date

INITIATION
- Establish goals and objectives
- Ensure common understanding
- Get sponsor sign-off
- Identify stakeholders

PLANNING
- Document requirements
- Define scope
- Create a plan and schedule

EXECUTION & MONITORING
- Create deliverables
- Measure effort and output
- Control change
- Correct and/or prevent problems

CLOSEOUT
- Get sponsor sign-off on final product/service
- Arrange post-project support
- Collect lessons learned
- Archive documents

*Based on the Project Management Institute’s Guide to the Project Management Body of Knowledge (PMBOK), Fifth Edition