TCC
TRAINING AND CONSULTANCY

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PROGRAMME AND PROJECT SUPPORT OFFICE

This course will provide the delegate with the practical knowledge to design, set up and run a Project and Programme Support Office (PSO), plus a comprehensive range of techniques and processes to provide effective programme and project support.

Course Objectives

This course will enable delegates to:

- Describe the function of a PSO
- Describe the different types of PSO and the support they provide
- Define a programme/project organisational structure
- Define project control
- Identify the infrastructure required to support a programme or project
- Produce Terms of Reference and a Business Case for the PSO
- Design, set up and staff a PSO
- Set up and maintain service level agreements for project and business level services

Who Should Attend

Those who are likely to be involved in supporting projects or programmes, or setting up a PSO, including:

- Programme and Project Support Professionals
- Programme Managers
- Project Managers
- Project Administrators
- Service Managers
- Configuration Librarians and Managers

Course Duration: 2 days

Course Code: PPSO

Detailed Course Content

Project and Programme Support Office in Context
What is a Project Office?
What is a Programme Office?
Types of PSO
Importance of defining the scope and role of the PSO

Project Methods & Lifecycles
Programme and project lifecycles
Best practice project and programme management methods
Programme Board and Project Board
The Role of Programme / Project Manager(s)
Tailoring of methods

Setting up the PSO
Objectives and Scope
Designing the PSO
PSO role and function
Staffing and service levels
PSO deliverables
Budget, resources and constraints
Planning for and installing the PSO
Marketing the PSO

Tools & Techniques
Risk management tools
Issue management and change management
Health checks and audits
Checklists, templates and guidelines   *(continued overleaf)*

Pre-requisites and evening study
There are no pre-requisites for the course and no evening work is required. An understanding of a structured project approach such as PRINCE2 would be an advantage.

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Detailed Course Content (continued)

The Business Case
Cost, benefits and risks
Resources
Preparing the plan and business case for a PSO

Dealing with Difficult Situations
Dealing with non-programme and non-project work
Issues and changes
Staffing and resourcing
Project and programme sponsorship

Measuring the Project / Programme Office
Definition and measures of success
Continual improvement
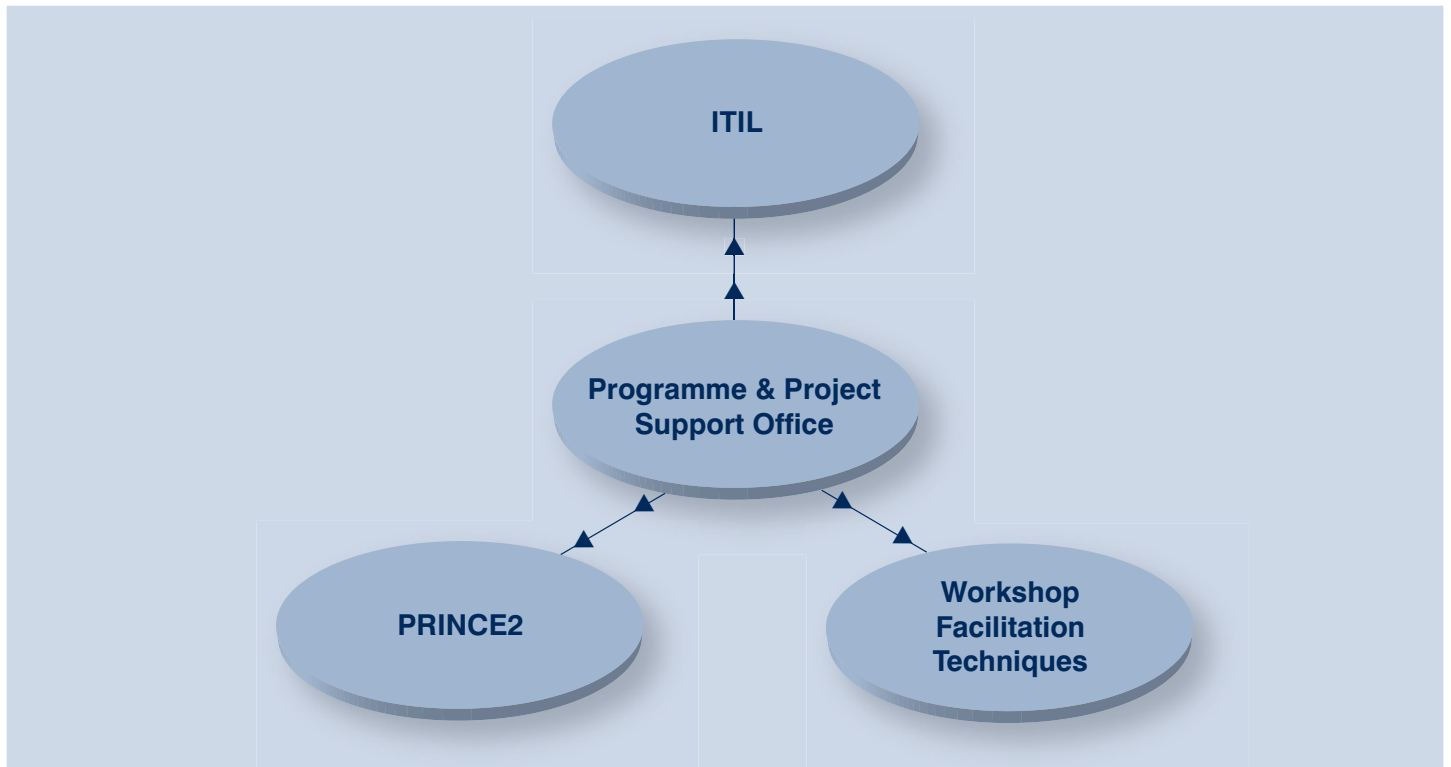Evolution of the PSO

More Information
If you would like to discuss anything further, please email us at **contact@tcc-net.com**
For upcoming dates on our public schedule and prices, please visit our website at **www.tcc-net.com**
If you have four or more people to train and would like this course run in-house, please **call us** for further details.

Related TCC Training Courses

ITIL

Programme & Project Support Office

PRINCE2

Workshop Facilitation Techniques

PPSO201

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