



MK-VIRTUAL ASSISTANT

PROGRAMME MANAGEMENT

SERVICES

UPDATED JUNE 2021

PROBLEM?



Are you finding that keeping track of how projects and activities are progressing is getting harder each month? Are you missing relevant issues, threats and opportunities? Do you find that all the information is available, but it's in many different formats and you receive it sporadically and without any cohesion – fundamentally you're not seeing the big picture clearly for all your non-BAU work.

THE SOLUTION

Large businesses utilise Programme Management Offices (PMOs) to collate, analyse and produce informative summary reports (including KPIs to provide that critical indicator of progress) to enable the direction of all work outside of BAU. MK-Virtual Assistant can provide you with a PMO solution scaled to your organisation.

You will be provided with a comprehensive overview for each Project or Activity for the agreed time period to enable you to be fully up to date with what's happening. This standardised reporting provides you with the information to be fully aware without being overloaded, therefore enabling you to see the big picture and be decisive when change is needed.

The process is broken into the following stages:





OVERVIEW

- We discuss which Projects or Activities you would like included within your reporting.
- We gain an introduction to each person responsible for each Project or Activity (whom we will be working with to obtain the information each month).
- We discuss which information is important and relevant to the monthly reports and which KPIs are to be included.
- We agree on the format of the report.
- We create a template for review and obtain agreement to proceed.

COLLATION

- We make contact with each Project or Activity lead and work with them to find the most efficient way of obtaining the monthly updates.
- We obtain the first month's data and create the first month's report.
- The reports are reviewed and any required changes to the information provided or formatting is actioned.
- Agreement is provided to proceed with the Monthly Reporting.

MONTHLY REPORTING

- As per the agreed timeline we will request the data from each Project or Activity lead and create the monthly reporting on an ongoing basis.



ADDITIONAL SERVICES

- Establish and run a PMO Review meeting for you and your Management Leadership Team (MLT). This could include meeting preparation, agenda management, minute taking and managing the responses. During the session we could take the MLT through the PMO Report and run an in-depth review of the Projects / Activities on a rolling / scheduled basis.
- Create and maintain a rolling Programme Calendar to include all the Projects & Activities reflecting their timelines, deadlines and any key dates or important information.

PROCESS

- **Bedding-in;** an initial 6 month contract with payments aligned to each Stage.
- **Block 1;** after the bedding-in period we agree the ongoing monthly reporting cost.
- **Ongoing Blocks;** we continue to work in 6 monthly blocks, at a set monthly cost.
- There will be the ability to add or remove Projects or Activities as needed. However, changes will necessitate a review to the monthly charge and any additions will incur a charge for the collation stage.
- No work which incurs additional charges will take place without express permission and agreement of what the charges are.
- The cost for any Additional Services are individually priced as per the requirements of the service.