



VTT

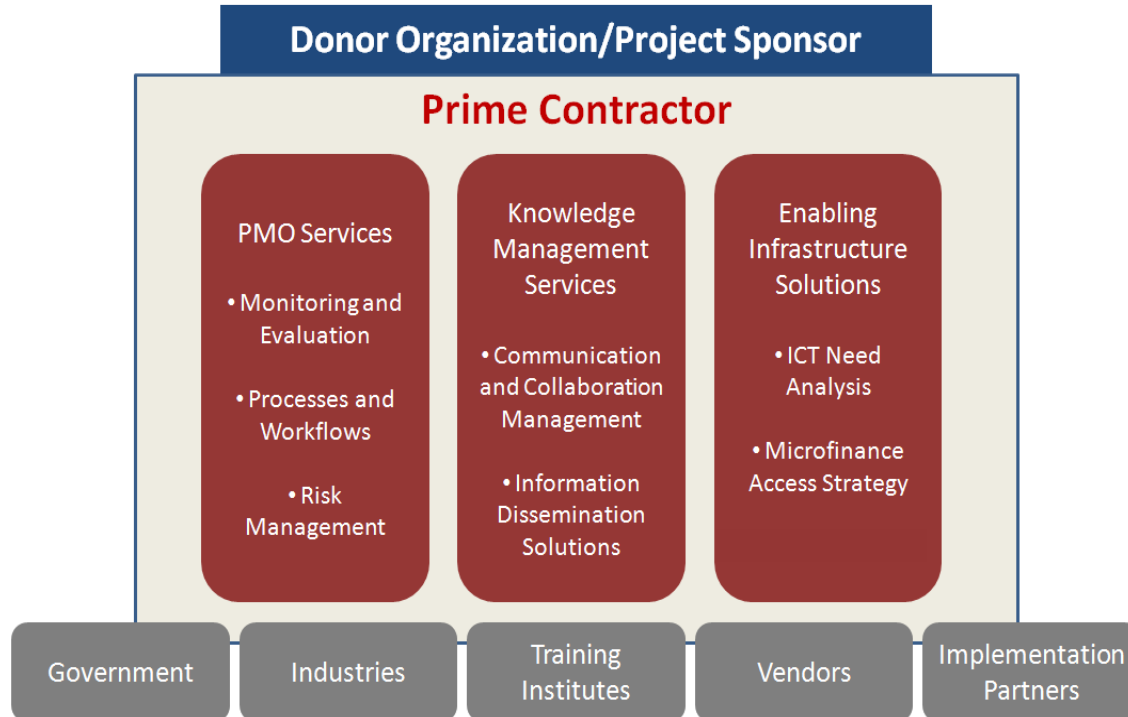
**Strategy &
Management
Consultants**

Project Management Office Services

Concept Paper for Managing Large Scale
Projects

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Program Management Office Services

VTT has specialized in providing program management office services to develop, manage, monitor, coordinate, report and administer large scale assignments in Pakistan and abroad. Following conceptual framework presents in broad strokes the structure of the PMO, the services to be rendered by the PMO and its operational methodologies:

PMO OBJECTIVES

The main objectives of the PMO are the establishment of robust office operations and state-of-the-art management systems to:

- Enhance the prime contractor's capacity to effectively monitor and evaluate its projects through data capture, information synthesis, and transparent dissemination of program results to the key partners and stakeholders.
- Develop auditable and controllable process frameworks and organizational structure for the program management office.

PMO OPERATIONAL SCOPE

As the PMO actively performs the functional support activities, all of its activities need to be directed under any recognized Project Management Methodology. PMO assists in following areas:

A. MONITORING AND EVALUATION:

The PMO is responsible for developing M&E framework including parameters and KPIs for effective assessment of on-going project activities. Relevant information from all stakeholders and implementation partners will be updated in the M&E system on regular basis and evaluation reports will be compiled.

B. RISK MANAGEMENT

Assess all anticipated risks, formulate mitigation strategies and contingency plans, and document risks excluding technical aspects of the engagement. Risk management plans are developed to effectively implement the Risk Management Strategy.

C. PROCESSES AND WORKFLOWS

Define the auditable and controlled processes, define the workflows for the smooth functioning of PMO, validate the processes and standardize them.

KNOWLEDGE MANAGEMENT SERVICES

VTT provides knowledge management services in order to manage the information/data collected, intellectual property and other assets that are produced. VTT uses the latest technological applications for document storage retrieval and knowledge sharing. These resources are utilized by all stakeholders and implementation partners.

KNOWLEDGE MANAGEMENT OBJECTIVES

- Creating frameworks, processes and systems that facilitate institutional coordination, partner collaboration, and enabling collaborative learning to guide program design, and government involvement on long term and sustainable basis.
- Establishing the capacity for public outreach and strategic communications in order to gain support for the program and ensuring its positive reception by public.
- Integrating knowledge management services through technology solutions such as unified web portal and information dissemination infrastructure to support the knowledge management and collaboration processes.

A. COMMUNICATION AND COLLABORATION MANAGEMENT

VTT has the capabilities to implement the communication management strategies and develop aligned communication plans for communication with all the project stakeholders. Appropriate and timely dissemination of valuable information between Donors, Program Team, Partners, Government, influencers, institutes, industries and end-users to complete the communication loop.

Knowledge Management services includes coordination and facilitation of the process of liaison between program team, sub-contractors, governments and other stakeholders by completing feedback loop.

B. KNOWLEDGE DISSEMINATION SOLUTIONS

Success of the program depends on its reach, which requires efficient and fast means for disseminating information. VTT identifies the primary communications means such as web based internet access through a unified portal and secondary means using a channel such as SMS alerts, bulletin boards at work places, training centres and service centres. VTT proposes essential upgrades for the work place and training centres for various means of information display.

Outcome of this infrastructure will be a communications solution, which will allow:

- Communication between all relevant stakeholders, such as implementation partners, Government, training institutes, industries and end-users.
- Ability for contacting community centres and inquiring about job vacancies through internet.
- Imparting public awareness messages, community development know-how and announcements via broadcast messages and use of bulletin boards.
- Implementing surveys and feedback loops.
- Development and integration of modules for operating custom built services on existing communications infrastructure.
- Establishing secure and high speed communication channels between central databases and community centres for data exchange and distance learning initiatives.

VTT has prior experience of carrying out similar set of activities while doing a project on SMS aggregation module for mobile stock market business.

DEVELOP ENABLING INFRASTRUCTURE SOLUTIONS

VTT possesses the expertise and skill set to assist program teams in delivering the requirements of supporting infrastructure for program delivery through ICT infrastructure development and provisioning methodology, which leverages the capability of the existing infrastructure of various telecom and IT organisations. This ICT infrastructure will allow effective delivery of program activities.

A. ICT NEED ANALYSIS

VTT has the expertise to carry out an extensive analysis of the ICT needs of all the components from the point of view of processes, work flows, procedures and modules that can be automated in an IT environment.

VTT has prior experience of carrying out similar set of activities while developing a methodology for Pakistan Telecom and IT Sector under the Competitiveness Support Fund (CSF) project.

B. MICROFINANCE ACCESS

VTT has the expertise to examine the dynamics and modalities of micro financing. The outcome of this step is a scheme and a work-flow allowing a simplified interaction between the micro finance institutions and participants. This can subsequently be developed as software module that can be incorporated into the unified web portal.

VTT has prior experience of carrying out similar set of activities while preparing a mobile banking solution for its clients.