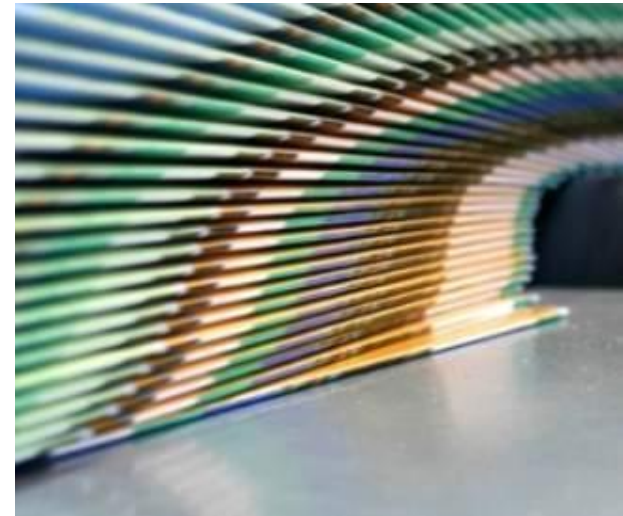


Xerox Enterprise PMO

Information Management

Audrey Pantas



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Rochester PMI Professional Development Day – May 4, 2010



Xerox - Who we are

With sales of \$22 billion, we are the world's largest enterprise for business process and document management

- **Employees:** 130,000 worldwide
- **History:** Founded in 1906 as The Haloid Company; named Xerox in 1958 and Xerox Corporation in 1961; acquired Affiliated Computer Services in 2010
- **Headquarters:** Norwalk, CT
- **CEO:** Ursula M. Burns



- Document Technology and Services
- Business Process Outsourcing
- IT Outsourcing

The new Xerox is dedicated to innovation, service and giving our customers the freedom to focus on what matters most: your real business.

Today

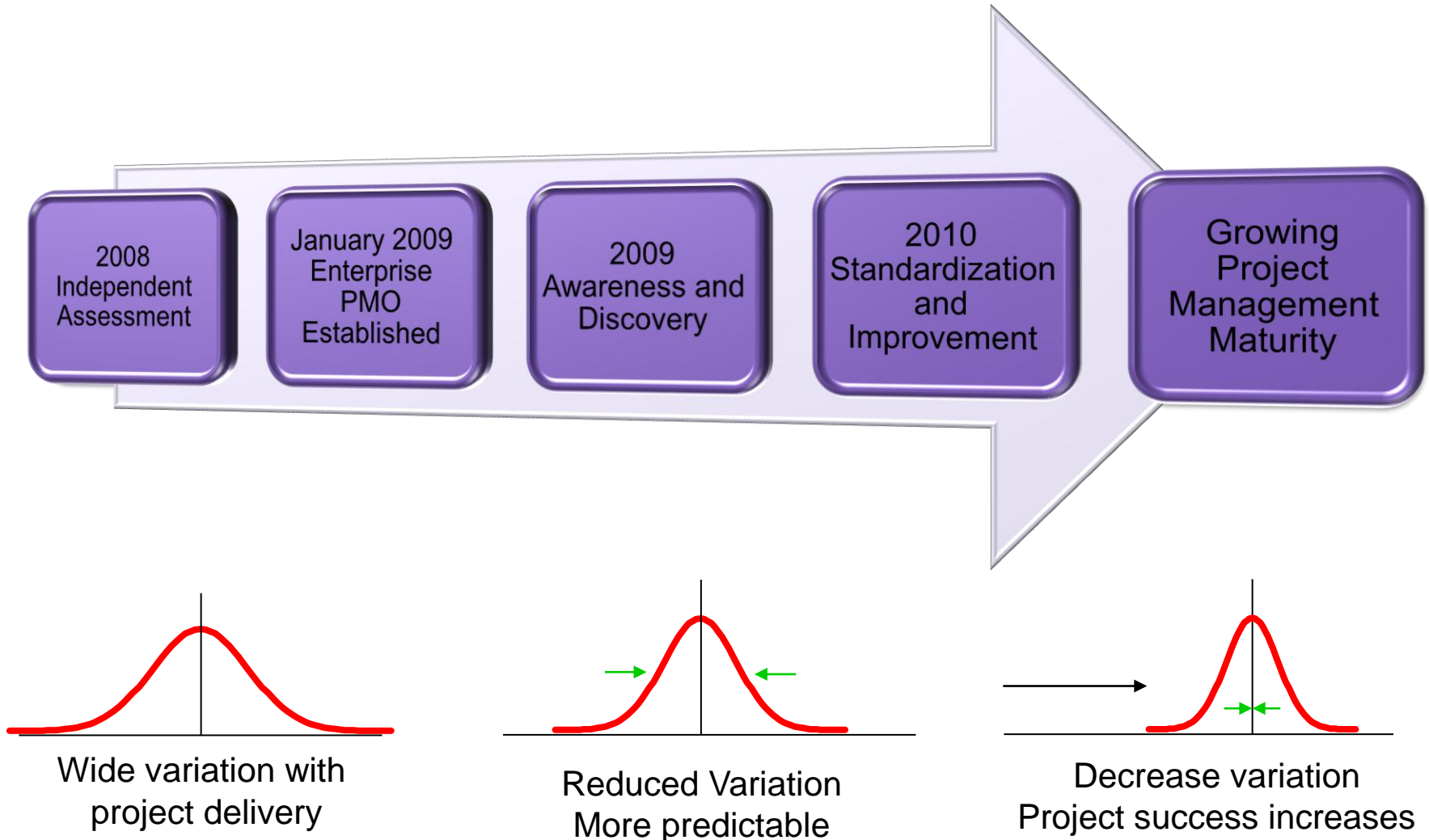
Case for Action: Establishing a Program Management Office

Xerox Enterprise Program Management Office Approach

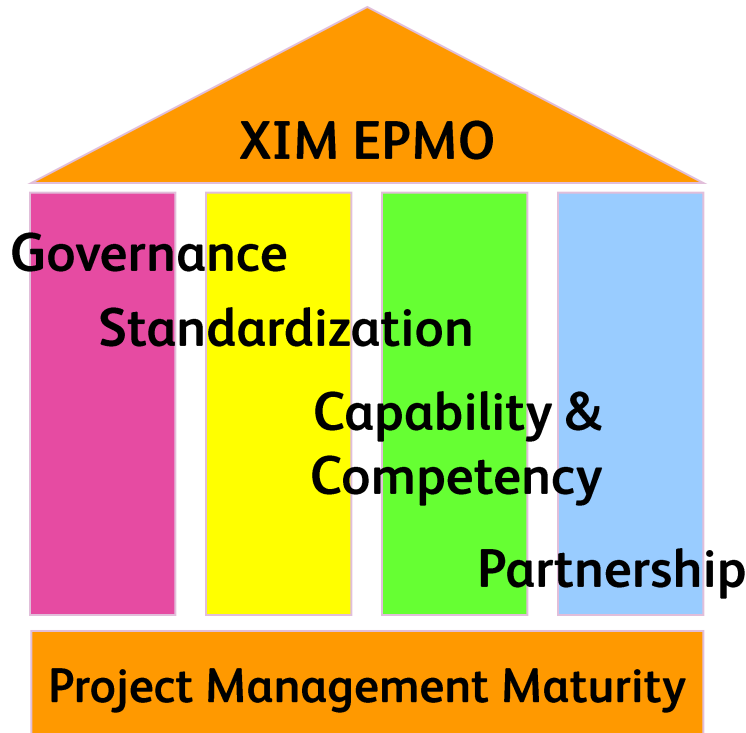
- Governance
- Standardization
- Capability and Competence

Implementing Change

Case for Action: Establishing the Program Management Office



Enterprise Program Management Office Approach



The **Enterprise Program Management Office (EPMO)** is a centralized function that provides project management practices, processes, and support services.

Governance – ensure project objectives are achieved, risks are managed appropriately and business value is delivered.

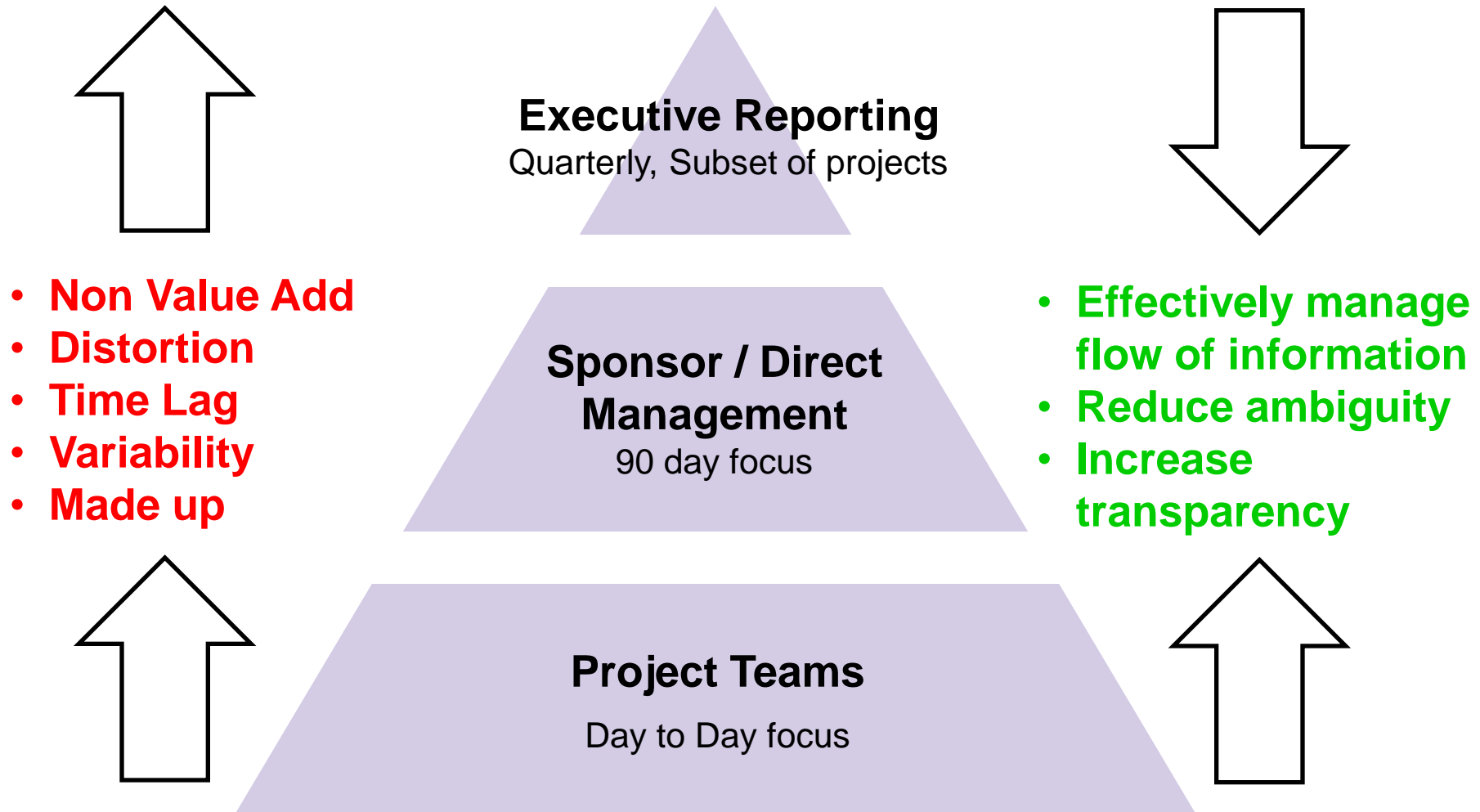
Standardization – standardized project management processes, metrics and outputs.

Capability and Competency – training, coaching, and career development for project management.

Partnership – partner with business sponsor to achieve project objectives and deliver business value.

Governance

Establishing effective oversight and transparency



Standardization

Introducing Project Management Standards

Increased specificity
(define what's, gradually standardize how's)

Define standard project status elements
(What questions a project team should be able to answer)

Provide guidelines on how to evaluate and manage
project status elements

Provide enablers, best practices, and examples on how
to do it well

Standard practices through integrated processes,
Portfolio and Project Management (PPM) Toolset

Capability and Competency

Developing Effective Program and Project Managers

Build Our Talent - Program & Project Management Job Family:

- Job descriptions
- Competency and Proficiency Models
- Interview Questions
- Learning Enablers
- Career Paths

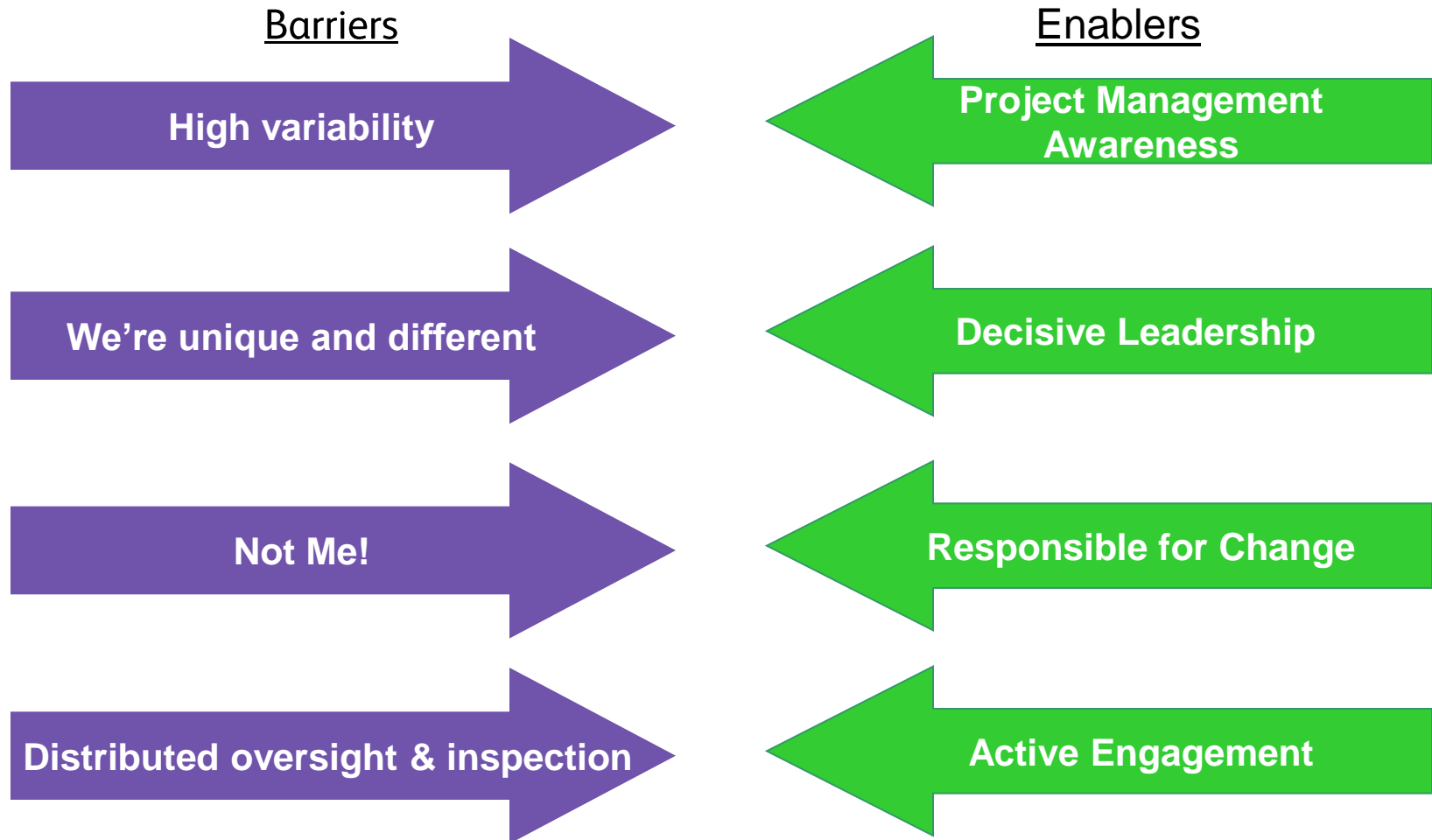
PMI Certification

Community of Practice



Introducing Change

Factors influencing ability to make improvements



Keys to Success

- Listen to the people in the trenches to understand the real project success factors and barriers
- Take a thoughtful approach to change management
- Balance People, Process, and Tool improvements
- Senior leadership

Ready For Real Business™ **xerox** 