



Service Definition Document

PMO



About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help organisations improve delivery confidence, governance and benefits realisation across complex digital, data and cloud-enabled portfolios.

Service Overview

Our PMO service supports organisations to establish, operate and mature effective programme and project management offices. We provide end-to-end PMO support across enterprise, portfolio, programme and project levels, helping reduce delivery risk, improve decision-making and ensure benefits are realised.

What we deliver

Our PMO specialists work alongside senior leaders, delivery teams and governance forums to embed proportionate, effective controls aligned to organisational maturity.

Core capabilities include:

- PMO set-up and operation (enterprise, portfolio, programme or project)
 - Strategic alignment of projects and programmes to organisational objectives
 - Governance design, implementation and operation
 - Full project and programme lifecycle support
 - PMO tools, standards and reporting frameworks
 - PMO maturity assessments and improvement roadmaps
 - Status tracking, risk and issue management
 - Board and senior stakeholder reporting and support
 - Programme and portfolio assurance
 - Recruitment, coaching and training of in-house PMO teams
 - Knowledge transfer and capability development
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Service Benefits

- Improves control and visibility across programmes and portfolios
 - Reduces risk of delivery failure
 - Supports successful delivery of digital, technology and cloud initiatives
 - Enables better prioritisation and investment decisions
 - Improves efficiency, consistency and governance
 - Supports benefits tracking and realisation
 - Flexible and scalable delivery aligned to organisational need
 - Builds sustainable internal PMO capability
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Working Approach

We tailor our PMO approach to the scale, complexity and maturity of the organisation. Our teams can embed within existing structures or establish new PMO functions as required.

We support both time-bound transformation programmes and ongoing portfolio management, working across Discovery, Alpha, Beta and Live where appropriate.

Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- PMO operating models and governance frameworks
 - Portfolio and programme plans
 - Status reports, dashboards and management information
 - Risk, issue and dependency logs
 - Assurance reviews and recommendations
 - PMO maturity assessments and improvement plans
 - Benefits tracking and reporting frameworks
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What sets us apart

- **Proportionate PMO** — we avoid unnecessary bureaucracy and tailor controls to delivery context
 - **Public sector experience** — extensive experience operating within government governance and assurance environments
 - **Integrated delivery** — PMO specialists working closely with delivery, change, digital and data teams
 - **Capability uplift** — we focus on building sustainable internal PMO capability, not dependency
 - **Practical focus** — clear insight and decision-support for leaders, not just reporting
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Service Onboarding

We use a structured onboarding approach covering objectives, delivery context, governance, stakeholders, reporting needs and success measures. Ways of working and escalation routes are agreed from the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, knowledge sharing and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Alignment with recognised programme and project management good practice
- Experience working within public sector governance and assurance frameworks
- Compliance with UK GDPR and confidentiality obligations
- Security and data handling aligned to Buyer requirements

Get in touch, we would love to hear from you!

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