



PMO MATURITY SERVICE

Service Definition Document



Service Overview

A structured PMO Maturity Service designed to assess, benchmark, and improve an organisation's project, programme, and portfolio management capability. The service evaluates current PMO maturity against the Capability Maturity Model (CMM), identifies gaps, and delivers a clear, prioritised roadmap to achieve target maturity levels and realise early value.

Objectives

- Establish and understand organisational strategy and delivery objectives
- Assess current PMO maturity against the Capability Maturity Model (CMM)
- Evaluate maturity across defined delivery functions and disciplines
- Define target maturity states aligned to organisational goals
- Create a staged, prioritised improvement roadmap
- Identify priorities and quick wins to deliver early benefits

Service Scope

The PMO Maturity Service assesses current and target maturity across the following functions:

- Customer Engagement
- Portfolio Management
- Organisation and Operating Model
- Benefits Management
- Delivery Processes
- Delivery Governance
- Resource Management
- Financial Control
- Change Control
- Communications

- Delivery Assurance
- Reporting (Management Information)
- Tooling

Features

- CMM-based maturity assessment
- Multi-function PMO evaluation
- Stakeholder-led workshops
- Target-state definition
- Prioritised improvement roadmap

Benefits

- Clear maturity baseline
- Aligned delivery strategy
- Improved governance clarity
- Early value through quick wins
- Reduced delivery risk

In Scope Activities

- Stakeholder workshops to understand current and future operating models
- Identification of existing delivery functions
- Identification of required future delivery functions
- PMO maturity assessment against CMM
- Definition of target PMO maturity objectives
- Creation of a staged, prioritised maturity roadmap
- Identification of quick wins for short-term benefits
- Drafting of a high-level project plan and timeline for implementation of improvements



Approach

- 1. Discovery and Alignment**
Confirm objectives, scope, stakeholders, and success criteria
- 2. Assessment and Workshops**
Conduct workshops and evidence reviews across all functions
- 3. Maturity Scoring and Analysis**
Assess current maturity against CMM levels
- 4. Target State Definition**
Define achievable, aligned maturity objectives
- 5. Roadmap and Quick Wins**
Produce prioritised roadmap and early-value initiatives

Security and Compliance

- Data retained within client systems
- Compliance with client security policies
- GDPR and UK Data Protection alignment

Exit Plan

- Formal close-out and handover
- Delivery of all reports and artefacts
- Removal of access and secure data handling

Deliverables

- **Delivery Maturity Report**
 - Findings, maturity scores, and recommendations aligned to the CMM
- **Delivery Maturity Model**
 - Current and target maturity states with mapped actions and initiatives across all assessed functions and disciplines
- **Prioritised Roadmap**
 - Staged objectives, actions, and deliverables to achieve target maturity
- **High-Level Plan**
 - Quick wins, priority actions, and indicative timelines to realise early benefits

Pricing

- Fixed-price engagement based on organisational size and scope
- Typical duration: 4–8 weeks