



PMO AS A SERVICE (PMOAAS)

Service Definition Document



Service Overview

A fully outsourced Project Management Office service delivering governance, oversight, and assurance on behalf of the client. PMOaaS provides a managed PMO function aligned to organisational objectives, without the need to build or retain an in-house PMO team.

Service Scope

- End-to-end operation of your PMO
- Portfolio, programme, and project governance
- Standards, methods, and controls management
- Risk, issue, dependency, and change control
- Portfolio reporting and executive dashboards
- Financial tracking and benefits realisation
- Resource demand and capacity planning
- Continuous PMO improvement and maturity uplift
- Hybrid delivery: remote, on-site, or blended

Features

- Fully managed outsourced PMO
- Flexible monthly service model
- Standard governance frameworks
- Portfolio-level reporting
- Executive dashboards
- Hybrid delivery model

Benefits

- Cost efficiency with known costs
- Rapid resource onboarding for scaling
- Improved governance consistency
- Clear executive visibility
- Faster decision-making
- Lower delivery risk
- IR35 Compliant

Onboarding and Setup

- PMO maturity and needs assessment
- PMO operating model design
- Governance and reporting setup
- Transition into business-as-usual PMO delivery

Service Level Agreements

- Agreed response and escalation times
- Regular service and performance reviews
- Continual Service Improvement

Security and Compliance

- Data retained within client systems
- Secure offboarding and access removal
- Compliance with client security policies
- GDPR and UK Data Protection alignment