

Service Description

Programme Management Office (PMO) Set Up & Transformation

SUBMITTED BY

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SERVICE OVERVIEW

North Highland delivers an outcomes-focused, cloud-ready PMO embedding expert practitioners and modern portfolio practices to accelerate delivery and build lasting capability. We implement the PMO operating model, establish lean governance and decision cadences, and use digital accelerators for real-time visibility and control. Performance-managed to SLAs/KPIs, focusing on capability transfer - not dependency.

FEATURES

1. Rapid PMO maturity assessment (NH Diagnostic IQ) with an Agile/Lean improvement backlog
2. SPM-aligned operating model (roles, forums, decision cadence, standards)
3. Lean governance & executive reporting (insight-led, action-oriented)
4. Portfolio, programme, project leadership across Agile, Waterfall, Hybrid delivery models
5. Proactive demand planning and flexible staffing from proven PPM community
6. Practitioner resourcing & Day-1 readiness (role profiles, vetting, client-specific onboarding)
7. Digital accelerators: NH360 dashboards track portfolio health, benefits, and risks.
8. Dependency, risk and issue management with integrated logs and reporting
9. Stakeholder engagement & adoption (map, plan, targeted interventions)
10. Vendor/governance framework (scorecards and KPIs where applicable)

BENEFITS

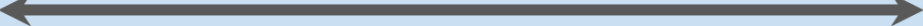
1. Reduced delivery risk and faster decision cycles through SPM-aligned governance
2. Real-time visibility of portfolio health, progress, risks, dependencies and benefits
3. Consistent quality to agreed SLAs/KPIs with transparent value reporting
4. Lean processes and Day-1 readiness increase productivity, shorten cycle times.

5. Measurable maturity uplift and knowledge transfer for lasting internal capability
6. Continuous improvement embedded in ways of working and tooling
7. Better vendor performance through clear measures and accountability

SERVICE DESCRIPTION

Types of PMO

Not all PMOs are created equally. There are a spectrum of **PMO types** - from enterprise-level, strategic offices (e.g., Transformation Value Office, Centre of Excellence, Portfolio/Service Management) to programme and project-level support - illustrating that **different structures are required to meet an organisation's distinct strategic and operational needs**, with variations in objectives, sponsorship, timeframe, and influence across the continuum.

Type of PMO	Transformation Value Office	Centre of Excellence	Portfolio Management Office	Service Management Office	Engagement Management Office	Programme Management Office	Project Management Office	Programme Support Office	Project Support Office	
Description	Supports implementing corporate strategies across the enterprise	Supports developing enterprise-wide excellence in strategic execution	Supports establishing & managing portfolio processes for enabling corporate strategies	Manages a suite of services that includes support, implementation, & monitoring	Supports ongoing management of an Engagement with customers/ clients of the organisation.	Supports ongoing management of a large, cross-enterprise program with many projects & interfaces	Supports ongoing management of a large, complex project with many interfaces	Provides minimal support for management of a program with few projects & interfaces	Provides minimal support for managing a project with few interfaces	
Objectives	Guide overall implementation of corporate strategies	Ensure PM processes are adopted, adapted, & applied	Implement effective & efficient portfolio processes	Improve service quality Reduce cost Improve client experience	Improve delivery of engagement services & products Improve customer experience	Implement & manage program & project processes across the program	Implement & manage PM processes	Assist program team with program management	Assist project team with PM	
Focus	Strategic  Tactical									
Timeframe	Long term organisation-based				Time-limited, engagement based	Time-limited, programme based	Time-limited, project based	Time-limited, programme based	Time-limited, project based	
Sponsorship Level	CEO/EVP					Various		Programme Manager	Project Manager	
Management Level	Senior Executive			Senior to Mid					Support	
Influence Span	Corporate				Engagement Team	Specific Programme/Project				

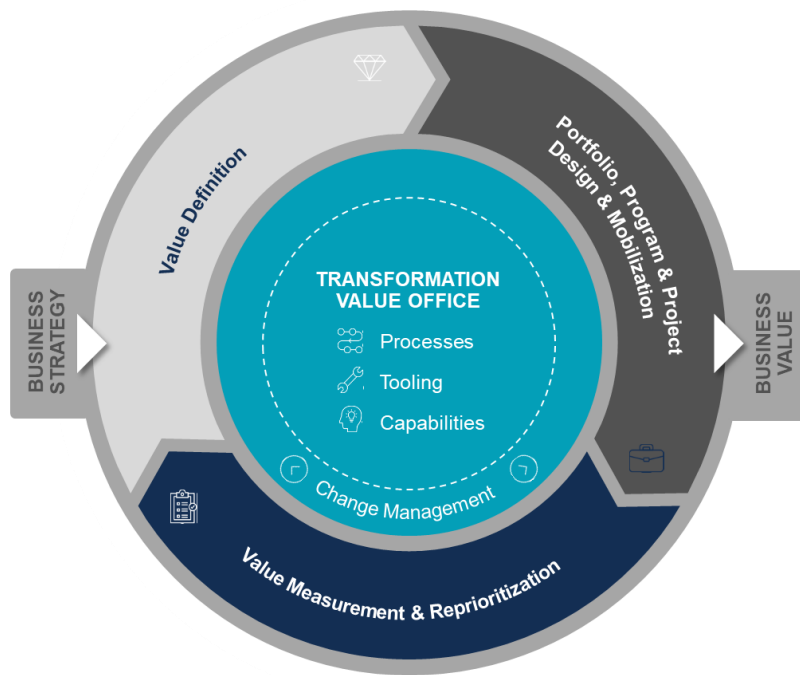
Types of PMO v1.0

North Highland's Transformation Value Office Model

North Highland's Transformation Value Office (TVO) model builds the right tools, processes and capabilities to enabling your investments to drive real business value. The TVO goes beyond traditional PMO functions by integrating portfolio management with strategic change management and enhanced data and analytics to deliver improved business results.

It is built on four key principles:

1. Aligning strategic vision with operational execution through measurable value outcomes.
2. Embedding governance that enables agility and innovation rather than impose bureaucratic constraints.
3. Driving transparency through real-time data and insights.
4. Empowering leadership accountabilities across transformation portfolios.

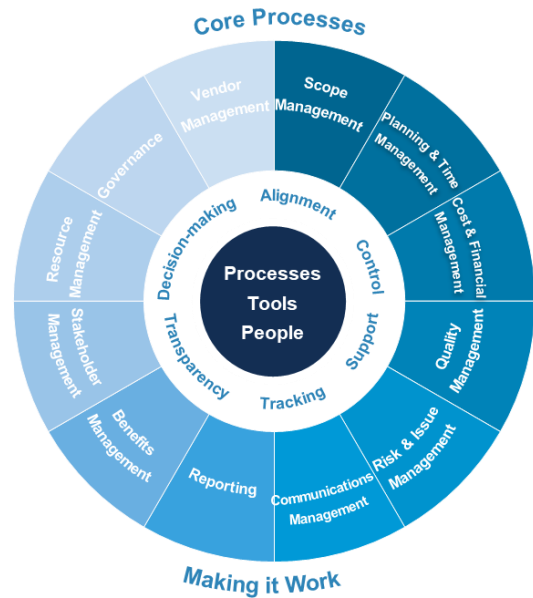


North Highland's PMO Model

A lean, outcomes-focused PMO built on our **PMO Functional Model** (Processes, Tools, People) that puts **governance and decision-making cadence** at the centre, is **performance-managed to SLAs/KPIs**, and is designed for **capability transfer - not dependency**.

What we promise to deliver:

- PMO services, with **clear outputs** and SLAs
- **Clear and concise** communications, right people, right time
- **Flexible yet consistent** control, not a “cookie-cutter” methodology
- **Relationships**, team-building & collaboration
- **Credibility** of making this work
- Monitoring, tracking and **resolving**
- **Pragmatic** processes and the ability to respond to business needs
- Insight and **action-oriented** reports
- **People provided**, not resources
- Focus on **realising benefits**
- A supportive, smarter and **leaner PMO**, not a gate-keeper
- **Knowledge transfer** to ensure effective, lasting change



What makes our approach different?

- Action-oriented governance and decision cadence (not gatekeeping).
- Digital accelerators (NH360/Diagnostic IQ) for real-time portfolio insight.
- Rapid PMO maturity uplift and a live improvement backlog.
- Improved tooling, processes and impact on portfolio delivery.
- Performance-managed service with transparent value tracking.
- Capability transfer so your PMO teams can own and run the model confidently.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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