**Principles of Execution Portfolio Management Templates**

**Portfolio Management Plan**

This document is used to define the parameters of the Portfolio Management Plan and to facilitate the implementation of the Portfolio Management Office.

| **PORTFOLIO IDENTIFICATION** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Portfolio Manager: | | ***Name*** | |  | Date: | ***Xx/xx/xxxx*** | |  |
| Executive Sponsor: | | | ***Name*** | | | | | |
| Business Owner | | | ***Name*** | | | | | |
| Business Relationship Manager: | | | ***Name*** | | | | | |
|  | | | | | | | | |
| **REVISION HISTORY**   |  |  |  |  | | --- | --- | --- | --- | |  | | | | | **Revision #** | **Revision Date** | **Section Revised** | **Revision Description** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | | | | | | | | |
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| **Executive Summary:** | | | | | | | | |
|  |  | | | | | |  | |
| This <ProgramName> is to ……...  Macro level area’s of value offered by the program include:   * + Operating Efficiencies     - NA   + Work/Life Balance     - NA   The program is comprised of (X) discrete areas of work:  1. NA | | | | | | | | |

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| **Program Plan Purpose**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | The (Program Name) Program Management Plan (PMP) documents the WH Program Management approach for the (Program Name). It identifies the program purpose, goals and objectives, scope and expectations, roles and responsibilities, assumptions and constraints, sub-contractor management, quality management approach, project management approach, and other management guidelines. It also clarifies the program’s deliverables, provides a high-level Program Work Breakdown Structure (PWBS), and identifies quality, acceptance, administrative, and management controls for the (Program Name) Program.  Specified PMP Topics   |  | | --- | | Topic | | Portfolio Governance and Structure | | Portfolio Oversight | | Manage Strategic Change | | Portfolio Goals, Objectives and Scope | | Program Assumption, Constraints and Dependencies | | Balancing the Portfolio and Managing dependencies | | Portfolio Stakeholders | | Benefits Management | | Procurement Management | | Performance Management | | Communication Management | | Risks Management | | Resource and Staffing Management | | Portfolio Prioritization Model |   The PMP describes the management approach and processes from a high-level perspective that will be used to ensure a controlled management process is implemented for the program. |   **Program Governance and Structure**   |  | | --- | | Governance is a formal management framework and structure supported by a set of standard, documented processes and best practices. The framework and structure will enable the Portfolio Management Team and administrative departments to mutually manage the relationship, expectations, contractual dependencies, and services. Governance processes are documented, repeatable, and flexible. A successful governance implementation is dependent on the Portfolio Management Team refining a model that meets both parties’ needs and that fosters a proactive, partner-based relationship. This allows the Portfolio Management Team to fulfil its chartered obligations and create a successful customer experience, thereby enabling shared accomplishment of business goals and objectives. It benefits the organization through continuous delivery improvements, proactive communication, and detailed knowledge of the infrastructure environment.  Provide an overview of the specific program governance model that will be used throughout this program…… |   **Program Oversight**   |  | | --- | | The Portfolio Management Office has been created to track and control the (ProgramName) efforts……… |   **Manage Strategic Change**   |  | | --- | | zzzzz. |   **Program Goals, Objectives and Scope**   |  | | --- | | The initiative plans to introduce modernization and efficiencies within the IT infrastructure and implement solutions and manage the continual challenges in the current infrastructure environment. The goals to support this mission are:   * Goal 1 * Goal 2   The objectives of the <ProgramName> are:   * Objective 1 * Objective 2   The <ProgramName> scope:   * Scope 1 * Scope 2 |   **Program Assumption, Constraints and Dependencies**   |  | | --- | | The Team proposal and revisions identify and explain the assumptions used for the <ProgramName>.   * Assumption 1 * Assumption 2   Document any constraints or dependencies |   **Balancing the Portfolio and Managing dependencies**   |  | | --- | | Identifying and aligning the |   **Description of Portfolio Stakeholder Responsibility:**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | ***Click here and delete this tip: List all Stakeholders involved, with their associated Departments, Roles, Responsibilities, Phone numbers and Email addresses. Include WilmerHale Employees, contractors, and consultants.*** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Name/Title** | **Organization/Dept.** | **Program Role** | **Responsibility** | **Phone** | |  |  | Executive Sponsor | Champion the project to the firm. |  | |  |  | Business Owner | Executive responsible for making project decisions on behalf of the Executive Sponsor and business that will affect the project solution. |  | |  |  | Business Relationship Manager | Responsible for eliciting requirements from and assisting the Business Owner with developing the Program / Project Charters. Acts as an account management representative for the Business Owner and Firm. |  | |  |  | Program Manager | * Responsible for program execution   + Governance   + Resource management   + Scope management   + All internal and external communications   + Deliverables   + Program scheduling * Reports the progress and issues to the Steering Committee * Report project status to HP/PMO and regional HP management * Technical direction to the Team HP partners and  sub-contractors |  | |  |  | Program Management Office | * Manage program financials * Change order management * Customer invoicing * Staffing actions * Personnel and physical security * Subcontracts administration * Reporting & communications |  | |  |  | Project Managers | Responsible for ensuring that the Project Team completes the project in a way that meets the Executive Sponsors, Business Owners and End Users success criteria and expectations.  Responsible for delivering the business solution in a way that fulfills the project key strategic objectives |  | |  |  | Customer | The business units that identified the need for the solution or service and will benefit from the programs outcome. |  | |  |  | Trainer | Responsible for developing and documenting the project training materials and quick guide and for ensuring that the training materials enable end users to utilize the Timesheet solution with very little input from the Project Team. |  | |  |  | End Users | All resources that are affected by the implementations of the Timesheet solution and responsible for entering their time. |  | |  |  | Pilot Users | Resources that are affected by the implementations of the Timesheet solution and responsible for testing entering their time and for providing pilot feedback. |  | |  |  | Stakeholders | Any one that is affected by the product or service of the program within and outside the firm. |  | |  |  | Vendor | The contracted entity that is procured to provide additional products and services the program will require and may be members of the program or project team. |  | |  |  | Subject Matter Experts | The business or technical resources that are responsible for delivering the technical products or services in fulfillment of the programs / projects deliverables. |  | |   **Program Benefits Management**   |  | | --- | | Benefits Management is the process of documenting, tracking and assessing the benefits that the program is chartered to deliver to the WH department. The management of program benefits is in it self a life cycle which runs in parallel to the Program management Life cycle. The program benefits should be clearly articulated and defined in the Program Charter.  During the program close out review benefits should be reported as planning versus actual benefits received at the current point and forecasted for their ongoing value. Benefit Management should follow the life cycle framework as outlined below:   1. Benefits Identification    1. Identify and Quality Business Benefits 2. Benefits Analysis    1. Derive and Prioritize components    2. Derive Benefits Metrics 3. Benefits Planning    1. Establish Benefits Realization Plan    2. Establish Benefits Monitoring    3. Map Benefits into Program Plan 4. Benefits Realization    1. Monitor Components    2. Maintain Benefits Register    3. Report Benefits 5. Benefits transition    1. Consolidate Coordinated Benefits    2. Transfer the Ongoing Responsibility | |  |   **Program Procurement Management**   |  | | --- | | The Financial Manager and his/her staff will administer the <ProgramName> procurement activities for the Portfolio Management Team. They will ensure that all procurement actions are fully coordinated with the Portfolio Management team and approved by the CIO. |   **Performance Management**   |  | | --- | | The Performance Management process will follow the |   **Portfolio Issue / Risk Response Management**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | **Issue/Risk Management Activity** | **Describe Method(s) to be Used to Complete Activity** | **Assigned to:** | | Issue/Risk Identification | ***How will issues/risks be identified?*** |  | | Issue/Risk Prioritization | ***How will issues/risks be prioritized?*** |  | | Issue/Risk Tracking | ***How will issues/risks be recorded and tracked?*** |  | | Issue/Risk Escalation | ***Describe the overall escalation process including when to escalate those with low, medium, and/or high priority.*** |  |   **Program Issue / Risk Escalation Management**   |  |  |  | | --- | --- | --- | | **Name** | **Description of Priority Level** | **Escalation Process for Priority Level** | | High Priority Issues/Risks |  | ***Describe how high priority issues/risks will be esclated. Include names of the specific individuals involved.*** | | Medium Priority Issues/Risks |  | ***Describe how medium priority issues/risks will be esclated if different than above or input Same As Above.*** | | Low Priority Issues/Risks |  | ***Describe how low priority issues/risks will be esclated if different than above or input Same As Above.*** | |   **Portfolio Communication Management**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | 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| --- | --- | --- | --- | --- | --- | --- | --- | | | **Who** | | **Why** | | **How** | **When** | | | --- | --- | --- | --- | --- | --- | --- | | **Stakeholders** | **Audience** | **Objective/Event** | **Content** | **Medium** | **Timing** | **Frequency** | | Who will conduct the communication | Group targeted | Event Name/Desired outcome | Key messages to include | Identification of the methods and tools | Targeted publish date | Scheduled occurrences of communication | | Project Manager | Business Sponsor | **Status Update Meeting**/To keep sponsor apprised of project | * High level information about the progress of the project including: * Status (schedule, progress, issues) * Requests for issues/Resolutions, in preparations for Steering Committee meetings * Special Requirements | * Status meeting face to face/video/by phone * Email | As required | As required | | * IS Management * Project Team | Project or ProgramSteering Committee | * **Project or Program Steering Committee status update** * Clear understanding of the project’s status by all attendees * All up-to-date deliverables are reviewed * Action item(s) are documented | * Need to be kept informed of progress of the project at key stages | * Email * In person/video | As required | As required | | IS Management  Project Management Team | Project or ProgramAdvisory Council | * **Project or Program Advisory Council Status Update** /Clear understanding of the project’s status by all attendees * All up-to-date deliverables are reviewed * Action item(s) are documented` | Receive update on status of project  Review of deliverables  Provide expertise and guidance on the deliverables  Review and discuss open and recently closed change requests  Review and discuss open and recently closed issues  Resolve all intraproject issues | * Email   In person/video | As required | As required | | Project Manager | Major stakeholders | **Stakeholder update**/Clear understanding of the project’s status by all attendees  Action item(s) if any are documented  All new issues and change request suggestions are documented | Brief high level information, including:   * Need to be kept informed of progress of the project at key stages * Need to be kept informed of any issues, resolutions, scheduling issues | Email  In person/video | As required | Quarterly For one or two hours | | Project Manager | Project Team | **PM Weekly Status Report**/Full understanding by the team members on the status of the project | Description of the activities during reporting period | Email Status report | As required | weekly | | Project Manager | Project Team | **Project Team Weekly Status Meeting**/Increase communication | Status updates  Discussion of new risks/issues | Project status meeting:  In person  Teleconference | As required | weekly | | Project Manager | Project Team | **Meeting Minutes/**minutes from Project team meeting | Meeting minutes from project team meeting | Email | After project team meeting | As required | | Program Manager | Business owner  Executive Sponsor  Stakeholders | **Program Manager Status Report**/Full understanding of the status of the program | Summary of Project Manager’s reports | Program Manager report | Weekly | Once a week | | Project Manager | Project Team  Sponsor | **SharePoint Team Site/** Increase communication | Used for internal communications  team calendar  drafts of documents  Include link to team, what is available on team site and how to set alerts | Intranet website | NA | During the life of the project | | Business owners/Project Manager/Project Presenter | IS Service Desk | **Meeting with IS Service Desk Prior to Deployment** /information about Deployment | Update on changes to systems | Meeting face to face or by video/SoundPath | As required | As required | | IS Service Desk | WilmerHale Community | **IS Service Desk Notification/**Notification for any service interruption/downtime required activities | Notification for any service interruption/downtime required activities | Email | TBD | As required | | Executive Sponsor / Business owners | Senior Administrators | **Update for Senior Administrators**/ Inform Senior Administrators of change | Specific information on new change | Meeting face to face/video/email/teleconference | TBD | Once | | Department Managers | Morning Meetings/Secretarial Dept/other departments | **Morning Meeting text**/Announcement concerning new change if it affects their department | Specific information on new change | Face to Face morning meeting | As required | Once | | IS management | Key Stakeholders/Executive Care List | **Announcement to Key stakeholders/Executive Care List**/Raise awareness of new change | Target key stakeholders on major change | Voicemail blast | As required | Once | | Executive Sponsor/Business owner/Project Presenter | WilmerHale community | **Insite Article**/Raise awareness of new change | Information on new change | INSITE article | One day prior to deployment | Once | | TBD | WilmerHale community to be trained | **Training Announcement** | Description and timing of training, how to sign up on LMS | Email, posting on Intranet | As required | Once with a reminder | | TBD | Members of Pilot | **Pilot Announcement** | Information on Pilot, when pilot begins and ends and any other information pilot member is responsible for completing | Email | As required | Once with a reminder | | Executive Sponsor/Business owner/Project Presenter | WilmerHale community | **Email from Executive Sponsor/Business Owner** /Raise awareness of new change | Information on new change | Email | A few days prior to deployment | Once | | Executive Sponsor/Business owner/Project Presenter | WilmerHale community | **Email from Executive Sponsor/Business Owner/**Reminder of change | Reminder of new change | Email | Subsequent to change | Once | | Project Team | Selected members of WilmerHale community | **Feedback from customers**/Receive feedback on change | Gauge how our customers like/dislike change | Email/phone call/face to face | As required | Once | | Project Manager, approved by business owner | Project Team Members  Stakeholders | **Project Team Newsletter**/Project overview | A newsletter type document to give occasional updates on the status of large projects to everyone involved in the project | Inter-project newsletter | As required | As required | | Executive Sponsor/Business owner/ | External Entities | **Status update to External Entities**/Project overview | A document to give occasional updates on the status of large projects or program to entities that are external to the firm | Email  Regular mail | As required | As required | | Project Manager | Project Team | **Celebrate Success/**Celebrate end of project | Congratulations on a job well done. | Email | As required | Once | |   **Portfolio Resource and Staffing Management**   |  | | --- | | Resource Management on the program and projects that support the program is handled by the <ProgramName> Program Manager, the Planning and Programs Manager and the Business Relationship Director. The IT staffing needs will be reviewed on a monthly basis and contractor/subcontractor staffing will be statused through monthly progress reviews conducted by the Portfolio Management team. |   **Portfolio Prioritization Model**   |  | | --- | | The portfolio Prioritization model will follow…. | |