

Dori Gilbert
PMO Change Portfolio Leader

Case Study

Optimizing the PMO for
business agility.

Grabbing the Reins Results in CIO Smiles
for All-Hands Event

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Challenges

Due to unfortunate circumstances in November 2019, the two managers of our nine-person IT operations team were out on family and medical leave. In the few days before surgery, one manager entrusted me with the responsibility of delivering on a broadcast event, the IT All-Staff Town Hall. This was broadcast from our Denver office to an auditorium in our Phoenix office and to hundreds of remote workers nationwide.

Besides a few notes of who was handling what, I was not provided much information, like budget, checklist, task list, an event operational script, or history of the logistics from prior events. Additionally, this was only the second Town Hall with the new CIO and the **first without the Director of Operations**, who usually managed these events.

When I met with our SVP of IT Administration and the CIO to determine a new date, the **CIO offered her vision for the event**, which I **shared with the team** and referenced when making decisions about furnishings and equipment.

Decisions

Actions

I learned lessons from delivering on a smaller IT meeting, and created a chronological task list and workbook template. I engaged the team with regular communications, and kept them updated on status of booking speakers, meeting rooms, and the entertainment while **reminding them of the vision**. My biggest personal undertaking was the negotiation with the hotel for the meeting space. I obtained a \$3500 reduction from the original quote of \$7500 for the room and food/beverage service. Recognition was titled "**Supreme Rein Grabber**."

Expertise

Project Management Approach
Negotiating
Managing Experts
Learning Through Unknown
Delegation

Executive Collaboration
Developing Missing Pieces
Cost Consciousness
Delivering Value
Team Collaboration

Outcomes

Executive smiles
Met the CIO's vision
Hotel bill 35% lower than previous
Provided checklist and lessons learned

Strengths/Skills Used



Strategic
Fuel



Resourcefulness
Ace



Ownership
"Go To"

Feedback

copies upon request

Executive Compliments
Peer Recognition "Making a
Difference" Award

Compliments from CIO Suja Chandrasekaran

From: Corkum, Suzanne - PHX

Sent: Monday, January 6, 2020 11:52 AM

To: Irving, Colin - PHX <Colin.Irving@DignityHealth.org>; Jaramillo, Danielle - GLEN <Danielle.Jaramillo@DignityHealth.org>; Gilbert, Dori - GLEN <Dori.Gilbert@DignityHealth.org>; Aguirre, Roman - PHX <Roman.Aguirre@DignityHealth.org>; Mackey, Harold - PHX <Harold.Mackey@DignityHealth.org>; Conort, Esther - PHX <Esther.Conort@DignityHealth.org>; Holmsten, Lenora - PHX <Lenora.Holmsten@DignityHealth.org>; Quartey Papafio, Irene - PHX <Irene.QuarteyPapafio@DignityHealth.org>; St Peter, Danielle - PHX <Danielle.StPeter@DignityHealth.org>; Godat, Lynn - PHX <Lynn.Godat@DignityHealth.org>
Cc: Chandrasekaran, Suja - ORD <SujaChandrasekaran@catholichealth.net>; Yamaguchi, Linda - ORD <lindayamaguchi@catholichealth.net>; McDowell, Adrienne - CHI <AdrienneMcDowell@catholichealth.net>; Gannaway, Randall - CHI <RandallGannaway@catholichealth.net>; Martin, Stan - PHX <Stan.Martin@DignityHealth.org>; Hales, Sandra - GLEN <Sandra.Hales@DignityHealth.org>; Young-Shehata, Laura - PHX <Laura.Young-Shehata@commonspirit.org>; Turner, Sean - PHX <Sean.Turner@DignityHealth.org>; Shapiro, Jean - PHX <Jean.Shapiro@DignityHealth.org>
Subject: December Town Hall Feedback

Happy New Year All!

Suja would like to provide the following feedback regarding the Dec Town Hall:

Overall it was well prepared, professional, intimate, well orchestrated and brought the spirit of the holidays – and she is very satisfied and appreciative.

She would like to document the following as opportunities for future Town Hall meetings.

- All slides must be rich in visuals and material
- For the future attending the Town Hall is “mandatory” for all of IT, with PTO and P1/SEV1 incidents being the only exceptions – the invites should be sent out with that in mind
- In key CSH work centers (PHX, DEN, Houston, SFO, etc.) , attendance must be from our work premises and physical presence from these premises is expected for Directors and above
- Questions will only be accepted with identified names
- Q&A responses to be built and communicated within 2 weeks from the Town Hall
- Seating of the chairs while “fireside chatting with Kevin” was not the most conducive for audience – photos show Suja’s side or back of her head which is not an optimal audience experience
- Personal slides like the “holiday you” while engaging need to be kept lighter – we went into great details on some of these from some of the speakers
- Content from speakers needs to have more metrics
- Culture of Appreciation / Culture of Accountability will need to be practiced consistently and Suja looks for consistent updates each week
- Suja would like to see dates planned for the 4 Town Halls in 2020 and dates blocked
- She would like to see a plan going for the next Town Hall sooner than later

Thank you,

Suzanne Corkum
IT Administration



Award

THIS AWARD IS PRESENTED TO

Dori Gilbert

FOR

Supreme Rein Grabber

On this date:

11/22/2019

Submitted by:

Danielle Jaramillo

