PMO Services Assessment:

Evaluate how well your organization delivers the 15 core services of a world-class PMO

Scale:

1. Not at all or N/A
2. Slightly
3. Partially
4. Mostly
5. Fully

Services	Criteria	Score
Drive Project Cycle Times Down	1. Our organization consistently completes projects on or ahead of schedule 2. We actively measure cycle times and use that data to accelerate project flow 3. We remove bottlenecks quickly to keep teams moving	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Facilitate Choosing the Right Project Mix	1. We select projects based on strategic alignment rather than politics or loudest voice 2. Our team uses a structured intake & prioritization model 3. We review the project mix regularly to ensure optimal resource allocation	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Develop & Maintain an Executive Cockpit	1. Executives receive concise, real-time visibility into the entire project portfolio 2. Our dashboards simplify decision-making (vs overwhelming leaders with detail) 3. We can quickly show progress, risk, ROI, and resource needs	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Track & Report Progress	1. Project managers update status regularly and accurately 2. Our reporting process is standardized across all projects 3. Status reporting focuses on insights, not just data	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Mentoring	1. PMO leaders actively mentor project managers and functional leads 2. Our PMs have a clear development path to improve skills 3. Mentoring has improved project delivery behavior and results	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Tools	1. We have an effective project management tool that all teams consistently use 2. Our toolset supports planning, reporting, and resource allocation 3. Teams receive proper training on these tools	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Help Desk	1. The PMO provides support for PM questions and tool usage 2. Team members know where to go when they need assistance 3. Requests are resolved quickly and tracked for continuous improvement	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Methodology	1. We have a clearly defined project delivery methodology 2. The methodology is followed across all teams and departments 3. We regularly update the methodology as the company evolves	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

Corrective Action	1. We identify troubled projects early using data-driven indicators	1 2 3 4 5
	2. The PMO intervenes quickly to prevent issues from escalating	1 2 3 4 5
	3. Our corrective-action process reliably gets projects back on track	1 2 3 4 5
Facilitate the Governance Board	1. A Governance Board meets regularly and follows a structured agenda	1 2 3 4 5
	2. Decisions are timely, consistent, and based on data	1 2 3 4 5
	3. The PMO ensures Board members are aligned and well-informed	1 2 3 4 5
Prioritization of the Project Portfolio	1. Projects are prioritized based on value, urgency, and strategic relevance	1 2 3 4 5
	2. Leaders agree on prioritization, even across departments	1 2 3 4 5
	3. Priorities are updated as new data or market conditions change	1 2 3 4 5
Help Projects in Trouble	1. We have a fast-response process to help struggling projects	1 2 3 4 5
	2. The PMO provides hands-on support to recover high-risk projects	1 2 3 4 5
	3. Problem projects rarely escalate into failures	1 2 3 4 5
Project Management Training	1. PMs receive ongoing training tailored to their experience levels	1 2 3 4 5
	2. New PMs onboard quickly with structured training and resources	1 2 3 4 5
	3. Training has noticeably improved delivery outcomes	1 2 3 4 5
Marketing & Communication	1. Stakeholders clearly understand the value and successes of the PMO	1 2 3 4 5
	2. The PMO communicates updates proactively, not reactively	1 2 3 4 5
	3. Internal communication reduces confusion and increases accountability	1 2 3 4 5
Archives	1. We maintain an accessible archive of past projects, templates, and lessons learned	1 2 3 4 5
	2. Teams use historical data to avoid repeating mistakes	1 2 3 4 5
	3. Our PMO ensures documentation is complete and stored consistently	1 2 3 4 5

Optional Questions

1. What is the biggest challenge your organization faces in project delivery today?
2. Which of the 15 PMO service areas do you believe would create the fastest immediate ROI?
3. Would you like a complimentary PMO Assessment review?