

Resources Management: "Structures, Processes, and Methods"	
Resources	
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<p>Purpose: Managing "Structures, Processes, and Methods" as critical program resources is crucial to the success of every major program through each of its phases and at its completion. To ensure that all these resources which are required to make the program successful are well-defined, agreed to, and communicated to all parties involved (as well as monitored throughout the program) the following items must be created and tracked by both the program management team and the program stakeholders.</p> <p>Best Practices include having a separate, independent Resources Management team that reports to a C-level leader and not part of the major program management leaders and team. By so doing, there is focus, objectivity and rigor on the difficult task of effectively and efficiently managing the planning, allocation, calibration and movement/transfers, and de-allocation of people resources as required in a major program as it progresses from phase to phase.</p>	
Information to Manage "Structures, Processes, and Methods" Resources	There is evidence that the information required exists and is being utilized (Y - Yes/N - No)
A. Program Governance Structure & Process	
1. A Program Governance Structure Diagram, that at a minimum, includes an Executive Steering Committee, Management Steering Committee, Program Management, and the accountability and responsibility of each)	
2. A Program Governance Process Document explaining the charter for each of the levels of governance, the committee members roles, frequency of meetings, the meeting outputs, and the escalation methods for each level)	
3. A copy of the list of Decision Makers involved in the program (C-level leaders, other leaders who are stakeholders, managers, and supervisors involved in the program	

4. A copy of the Decision-Making Relationships being used in the program	
5. A copy of the Conflict Resolution and Problem Escalation approach/method being used in the program	
B. Program Management, Program Management Office (PMO), & Workstreams: Structures & Processes	
1. A document (with a diagram) explaining the Program Management Structure (including the Program Leaders, the roles in the PMO, the workstream leader for each workstream, and the roles in each of the workstreams)	
2. A document explaining the processes and methods to be performed by the PMO	
3. A manual or set of documents that explain the Program Management Processes and Methods which at a minimum includes the following items:	
1. How the Client Satisfaction will be measured At the End of each Phase and After Program Completion	
2. How Major Program Deliverables will be decided Overall and For Each Phase	
3. How Resources will be Managed	
a. How People Resources will be vetted, added, trained, tracked, utilized, assessed, moved within the program, moved within phases, released after each phase or after the program (including contractors, and people resources from third parties)	
b. How the Program will be Governed	
c. How the overall Program, PMO and each Workstream will be structured	
d. How the Program Risks will be tracked, mitigated, and reported	
e. How the Client Engagement will be managed throughout the program	
f. How the Organizational Change Management (OCM) will be utilized	
g. How Release Contents, Deferrals, Defects will be managed	
h. How the Impact to each functional area or department will be managed and how Operational Readiness will be managed	
i. How the Impact to the Client and End-Customers will be managed and how the Operational Readiness of the Client will be assisted	
j. How the Program's Finances will be managed and reported	
k. How the Program's Progress will be Tracked and Reported	
l. What Standardized Program Management Materials, templates, documents, artifacts will be utilized for the program	

<p>m. How the Systems, Environment, and Infrastructure Resources will be set-up, utilized, maintained and managed</p>	
<p>4. How the Program Risks will be managed and reported</p>	
<p>5. How the Benefits that are delivered after each program phase and after the completion of the program will be quantified and reported</p>	
<p>6. If applicable, how the compliance with end-Customers' and their audit standards will be met.</p>	
<p>7. How the best practices and reusable artifacts (processes, methods and materials) will be harvested.</p>	
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