



Programme management for business benefit

Managing projects and programmes to deliver what the customer needs

Course Leader: Mark Crowne, Principal Consultant, *ChangeBEAT*

Who is it for?

Experienced project managers, directors, executives and operations managers facing the challenge of delivering business benefits to their internal and external customers.

What is it about?

Classic project management, when well applied, allows an IT and technology organisation to contract and deliver to internal and external customers on the basis of an agreed specification. However, in a maturing market place, more and more organisations are finding classic project management techniques alone are inadequate when customers demand risk sharing or the achievement of measurable business benefits.

Programme management techniques address this issue. This workshop provides a series of techniques and processes that can be applied to change the nature of the dialogue with a customer to deliver a successful outcome in complex situations. There are four primary focuses for programme management:

- Benefits – deliver what the customer’s business really needs
- Stakeholders – ensure that everyone understands the programme and their part in it
- Resources – particularly when they are shared with other activities and a “day job”
- Governance – linking the programme to the business, and keeping control

This one-day hands-on workshop will show you how to orchestrate successful outcomes in complex internal change or customer-facing programmes using effective techniques combined with elements of *ChangeBEAT*’s own *ExecKIT* library of key processes and procedures for IT and technology companies.

How do you benefit?

- A refresher on the fundamentals of the project-based organisation
- An understanding of key programme management concepts
- The ability to orchestrate programme delivery by managing benefits, risks, resources and stakeholders across the programme lifecycle

- A simple, pragmatic toolset designed to deliver a smooth running programme

Course Overview

- The project-based organisation
- Programme management fundamentals
- Orchestrating programme delivery
 - The programme lifecycle
 - Benefits mapping
 - Resource management
 - Governance
 - Stakeholder management
 - Risk management

The course includes substantial hands-on exercises, case study material and role-playing.

Venue	Intellect Conference Suite, Russell Square House
Max	16
Duration	One day
Time	09:30-17:00
Fee	Intellect members £395+VAT non-member £695+VAT