
PMO Setup and Maturity Training Course: Service Catalogue, Governance and Value

5 – 9 April 2027
Vienna





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Programme Summary

PMO setup and maturity, from mandate and service catalogue to governance and proof of value, is the subject of this one-week training course for delivery leaders at advanced level, culminating in a PMO blueprint and maturity roadmap for their organisation. Many project management offices become report factories and are later closed because executives cannot see their contribution. The approach moves from mandate and operating model to services, governance, maturity assessment and value measurement. Mars Training Centre UK delivers this programme in PMO setup and maturity.

The Business Case

A project management office built around clear decisions and services helps leaders choose the right projects, see problems early and use scarce people well. One built around templates adds overhead without changing outcomes.

- Delivery Predictability: Improves as stage gates and consistent reporting expose slippage early.
- Resource Utilisation: Rises as capacity is planned across projects instead of negotiated case by case.
- Executive Confidence in Portfolio Data: Grows as dashboards draw on one agreed set of definitions.

Principles and Evidence Base

- P3O Model: The structure of permanent and temporary offices and a centre of excellence frames the operating model choices in Session 1.
- PMO Typology: Supportive, controlling and directive roles guide the mandate and service decisions in Sessions 1 and 2.
- PMO Maturity Journey: Staged growth from basic support to strategic contribution, as described in PMI research, structures the assessment in Session 4.
- Stage-Gate Governance: Defined decision points with entry and exit criteria shape the governance design in Session 3.

Intended Participants

- Leaders tasked with creating a new project management office or relaunching an existing one.
- Managers who own project methodology, governance and reporting across a portfolio.
- Senior staff who allocate people and budget between competing projects.
- Transformation leads who must show sponsors what the PMO delivers.

The programme serves government entities, energy and utilities, banking and construction organisations.



Learning Outcomes

1. Participants will be able to diagnose the current state of project delivery and the need a PMO must meet.
2. Participants will be able to select a PMO type and operating model and justify its mandate to sponsors.
3. Participants will be able to construct a PMO service catalogue with service levels and owners.
4. Participants will be able to design project governance, stage gates and a reporting and dashboard framework.
5. Participants will be able to evaluate PMO maturity and prioritise improvements.
6. Participants will be able to measure PMO value and plan staffing and competencies.

Programme Structure

Day 1: PMO Mandate and Operating Model

What problem should the PMO solve, and what form should it take?

- Current-State Assessment of Project Delivery
- PMO Types: Supportive, Controlling and Directive
- Project, Programme, Portfolio and Enterprise Offices Under P3O
- Hub-and-Spoke and Centre of Excellence Structures
- PMO Charter, Sponsorship and Decision Rights

Day 2: PMO Service Catalogue and Methodology

Which services will the PMO provide, and to whom?

- Service Catalogue Design: Services, Customers and Service Levels
- Project Methodology Tailoring and Templates
- Planning, Scheduling and Risk Support Services
- Resource and Capacity Management Across Projects
- Knowledge Management and Lessons Learned Services

Day 3: Governance, Reporting and Dashboards

How are project decisions made and progress made visible?

- Stage-Gate Governance and Gate Criteria
- Portfolio Prioritisation and Investment Committee Support
- Key Performance Indicators for Projects and the Portfolio
- Dashboard Design and Single Source of Portfolio Data
- Escalation Paths and Exception Reporting



Day 4: PMO Maturity and Value

How mature is the PMO, and how is its contribution proven?

- PMO Maturity Stages and Assessment Methods
- Benchmarking Capabilities and Identifying Gaps
- PMO Value Measures: Outcome, Efficiency and Satisfaction
- PMO Staffing, Roles and Competency Framework
- Common Causes of PMO Failure and Closure

Day 5: Applying PMO Setup and Maturity

Is the PMO blueprint ready for sponsor approval?

- Linking the Session 1 Charter to the Session 2 Service Catalogue
- Aligning Session 3 Dashboards With Session 4 Value Measures
- Phased Rollout Plan and Quick Wins
- Change Management and Stakeholder Adoption for the PMO
- PMO Blueprint and Maturity Roadmap Completion

Methodology

The programme relies on case analysis and peer review. Participants follow a fictional organisation setting up a PMO, apply each step to their own context and test designs with peers acting as sponsors. Cases from government, energy and banking show how mandate and maturity differ.

- Suggested activity: Drafting a PMO charter and testing it against sponsor objections.
- Suggested activity: Building a service catalogue for a portfolio of fifteen projects.
- Suggested activity: Scoring a case PMO against maturity criteria and ranking improvements.

Capstone Output

Each participant completes a PMO blueprint and maturity roadmap for their organisation. It contains the charter, operating model, service catalogue, governance and reporting design, staffing plan, value measures and a phased improvement roadmap. It is used to secure sponsor approval and to guide the first year of PMO operation.

Frequently Asked Questions

Is the PMO setup and maturity course suitable for leaders who have not run a PMO before?

Yes. It is set at advanced level for experienced project and portfolio leaders, and assumes familiarity with project management practice rather than prior PMO leadership.



Which models does PMO setup and maturity training rest on?

It rests on the P3O model of project, programme and portfolio offices, the supportive, controlling and directive PMO typology, staged PMO maturity and stage-gate governance.

How is the PMO blueprint from the PMO setup and maturity course used at work?

You can present it to sponsors for approval, use it to recruit and organise the PMO team and track progress against its maturity roadmap.

How does PMO setup and maturity training differ from a course on project management fundamentals?

Project management courses teach how to run a single project. This course concerns the office that sets standards, governance and reporting across many projects.