

Program Management Organization

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Validation (V&V) Summit
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**Federal Aviation
Administration**



Agenda

- ***Foundation for Success Key Areas for Improvement***
- ***The PMO: Shared Responsibilities***
- ***The Organization Design Concept***
- ***Three Keys to PMO Success***
- ***Customer Focus***
- ***Collaboration Is Key***



Historical Background – Foundation for Success Phase 2

Key Areas for Improvement

The overall assessment focuses on four key areas of improvement, developed through exploratory interviews and data analysis

Governance

- The FAA would benefit from **tighter alignment and closer integration of NextGen elements**
 - Program management will benefit from elevated visibility and consistency
- NextGen needs the ability and authority to **bridge the strategic requirements with its tactical implementation**

Capabilities

- While pockets of best practices exist, as a whole the FAA needs to bolster key **individual and organizational capabilities** necessary to fully support and develop NextGen
- These capabilities span multiple areas, including **program management, systems integration, software engineering and communication**

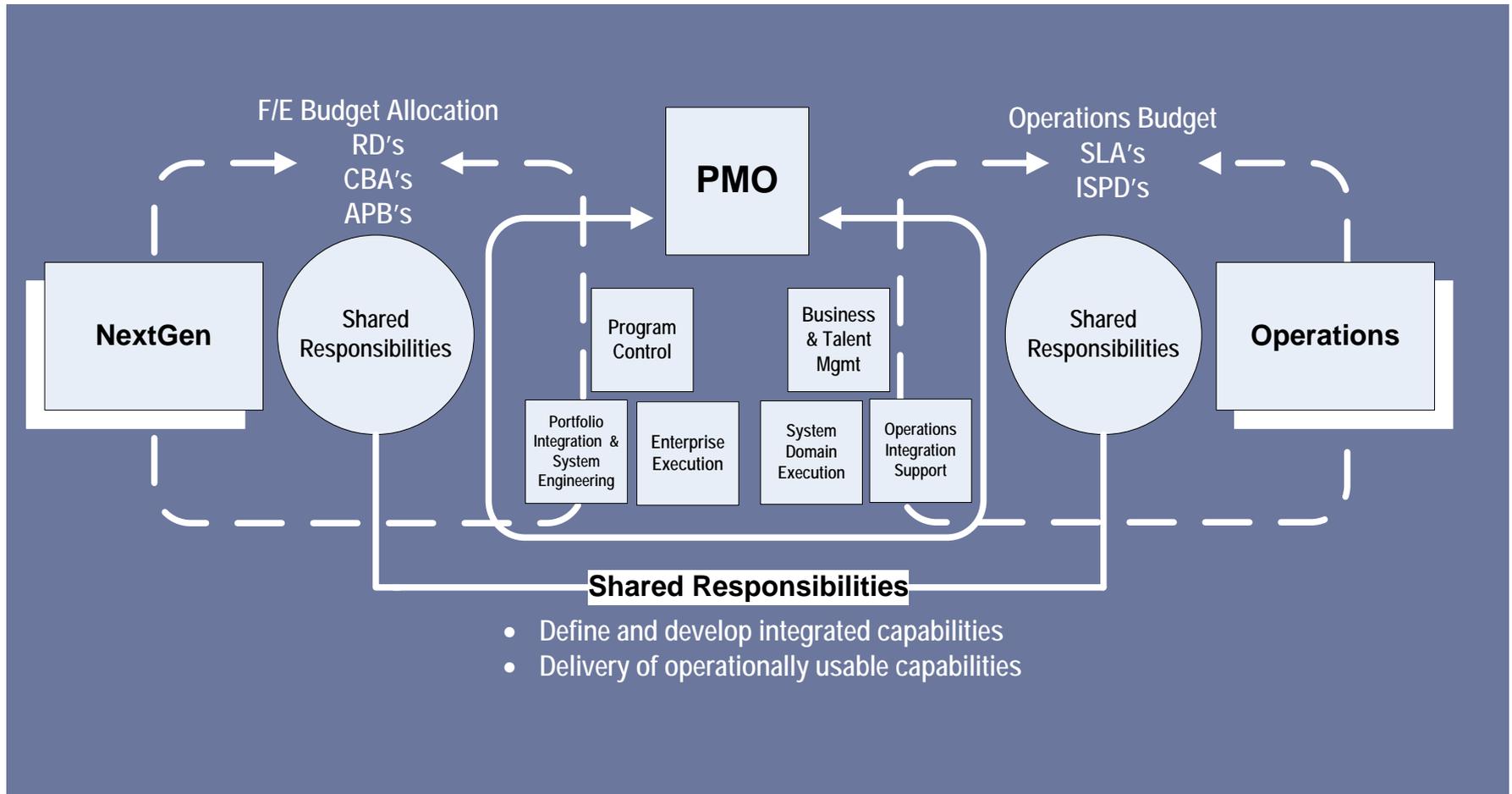
Processes

- The current set of processes implemented to support NextGen **do not adequately manage its complexity** and scope
- These processes, as implemented, tend to **overlook rather than overcome organizational boundaries**

Culture

- A number of **cultural barriers** need to be addressed within NextGen-related activities to **mitigate their negative effect** on the program
- These include **the lack of information sharing, discomfort with managing uncertainty, and the struggle to bridge tactical and strategic viewpoints**

The PMO: Shared Responsibilities



The Organization Design Concept



Three Keys to PMO Success

- **Enabling *employees'* success**
 - Employee success delivers PMO success
 - Attract and retain best employees
- **Effective collaboration**
 - Actively involve others, which facilitates customer and team member interaction
 - Promote/build team cohesion and effectiveness
 - Avoid duplication of effort
- **Superior performance**
 - World-class program management
 - Streamline and achieve economies of scale



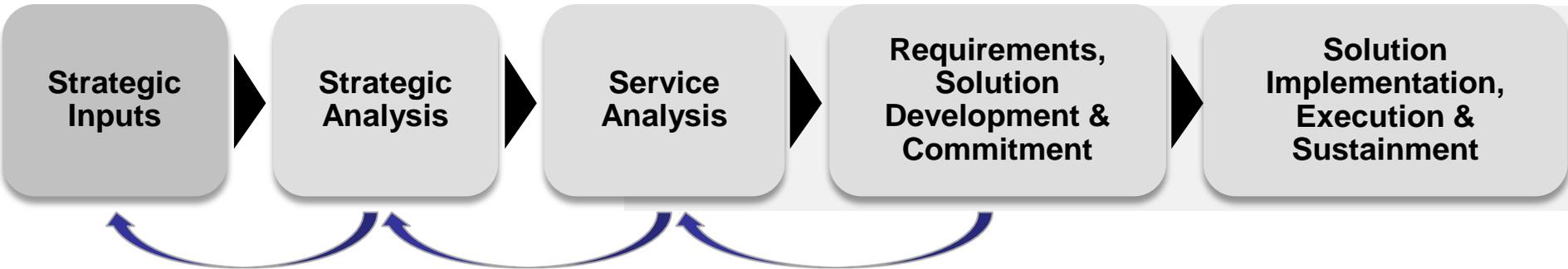
Customer Focus Will Define the PMO

Leadership competencies lead to superior performance

- **Collaboration**
- **Innovation**
- **Communication**
- **Results-oriented**
- **Creativity**
- **Excellence**
- **Trust**
- **Respect**
- **Teamwork**
- **Pride**



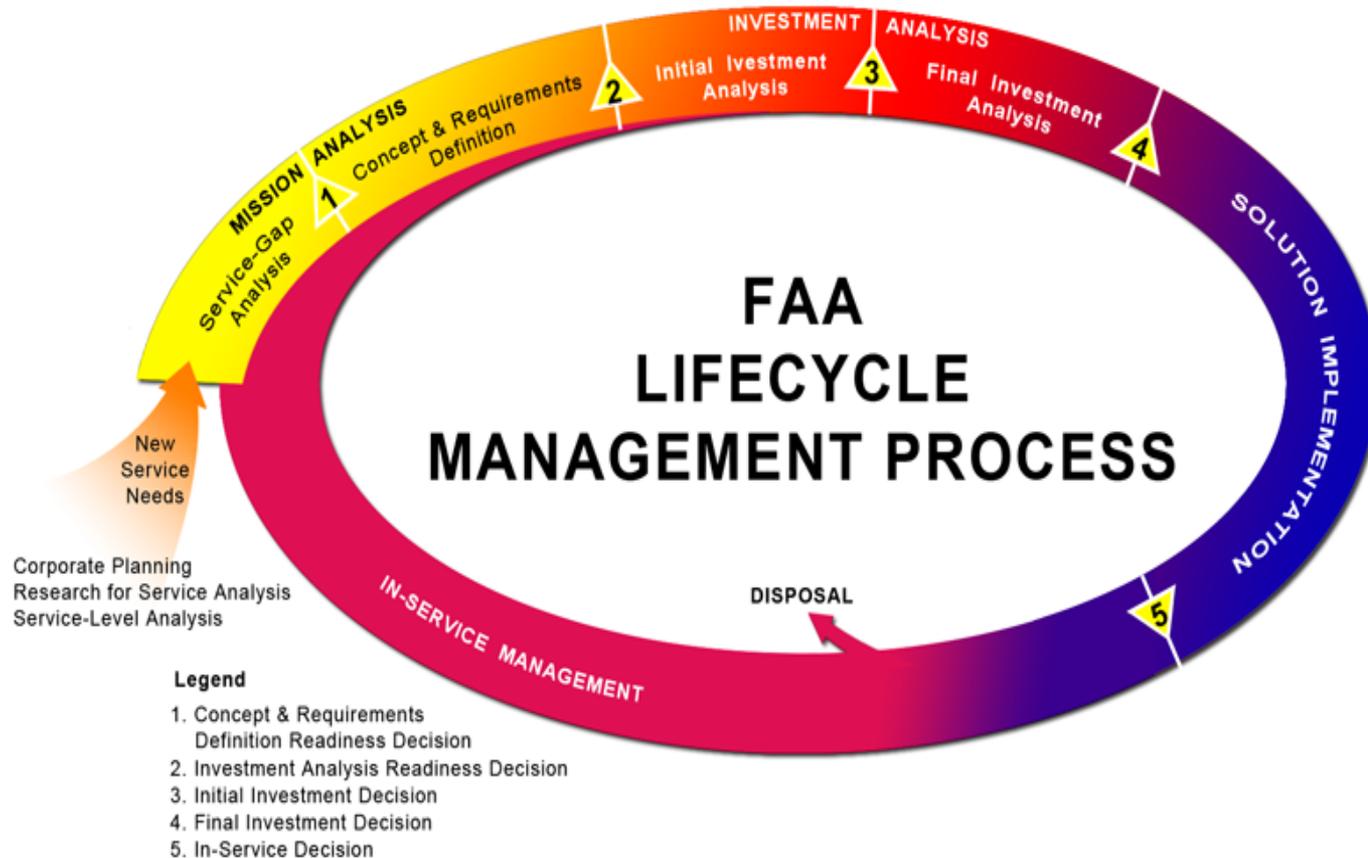
Collaboration Is Key



- Effective processes require coordination of all three organizations in each stage
- Primary accountability and responsibility shifts from NextGen to PMO to Operations through the process

How the PMO Will Function

- The lifecycle management process is organized into a series of phases and decision points.
- The circular representation conveys the principle of seamless management and continuous improvement in service delivery over time.



The PMO: Looking Forward

- **Commitment to excellence**
- **Build confidence and credibility in the PMO**
- **Create a workplace of choice**
- **Build a world-class program management organization**
- **Celebrate and build on successes**

