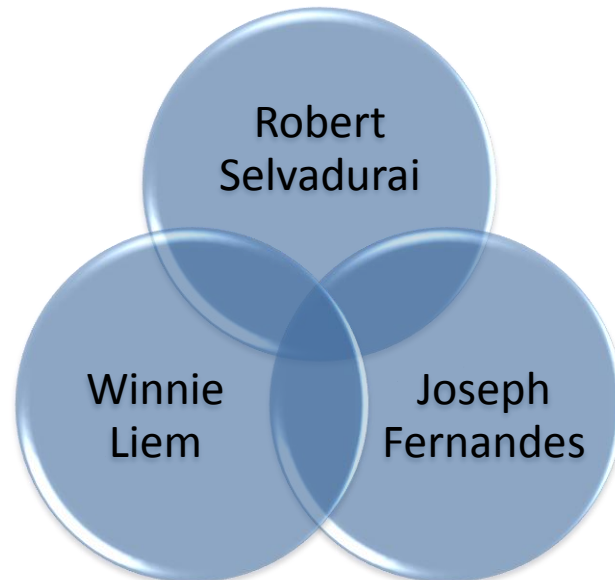
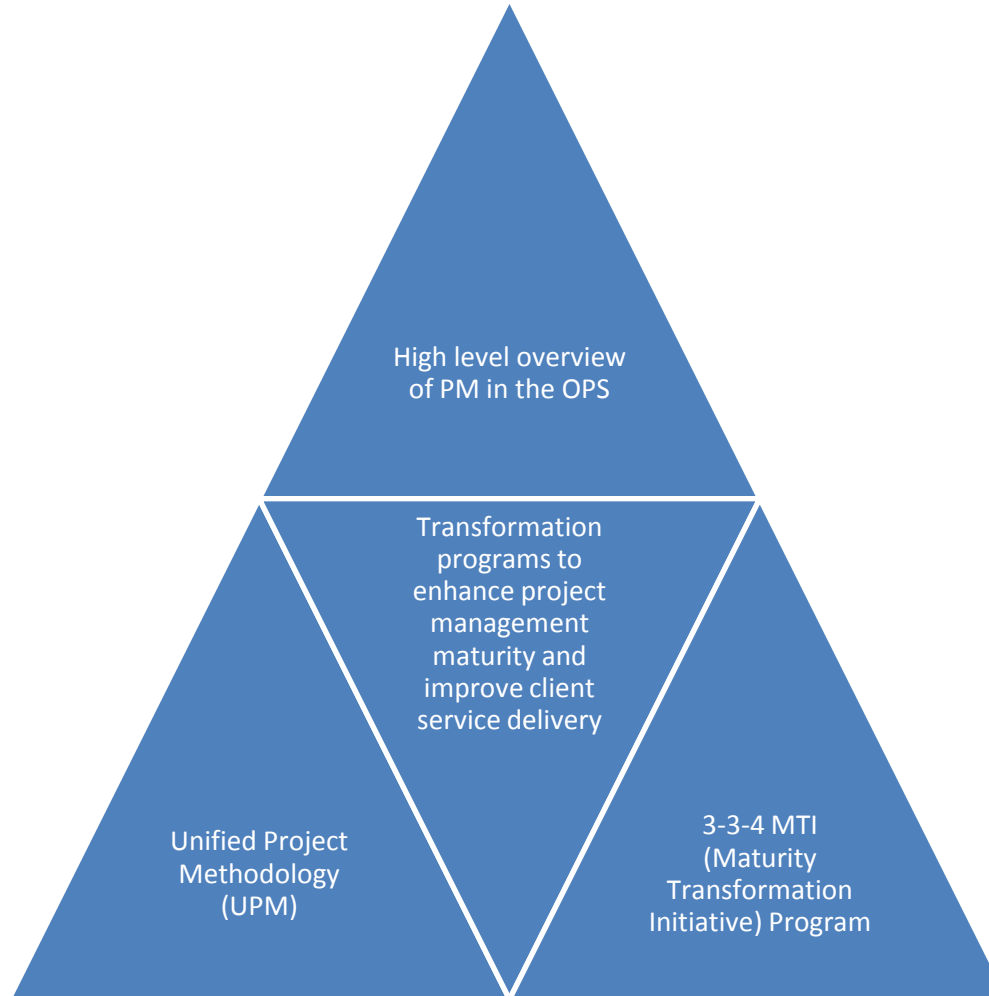


Improving Project Management Practices & Service Delivery in the Public Sector



Agenda

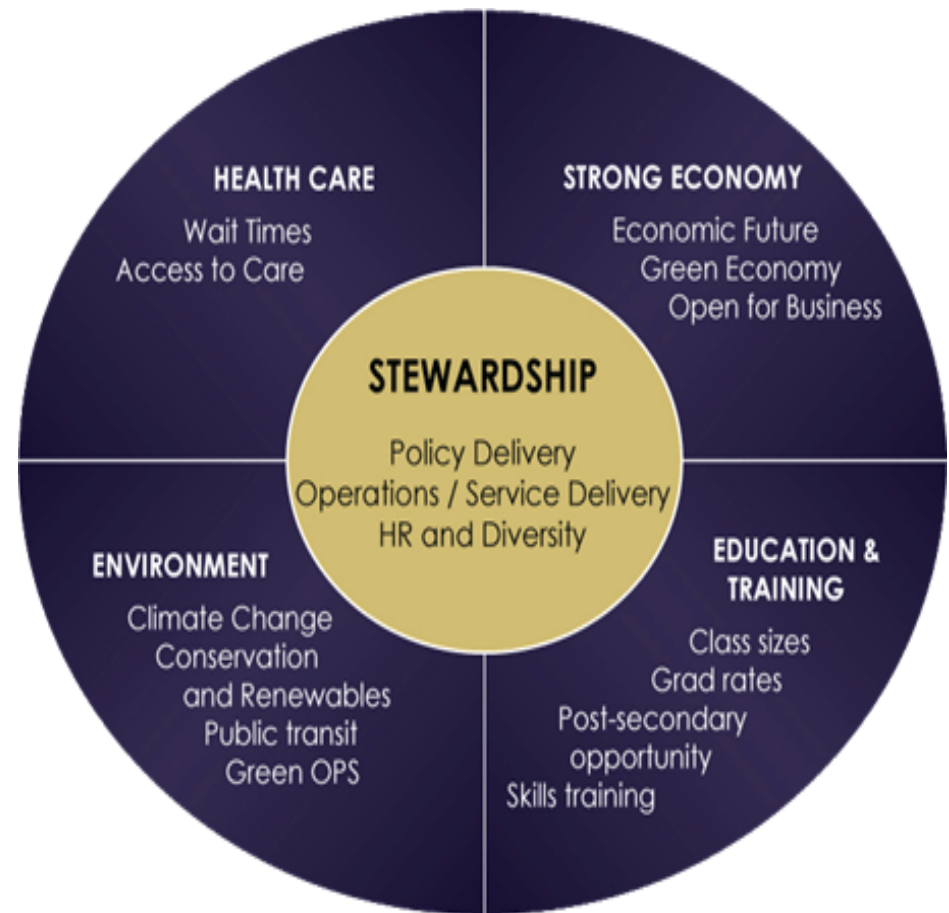


Secretary of the Cabinet's Vision for the OPS

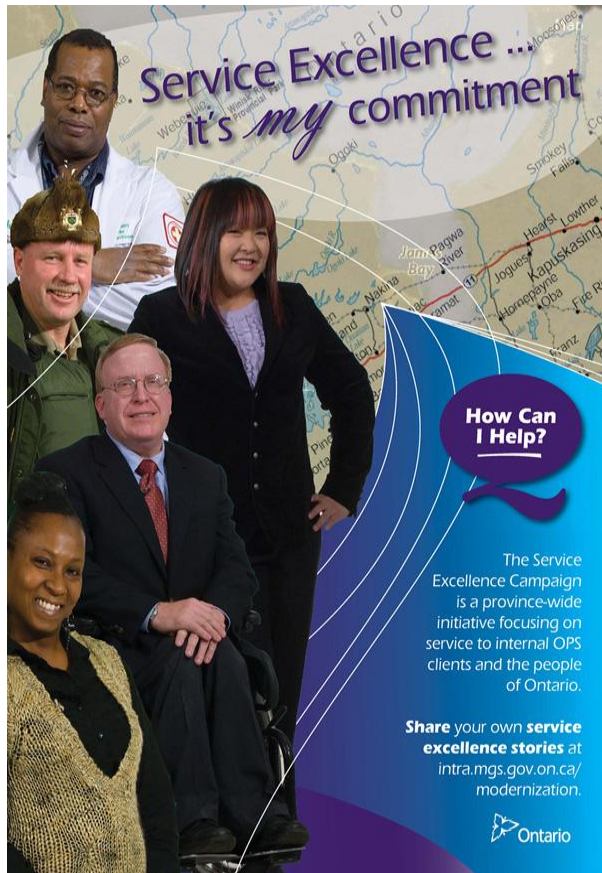
Driving Change, Delivering Results

“An OPS that's aligned to deliver on government's priorities and is accountable for public resources over the long-term.”

To achieve this vision, we'll need to be more diverse, bold-thinking, client-centred and nimble, always serving Ontarians.”



Projects Drive Change



OPS is driving change by:

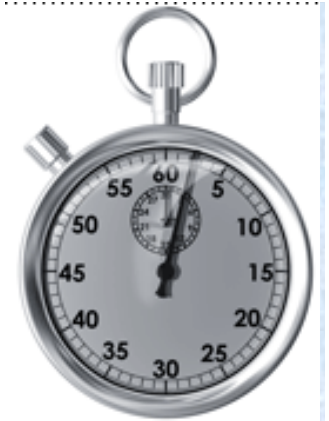
- **Focusing on Priorities**
 - RBP
- **Aligning to Achieve Horizontal Results**
 - Climate Change Secretariat - GO Green Action Plan
 - Poverty Reduction Strategy
- **Delivering**
 - **Delivering results through project management**
 - Making it easier to get service – ServiceOntario
 - Setting and meeting standards for service excellence – OPS Service Directive
 - Delivering better services for business
 - Delivering the right results
- **Improving**
 - Measuring and improving performance - e.g. Education's evidence-based planning and improvement

CURRENT TRENDS IN THE OPS

- I&IT Audit highlighted issues with project management and portfolio management
- Project management seen as key enabler to horizontal projects
 - Greater complexity requires increased rigor
- I&IT Clusters directed to adopt IPMFM and PPMF (2 of the 6 methodologies in UPM)
- Increased number of PMOs
 - Most I&IT Clusters have or are implementing PMOs

Project Management in the OPS

- Methodology based on global best practices and adapted for the OPS
- Centre of Excellence
- Processes, People & Tools
- Right Projects, Done Right
- Portfolio, Program and Project Management = Results Achieved

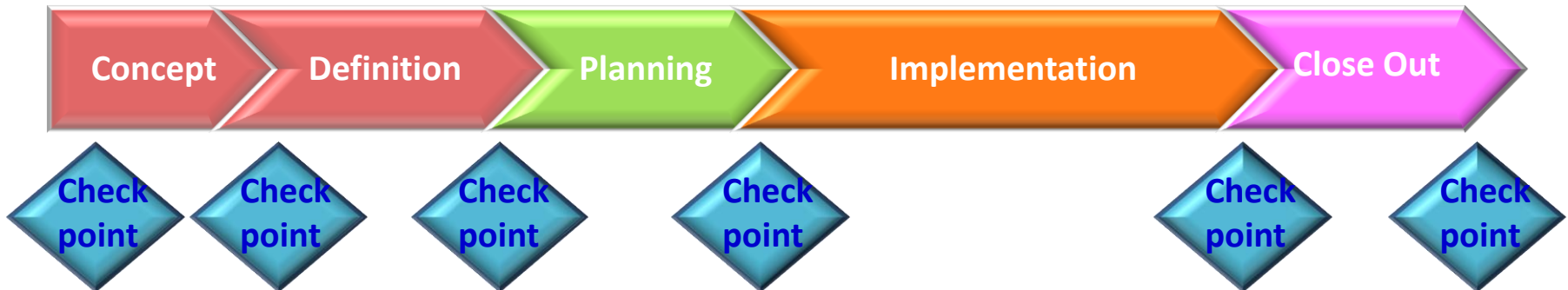


Project Management Methodology

PMI's 5 Process Groups



OPS 5 Phases

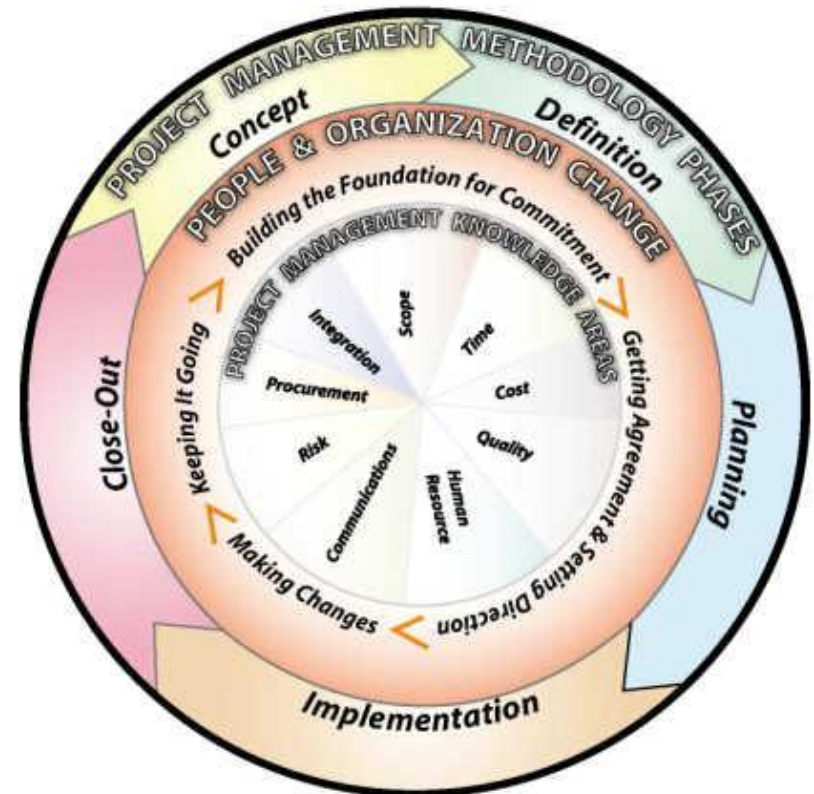


Project Management in OPS – cont.

OPS Customized Project Management Model

- Global best practices
- PMBOK guide
- Aligned with OPS policies, directives, business practices, and other corporate initiatives
- Integrates PM processes and activities with people, organizational change management principles, stages and actions

IPMFM



7 'Critical Success Factors'

1. Demonstrated and Continued Leadership
2. Adequate Funding and Resources Dedicated
3. Clear Governance, Roles and Responsibilities
4. Complete and Clear Requirements
5. Comprehensive, Well-Thought Out Plan
6. Greater Consideration for People and Change Management
7. Multi-Stakeholder Communications

PM is both an Art & a Science

