

## Fundamentals of Program Management

**Length:** 1 Day

**Prerequisites:** A solid understanding of project management, including the five process groups and ten knowledge areas as defined by PMBOK® Guide – Sixth Edition. A current role as manager, program manager, project manager, business analyst, or senior/lead architect.

**Course Description:** Once organizational needs become very large and complex, it is often better to break the work into multiple projects, managed together as a program. Aligned with the Project Management Institute's The Standard for Program Management – Fourth Edition, this course looks at the fundamentals of program management, including how programs differ from projects and portfolios and how their leadership and management differ. Using realistic scenarios, you will learn the fundamentals of program management.

**Learning Outcomes:** By actively participating in this learning experience, you will:

- Know the difference between projects, programs, and portfolios
- Describe the roles and skills of program managers
- Identify and measure business benefits of programs
- Understand and be able to establish program governance
- Identify stakeholders and develop communications plans
- Recognize the various forms of Program Management Offices

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## COURSE CONTENT

### 1: WHAT IS PROGRAM MANAGEMENT?

- Introductions
- Definitions of Project, Program, and Portfolio
- The Role of the Program Manager
- Exercise: Identify program manager skills (technical and soft)
- Program Management Domains
- Program Life Cycles
- Exercise: The challenges of coordinating multiple projects.

### 2: STRATEGIC PROGRAM MANAGEMENT

- Developing Organizational Strategy
- The Organizational Portfolio
- Aligning Programs with Strategy
- The Program Business Case
- Exercise: Determine the business benefits

### 3: PROGRAM GOVERNANCE

- Difference Between Program, Portfolio, and Organizational Governance
- Establishing Program Governance Structure

- Developing a Program Roadmap
- Exercise: Create a program roadmap
- Identifying and Responding to Risks
- Exercise: Understanding “black swans”

#### **4: STAKEHOLDER MANAGEMENT & COMMUNICATIONS**

- Stakeholder Identification and Analysis
- Planning Stakeholder Identification
- Developing the Program Communications Plan
- Exercise: Develop a communications plan

#### **5: BENEFITS MANAGEMENT**

- Identifying Benefits
- Planning Benefits Realization
- Delivering and Measuring Benefits
- Sustaining and Optimizing Benefits
- Exercise: Develop program KPIs

#### **6: PROGRAM MANAGEMENT OFFICES (PMOs)**

- PMO Role and Responsibilities
- Forms of PMOs
- Exercise: Match the PMO to the scenario

#### **7: COURSE WRAP UP**