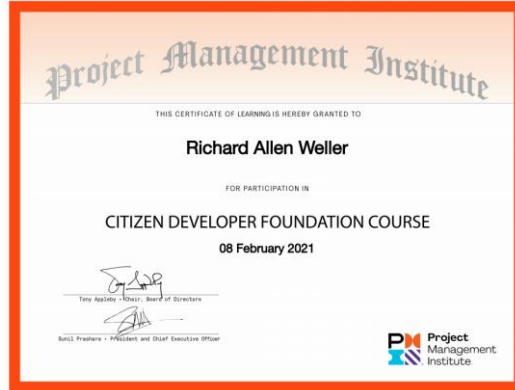# AGENDA

1. About Us
2. About You
3. A Little History
4. What is The Digital PMO
5. The Value of The Digital PMO
6. About PMI's Citizen Developer program
7. The Value of the Citizen Development Framework
8. Case Studies
9. Your Call to Action
10. Questions

ABOUT US

Rich Weller

Principle Consultant

- MBA, PMP, Agile Certified, Project Certified
- PMI Authorized Instructor

Chris McCourt

Senior Consultant

- MBA, PMP, CSM

A LITTLE HISTORY

October 2019 – PMI GLC
November 2019 – PMI HVC

"I told you it was coming!"

March 2021 - PMI

"It is here!!!!"

AI IS NOT ONE THING!

Figure 2. Evolution of AI: From Rules to Artificial Neural Networks

Artificial Intelligence (AI)

| Rules
If, then, else | Statistics
Math and probabilities | Machine Learning
Training data and algorithms | Deep Learning
Artificial neural networks |

Simple (Easy to Understand)   Complex (Hard to Understand)

Eckerson Group

INTELLIGENT AUTOMATION OPTIONS

Mi-GSO | PCU3ED

RPA – Robotic Process Automation	Enterprise Project Management	Dashboard	ML - Machine Learning	AI – Artificial Intelligence

MI-GSO|PCU3ED INTELLIGENT AUTOMATION APPROACH

Design Thinking Stage

Scaled Agile Stage

1. Vision
   1a. Envision the future
   1b. Engage with others

2. Identify and Select
   2a. Identify problems & opportunities
   2b. Select "best" project

3 Document
   3a. Current processes
   3b. Current technology

6. Diagnose
   6a. Experiment
   6b. Measure

5. Launch
   5a. Launch new solution

4. Create
   4a. Conduct internal team workshop
   4b. Select suitable technology solution
   4c. Create Minimal Viable Product

Lean Start-Up Stage

INTELLIGENT AUTOMATION OPTIONS

RPA – Robotic Process Automation							Enterprise Project Management	Dashboard	ML - Machine Learning	AI – Artificial Intelligence
Formula	Pivot Table	Workflow	Digital Assistants	Bots	Data Wrangling	Enterprise RPA				
- Excel - Project	- Excel	- IFTTT - Power Automate - Power Apps - SharePoint - Nintex	- Google Assistant - Alexa	- Google Actions - AtBot	- VBA - Visual Basic - Access - Alteryx	- UI Path - Automation Anywhere - Blue Prism	- Project Online - Planisware - JIRA - CA Agile - Planiew	- Power BI - QlikView - QlikSense - Tableau	- Azure Machine Learning Studio - Google Cloud ML Engine -TensorFlow	- Botmind - IBM Watson - POWOW AI

.THE DIGITAL PMO

WHAT IS THE DIGITAL PMO

- It is a classic PMO that masters digital project management tools bringing value and enhanced customer experience to its stakeholders

- It leverages modern tools, technology, and digitizes information

- It is about data processing and analysis coupled with automation

Like This

NOT This

"

Digital is at the core of today's successful PMO.

THE VALUE OF THE DIGITAL PMO

Speed Wins!!

Value to the Business

- Real-time
- Self Serve
- More accurate
- More forward looking
- Less costly
- Less effort

More Time for PEOPLE!!!

WHERE TO BEGIN

It's a mindset…

MICROSOFT SOLUTIONS STACK

Microsoft Partner
Gold Project and Portfolio Management
Gold Collaboration and Content
Gold Data Analytics
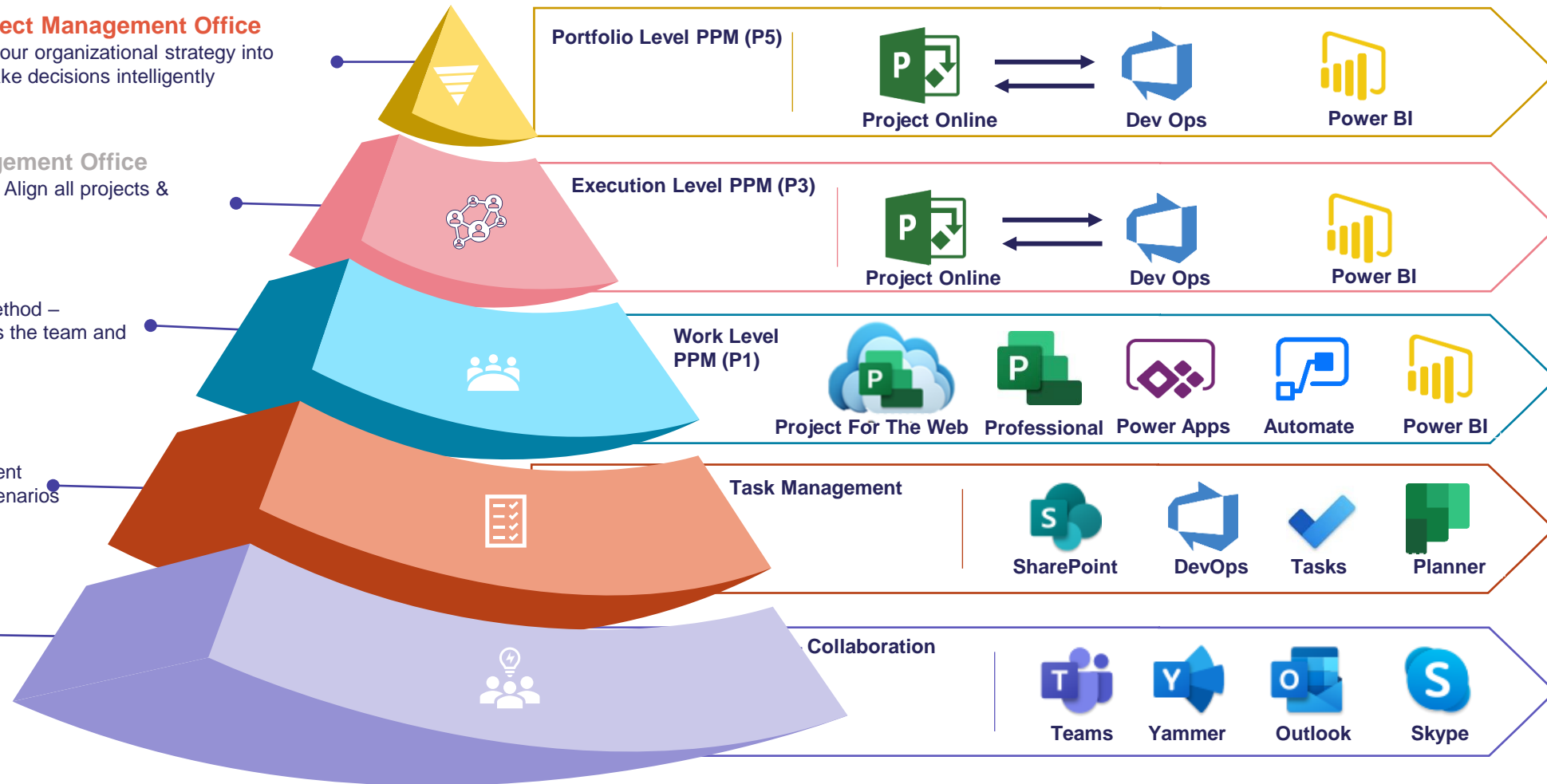Silver Messaging

Microsoft

Ent. Project Management Office
Translate your organizational strategy into results & take decisions intelligently

Program Management Office
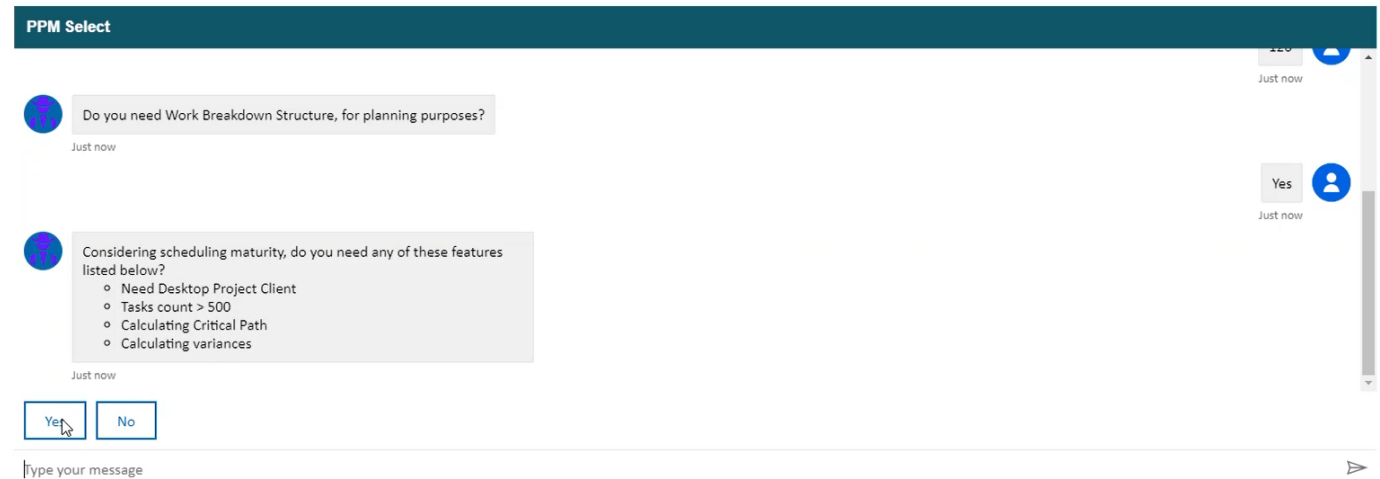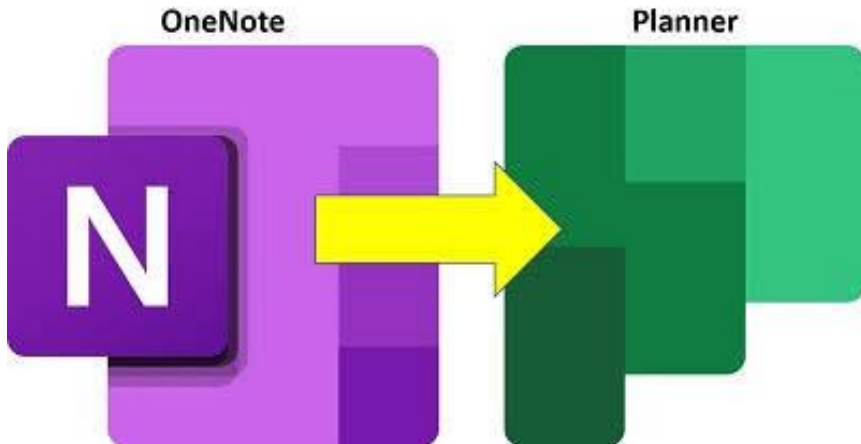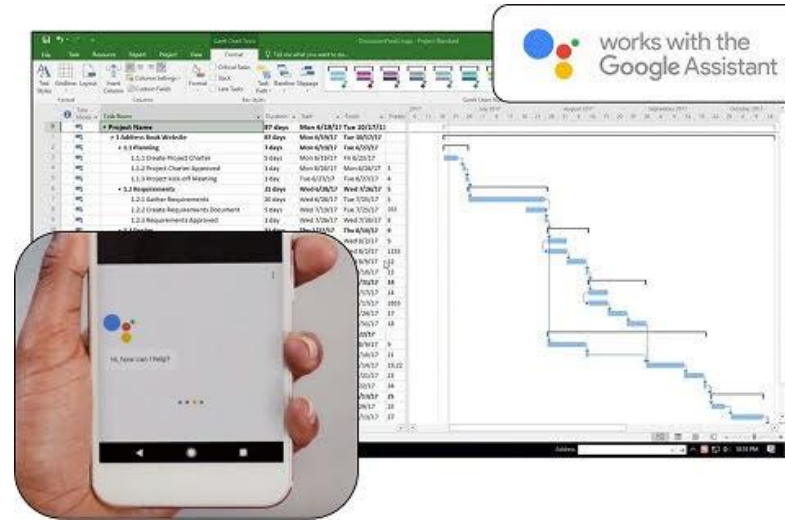Invest Intelligently – Align all projects & programs

Project Management
Manage flexibly, choose the method – traditional, agile, hybrid that fits the team and work

Work Management
Boost productivity from simple, consistent user experience s across all tools & scenarios

Collaborate Globally
Connect and collaborate using familiar M365 tools for better outcomes

Portfolio Level PPM (P5)
Project Online → Dev Ops | Power BI

Execution Level PPM (P3)
Project Online → Dev Ops | Power BI

Work Level PPM (P1)
Project For The Web | Professional | Power Apps | Automate | Power BI

Task Management
SharePoint | DevOps | Tasks | Planner

Collaboration
Teams | Yammer | Outlook | Skype

A FEW EXAMPLES

THE CHALLENGE

Speed

Control

2 . THE CITIZEN DEVELOPER
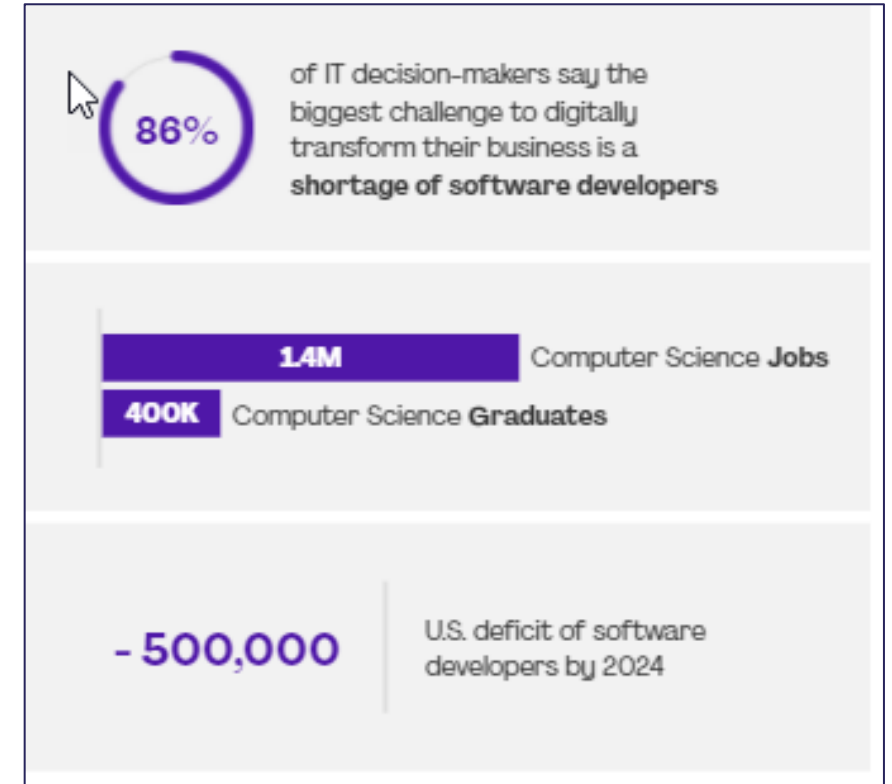
CITIZEN DEVELOPMENT FRAMEWORK

Agenda:

- Background

- Introducing the Citizen Development Framework

- What potential value does it bring to the business?

- How can project management professionals leverage this approach?

- What value does the Citizen Development Framework bring to the PM profession?

- Where do we go from here?

SOME BACKGROUND

- By 2030 – there will be 500 million applications in use within business, and B2C environments.

- There is just not enough technical resources to support these applications

- The use of low-code or no-code solutions will help bridge the gap between where we are and where the future is going
  - It is estimated by PMI that 400 million of those applications will be developed using a low-code or no code developer framework.

- What is needed to help bring value to this framework and to businesses?
  - Good processes – agile approaches
  - Project Management & Program Management support
  - Driving towards business value and unlocking business benefits

86% of IT decision-makers say the biggest challenge to digitally transform their business is a **shortage of software developers**

1.4M Computer Science **Jobs**

400K Computer Science **Graduates**

-500,000 U.S. deficit of software developers by 2024

Source: PMI & Gartner

LOW CODE / NO CODE EXAMPLES

- The current state of using low code or no code solutions:
  - 47% using low code or no code solutions
  - 44% considering it
  - The demand for citizen developers is set to take off
- AppSheet – Google Product
- Unqork – Field Guide to No Code Applications
- Power Apps / Automate – leverage existing data/work in MS Office ecosystem

CITIZEN DEVELOPMENT FRAMEWORK

- What is Citizen Development?

- A framework and a process to quickly turn ideas into apps leveraging agile processes to iterate and gain valuable feedback from key stakeholders in real time.

  - Democratizes Development

  - Uses low code or no code tools to rapidly iterate and develop apps to support business goals
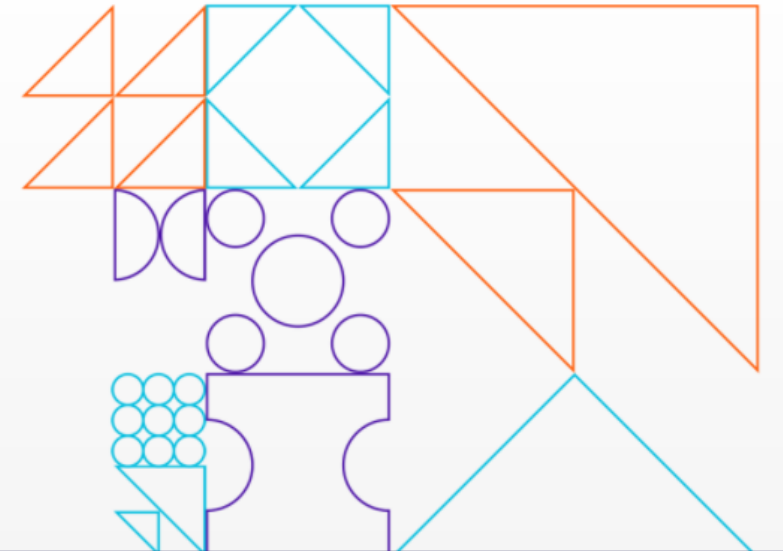
CITIZEN DEVELOPER FOUNDATION - PMI

Project Management Institute.

Introducing Citizen Developer

Learn how to unlock the potential of citizen development in your organization.

Benefits

- Complimentary to existing PMI certifications
- Low Cost
- Gear up for change in market direction
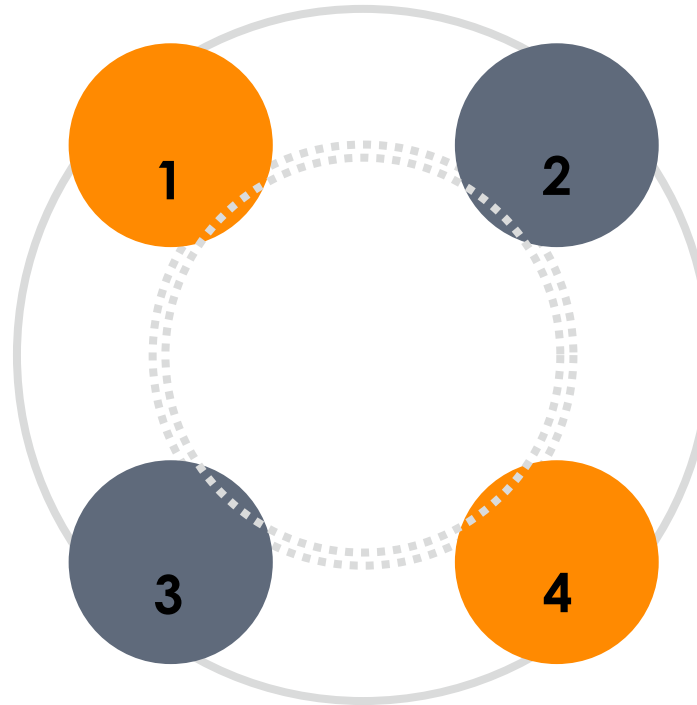
Citizen Development Framework

Lightweight Touch Governance

Reduce management overhead while bringing clarity & guidance by which Citizen Development should occur

Full Endorsement

Key organizational stakeholders should fully endorse using low-code or no code development solutions to rapidly innovate

New Rules of Engagement

Create an engagement model to work with IT and not create a "shadow IT".

Flexible Software Development

Establish an approach needed to introduce, scale and manage citizen development either in a small company or large enterprise.

1 **2** **3** **4**

21

CITIZEN DEVELOPMENT CANVAS

Three Core Themes:

- Learn the basics and best practices

- Unlock full Potential

- Coordinate Citizen Development in a secure and scalable fashion

Three Groups that make it possible:

- Practitioners

- Architects

- Strategists

WHERE CAN PROJECT PROFESSIONALS FIT IN?

- Project Delivery – support project teams using a servant leader model to bring out the full potential from each team.
  - ADO Boards
  - Jira

- Organizational Change – support organizational change by ensuring alignment amongst key stakeholders.

- Adoption of Citizen Development Framework
  - Operating Model
  - Citizen Development Maturity Model
  - Organizational Alignment
  - KPIs and Reporting
  - Ideation 2.0

CASE STUDIES

Case Study: Digital Transformation in Healthcare

15 February 2021 | Digital PMO, Case Study

Two years ago, a global, established healthcare manufacturer started an ambitious journey of significant digital transformation. Their transformation was aimed at providing complementary services to their customers and entire value chain.

case study
## AUTOMOTIVE - DIGITAL REPORTING WITH A GLOBAL MANUFACTURER

MI-GSO | PCUBED was brought in to help a Global Automotive Manufacturer set up a Scalable Business Dashboard to enhance consistency, transparency and accountability for packaging teams as they ready to deliver new models.

The new platform was free of additional license cost and built in the Power Platform in Office 365. It integrated with additional tools like Oracle and Excel - linking live costs and procurement into a visual dashboard. In a sharp **10 week program**, the team configured business applications, automated governance and produced a dynamic visual report.

These reduced the previous **manual reporting methods from 20% to less than 5%,** and the final project handover of **90 days was turned into to a single button click**. This saves engineers time that could be put toward value-added activities.

The client benefited from **improved visibility of project status**, the ability to forecast and prioritise deliveries, along with **better cost control for new programs**. After successful deployment, further analysis uncovered other business scenarios this solution can now scale to, **creating a low-cost, rapid and integrated platform for the future of project and program management**.

Solution Overview
User Level | Data Level
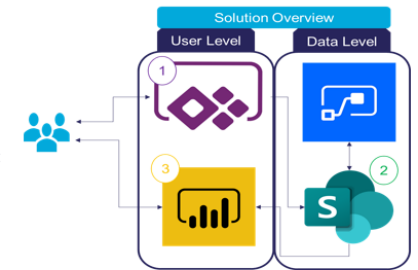
Solution: Working with a Lean Delivery Approach, a Digital Delivery team from MI-GSO | PCUBED used existing tools within the Office 365 suite to create business applications and a digital dashboard. Combining Agile story creation, Lean Innovation and Project Management Excellence to deliver a dashboard that met the business requirements and provided key indicators the department. Making the right decisions, at the right time.

Benefits: Ten-fold reduction in time-spent reporting in the department, freeing up engineers and supervisors to collaborate and solve the problems in their business. The project tool & the team received a **9/10 average score for the solution**, now being rolled out in the current and new delivery programs.

"The MI-GSO | PCUBED team came in and analysed our pain points quickly and effectively. They proposed a modern easy to use solution based on software already available in our corporate load, a great job well done."
Global Automotive Carline Supervisor

MI-GSO | PCU3ED

YOUR NEXT STEPS

"Be a lifelong learner."
   Try new technology

"Don't let perfect be the enemy of good."
   Try the Intelligent Automation Approach

"Learn together. Work together."
   Join Linked In Group: www.AIinProjectManagement.com

QUESTIONS