EPMOWORX ™

A CLOUD-BASED ENTERPRISE-WIDE DIGITAL PMO SERVICE

FUNCTIONAL OVERVIEW

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EPMOWORX™ UNIVERSE and GENERAL CONCEPTS

THE EPMOWORX™ Universe

The EPMOWORX™ is designed to exploit the legacy data already existing inside most organizations. It can import and transform standard industry data into useful and objectively measured information indicating the performance of Board level directives, Executive plans, Portfolio investments, Programmes or Projects.

EPMOWORX™ will accept key data from:

- **Finance** (including Budgets, Planned investments or Actual expenditure by cost centre)

- **Schedules** (from Microsoft Project™ [Professional or Online]). The service will display the schedule in Gantt charts and allow the owner to run analytical enquiries against the uploaded schedule data.

- **Resource** data (including assignment to Work Packages of planned and in-flight work) which is useful for estimating cost and allocation of resources against current and future investments.

- **Investment** data which can be uploaded as planned costs and planned benefits against specific initiatives including projects, programmes, portfolios, executive plans and Board Business Drivers. This allows the owner to track investment against the planned return of investment over periods.
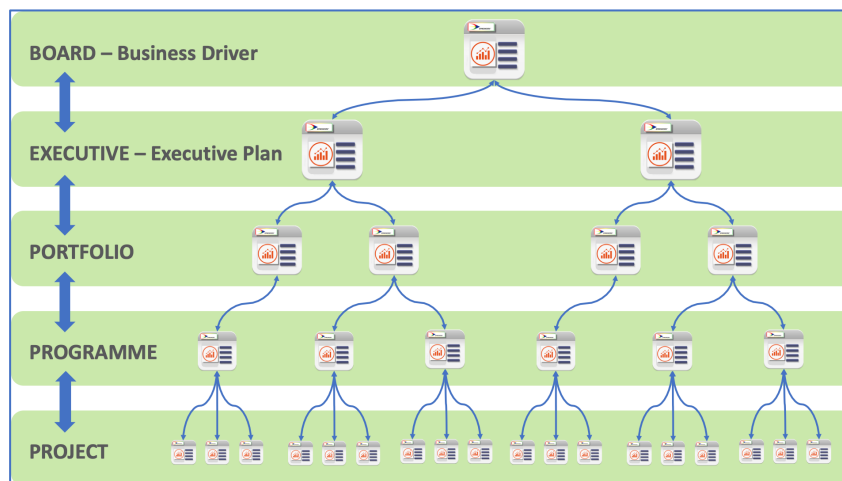
EPMOWORX™ Hierarchy

EPMOWORX™ data schema represents the standard hierarchy of governance within most organizations.

A single BOARD level "Business Driver" could have many "Executive plans". Each "Executive Plan" could have plans impacting subordinate "Portfolios" (Business Units). Each "Portfolio" could operate many "Programmes" and each "Programme" could own many "Projects".

Each hierarchy of governance could have its Common Functions consisting of Benefit ROI targets, Risks, Assumptions, Issues, Dependencies, Milestones, Requirements, Finance records and Change Requests. Individual Common Functions records can be promoted up the hierarchy or demoted down to an appropriate level within the governance hierarchy.

Typical Enterprise Governance Levels

Hierarchy Linkages with Common Functions
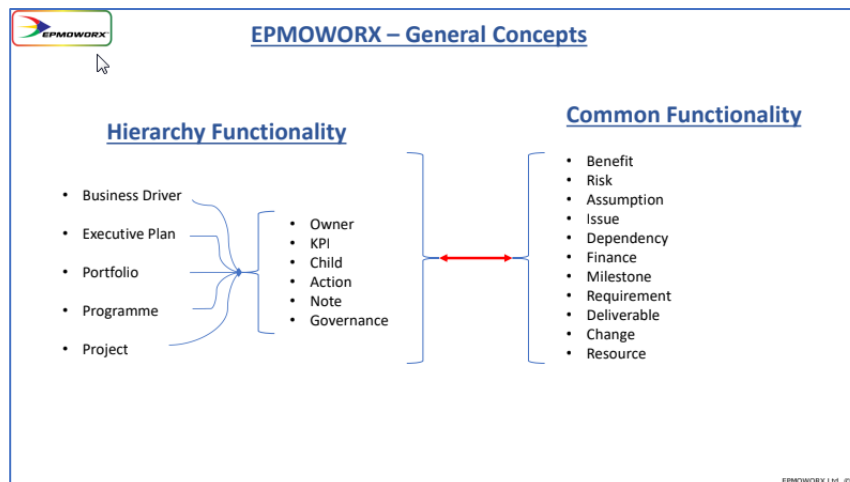
EPMOWORX™ Common Functions

EPMOWORX™ offers a rich suite of functional capabilities including:

- BENEFITS Management
- RISK Management
- ASSUMPTION Management
- ISSUE Management
- DEPENDENCY Management
- FINANCE Reporting Management
- DELIVERABLE (Review and Sign Off) Management
- REQUIREMENT Management
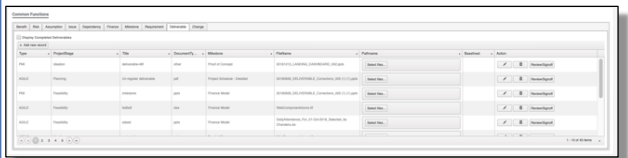- DELIVERABLE Management
- CHANGE Management

Finance Function and Capability
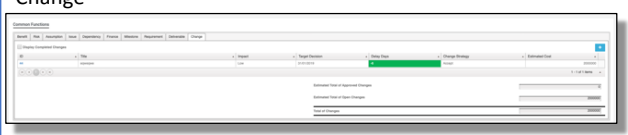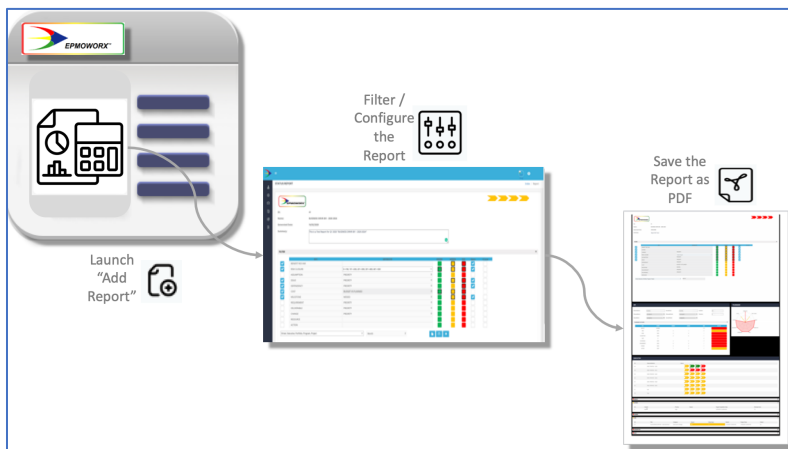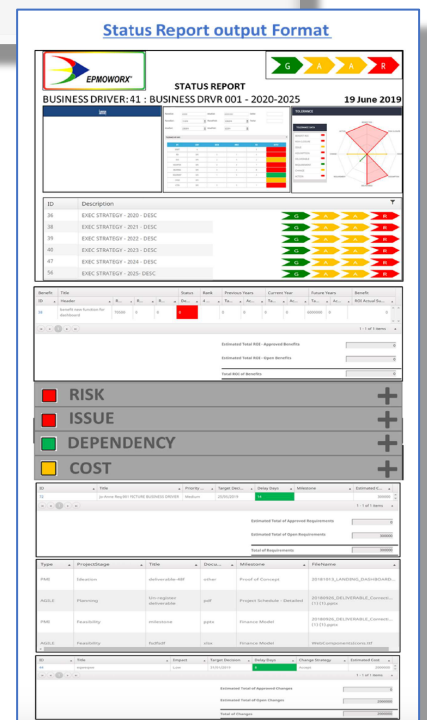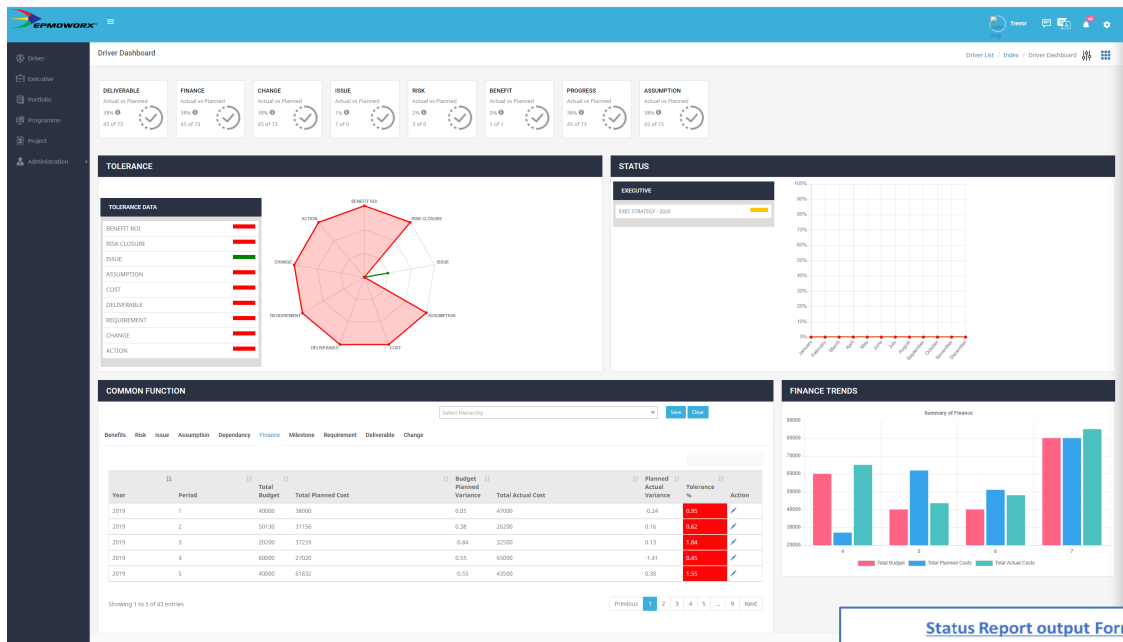
EPMOWORX™ logo

FIND CHANGE TO DRIVE SUCCESS
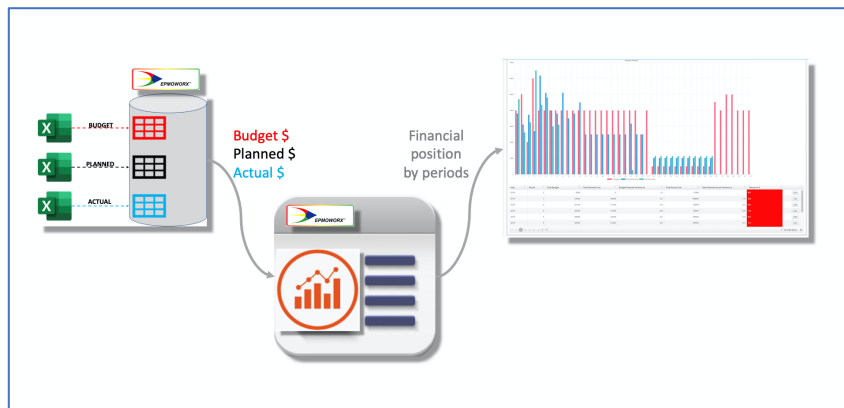
EPMOWORX™ Analytics

The output for management at all levels is accurate and timely information to make informed decisions.

The type of analytical reporting includes:

- Landing Page Dashboard
- Status reports
- Analytical (Exception and Trend) reports
- Predictive Analytics reports

EPMOWORX^{TM} GENERAL CONCEPTS

The EPMOWORX^{TM} platform is based on Microsoft AZURE^{TM} Cloud technology which can be easily integrated with Microsoft Exchange^{TM}, Microsoft Project^{TM}, Microsoft Sharepoint^{TM} by setting parameter values within the service.
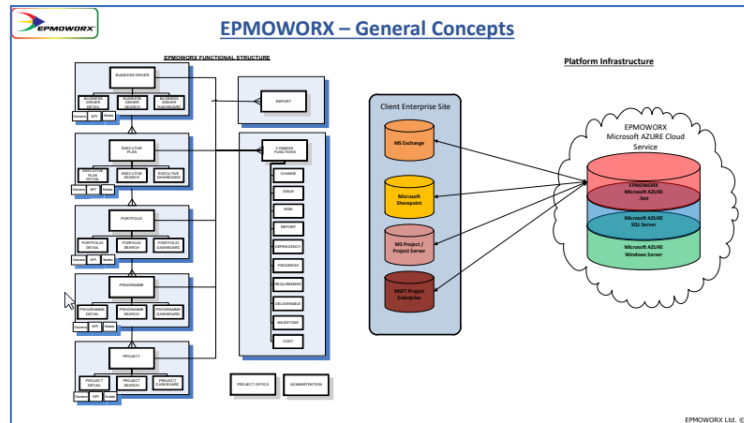
KEY SUCCESS FACTORS

The ultimate success of EPMOWORX^{TM} PMO Cloud-based Service is to provide an intuitive user experience digital PMO service which will reduce the Total Cost of Ownership (TCO) and provide accurate information at all levels of the enterprise to find change to drive success.

The measure of the success of our clients is for the EPMOWORX^{TM} Cloud-Based PMO service to:

"Provide accurate and timely information in order for management to make informed decisions"

EPMOWOX^{TM} has set out its key success factors to enable the client to have confidence and success in using EPMOWORX^{TM} Cloud-Based PMO service. The EPMOWORX^{TM} Key Success Factors are:

- **Quality:** A high level of quality in the development and maintenance of all EPMOWORX product lines to establish and retain customer confidence.

- **Growth:** Growing and maintaining EPMOWORX's national and international sales pipeline networks to generate new and repeat sales.

- **Roadmap:** Consistently apply significant investment in the EPMOWORX roadmap to provide focused and valued delivery of quality, intuitive and value-added benefits to the customer.

- **Efficiencies:** Identify and apply continuous efficiencies of technical and business operations to reduce operating costs.

COLLABORATION, NAVIGATION AND ALERT TOOLS

An INITIATIVE is a single hierarchic record indicating one of the following: Strategic BUSINESS DRIVER, EXECUTIVE PLAN, PORTFOLIO, PROGRAMME or PROJECT.

The Dashboard contains every day widgets designed to allow the owners of an INTIATIVE to configure or collaborate with other linked stakeholders.

EPMOWORX Instant Message (EIM^TM):

Any licensed user can create rooms and invite specific groups to the room for subject specific collaborative work via instant messaging. This widget provides immediate interaction in order to solve an ISSUE, RISK or coordinating on a subject required by the user
It also supports one-to-one instant messaging for adhoc chats.

EPMOWORX Instant Navigation (EIN^TM):

The user can instantly display the INITIATIVES they are entitled to view, and instantly assess what is RED / AMBER / GREEN and quickly navigate to the trouble spot to investigate further. The INITIATIVE hierarchy is BUSINESS DRIVER, EXECUTIVE PLAN, PORTFOLIO, PROGRAMME and PROJECT

## EPMOWORX Quick Charts (EQC^TM):

The entitled user can quickly access COMMON FUNCTION graphs indicating delays / financial overruns and Return on Investment (ROI) progress.

EPMOWORX Alert Manager (EAM^TM):

EPMOWORX can be configured by the user to issue an alert based on business rules and triggers such as the creation of a new ISSUE, or a RISK target due date has overrun. The EAM^TM is a rapid way for the user to understand what priorities they must attend to in order to bring back their INTIATIVE back to GREEN.
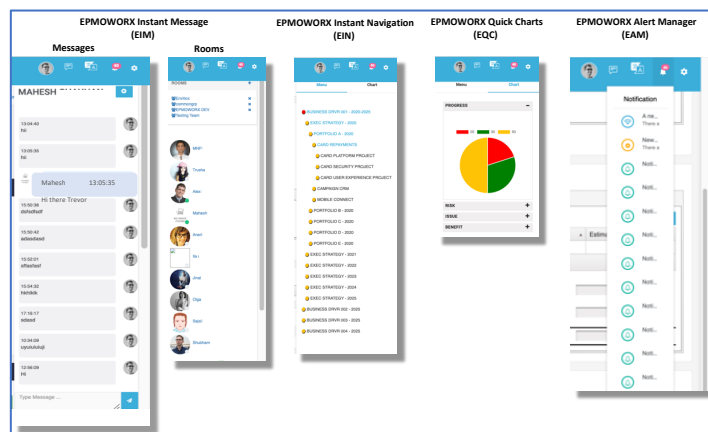
CONTROL BUDGETS, PLANNED and ACTUAL FINANCE
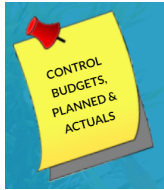
EPMOWORX^{TM} can import separate data sets of BUDGET, PLANNED Costs and ACTUAL Costs regularly.

- BUDGET data may come from the portfolio sponsor after annual or quarterly investment planning cycles.
- PLANNED cost data may come from the portfolio management team as to how the planned spend will occur on a month by month basis.
- ACTUAL costs may come from the Finance Department during financial periods to include invoices and credits.

The combined data set of BUDGET, PLANNED and ACTUAL financial data is dynamically represented graphically for monitoring. Financial control is exercised from the Financial Summary line items which can be opened and edited at individual granular line-item levels such as corrections to invoices etc.

An audit record is created for all changes in every financial record.

CONTROL CORPORATE ALIGNMENT

EPMOWORX™ defines the governance HIERARCHY initiatives as:

- BOARD – The Board will issue one or many Business Driver as strategic direction and outcomes.
- EXECUTIVE – Executive Plans meet measurable executive outcomes to achieve BOARD strategy.
- PORTFOLIO – Portfolio initiatives to align investments to meet objectives of Executive Plans
- PROGRAMME – Programme initiatives achieve Portfolio investment benefits
- PROJECT – Project deliverables achieve a defined outcome for a limited aim.
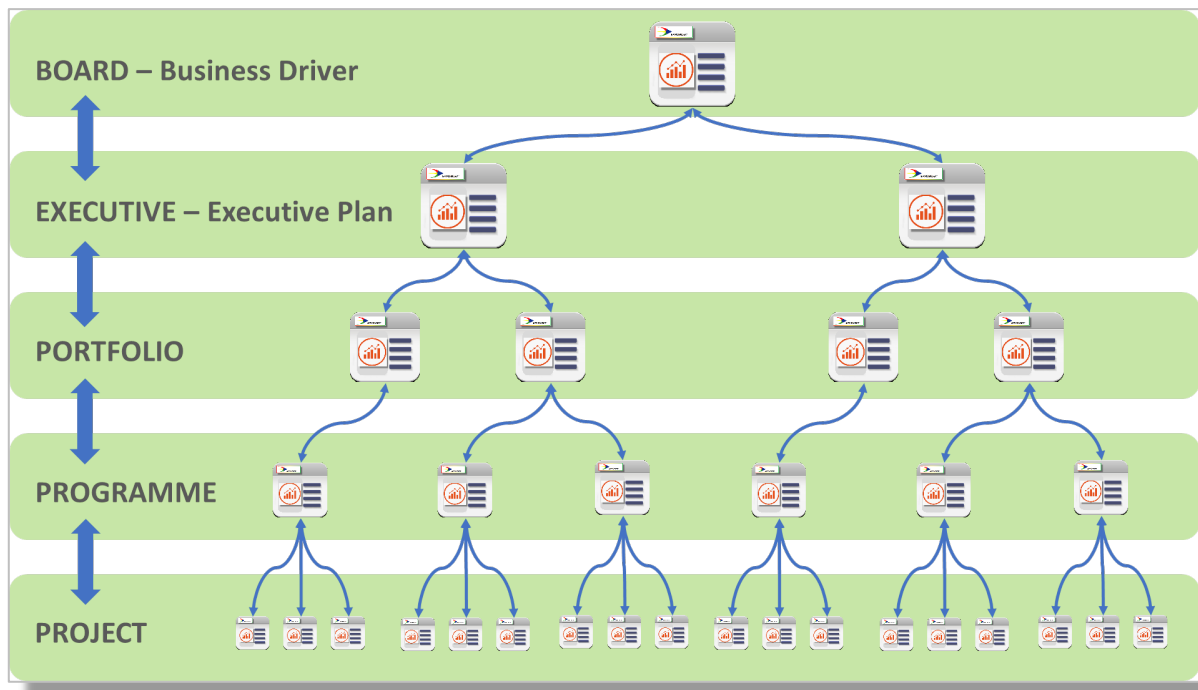
ENTERPRISE TOLERANCE AND KPI's

All hierarchy records (**INITIATIVE**) are subject to enterprise-wide configurable business rules of **TOLERANCE.** This allows the organization to reduce subjectivity on what is **RED** / **AMBER** or **GREEN**.

Enterprise Super Administrators can set the type of **KPI**, the severity to measure for each specific **COMMON Function**, the unit to be measured and the **TOLERANCE** of the unit to be measured inside the **COMMON Function** to set the specific record as **RED** / **AMBER** or **GREEN**.

Enterprise Super Administrators can set different levels of **TOLERANCE** for each specific INITIATIVE Hierarchy record type.

Therefore, BUSINESS DRIVERS can have a wider **TOLERANCE** compared to a PROJECT **TOLERANCE** level which may be more restrictive in **RED** / **AMBER** or **GREEN** and period for measurement. A BUSINESS DRIVER can have a longer time before an ISSUE turns **GREEN** to **AMBER** (perhaps set with a 30-day delay, compared to a **PROJECT ISSUE** that would be set to turn from **GREEN** to AMBER in 5 days.

This objective method for measuring **TOLERANCE** provides a consistent method for measuring the performance of all INITIATIVES across the entire enterprise of the organization.

MEASURE BENEFIT AND INVESTMENT ROI

EPMOWORX™ BENEFIT Realization measures the performance of the approved BENEFIT for the whole of life of the investment from initial delivery to return on Investment (ROI).

BENEFIT data can be manually entered, or BENEFIT data can be uploaded from sales capture applications such as CRM.

A single Hierarchy record (BUSINESS DRIVER, EXECUTIVE PLAN, PORTFOLIO, PROGRAMME or PROJECT) can have multiple BENEFIT records. Each BENEFIT record can have many measurable Key Performance Indicators (KPI's).
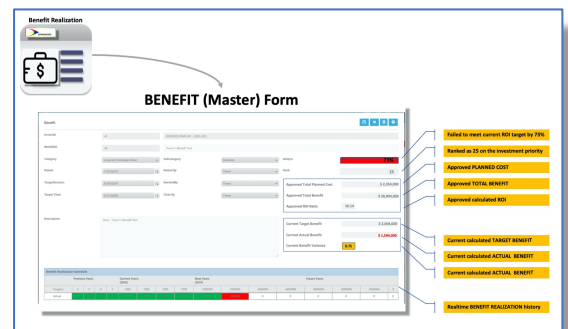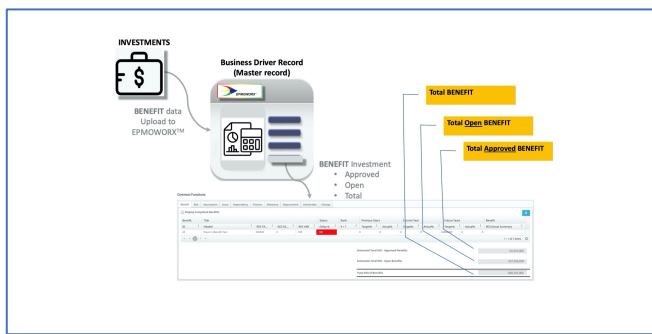
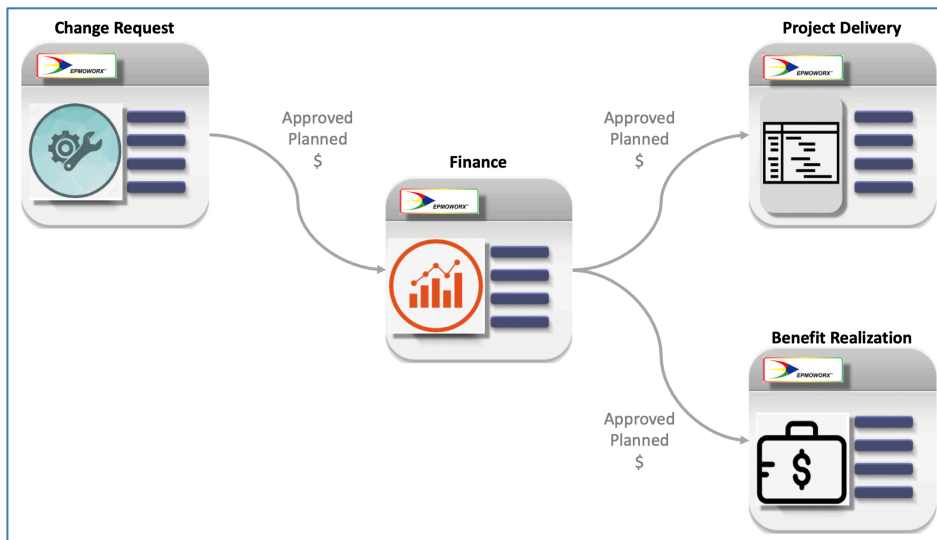**BENEFIT (Master) Form with child BENEFIT KPI records**
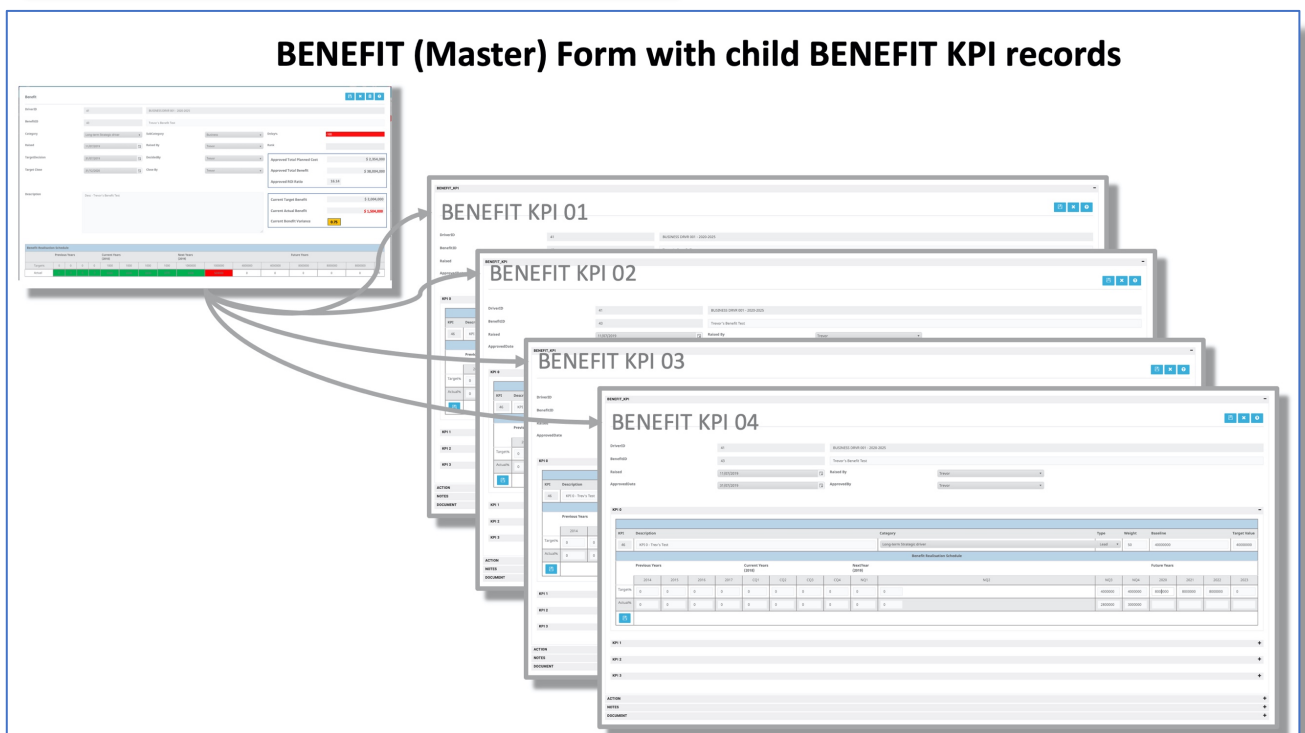
MONITOR and CHANGE PORTFOLIO INVESTMENT

Monitor and apply CHANGE to your Portfolio. Measure the performance of your PORTFOLIO BENEFIT as costs progress during the delivery phase. Approved Change Requests will increase/decrease the live Planned costs.

Measure the success of your PORTFOLIO BENEFIT REALIZATION for the life of the investment (Return on Investment- ROI).

## CONSISTENT STANDARD RISK, ISSUE, ASSUMPTION, DEPENDENCIES (RAID)

The management of EPMOWORX™ COMMON Function records (RISKs, AUSSUMPTIONs, ISSUEs and DEPENDENCIEs) are managed the same way.

EPMOWORXTM allows for multiple COMMON Function records to be linked with a single Hierarchic record (BUSINESS DRIVER, EXECUTIVE PLAN, PORTFOLIO, PROGRAMME OR PROJECT).

Each RISK contains Header information to set accountability and time targets for the assessment, resolution and then closure. Each RISK record can have many ACTIONs, NOTEs and "Drag'n'Drop" files associated to it.

All activities for creation, update and deletions across all COMMON Function records are recorded in an audit log.

- **RISK <u>HEADER</u>** section contains the CATEGORY of the RISK, who is responsible and target dates for when the RISK is to be assessed, resolved and closed.

- **RISK <u>ASSESS</u>** allows the assessor to record the descriptive and objective assessment of the RISK in probability and severity.

- **RISK <u>RESOLVE</u>** allows the resolver to record the resolution and strategy to manage the risk.

- **RISK <u>CLOSE</u>** allows the closer to decide the closure of the RISK or to convert it to an ISSUE.
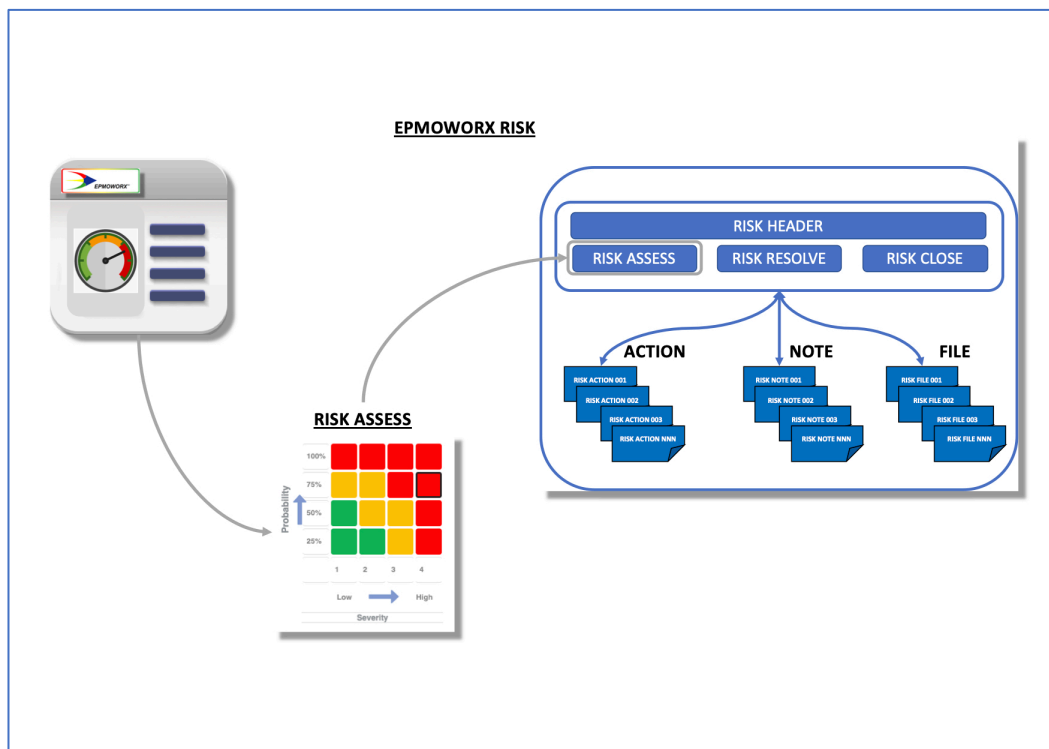
EPMOWORX™ Standardized Report Generation and Retrieval

EPMOWORX™ provides a standardized format for governance reporting. At any level of Governance (Business Driver to Project), the user executes the same report generation cycle of:

1. At the "Report" tab, click

2. Configure the report format, the parameters, drop and drag the order of output and set the thresholds for each reporting parameter

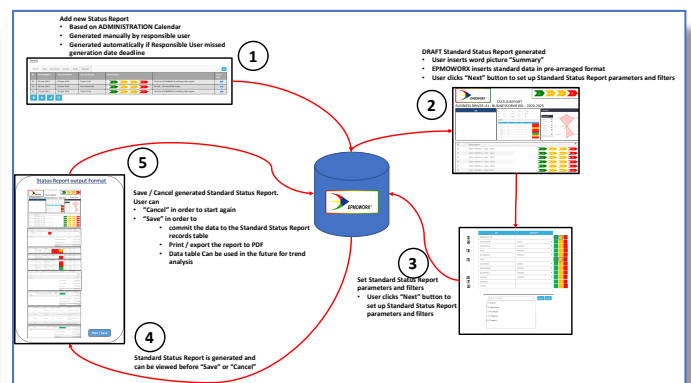3. Generate the Report and Save the desired version to the Report Register

4. Generate a pdf

Report Generation User Experience

**Report Generation Technical Flow**

EPMOWORX^{TM} Document Management

EPMOWORX^{TM} provides the user (record owner) with the capability to upload multiple files into secure encrypted cloud storage through "Drag & Drop" experience. The files are sorted and categorized into a permanent document register at both the HIEARARCY record level (BOARD, EXECUTIVE, PORTFOLIO, PROGRAMME and PROJECT).
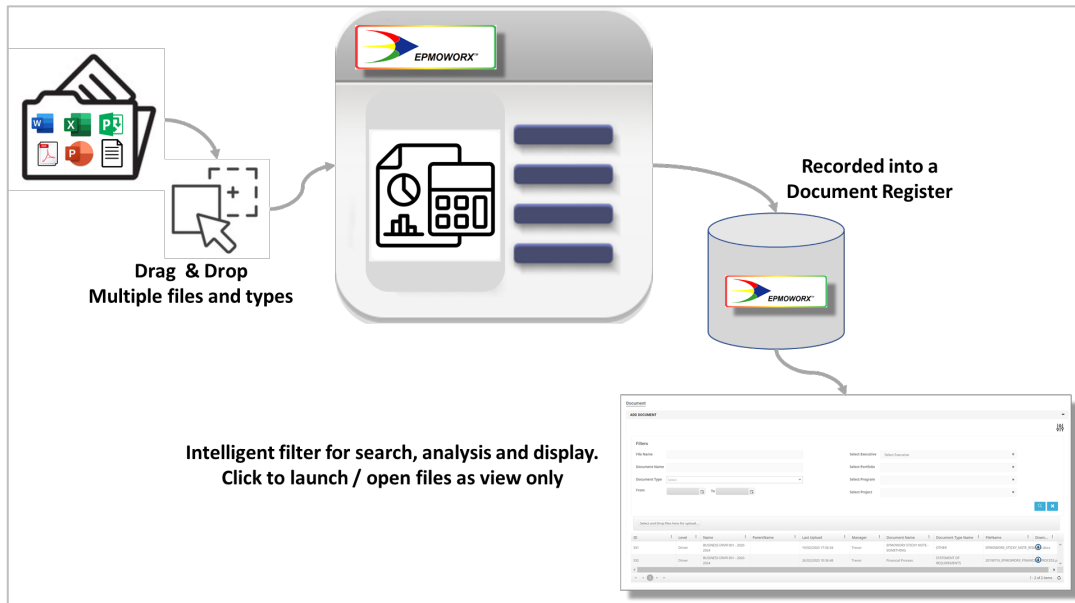
Alternatively, the record owner can "Drop & Drag", categorize and register multiple files into specific COMMON Function records such as RISK, ISSUE, BENEFIT, ASSUMPTION or CHANGE REQUEST.
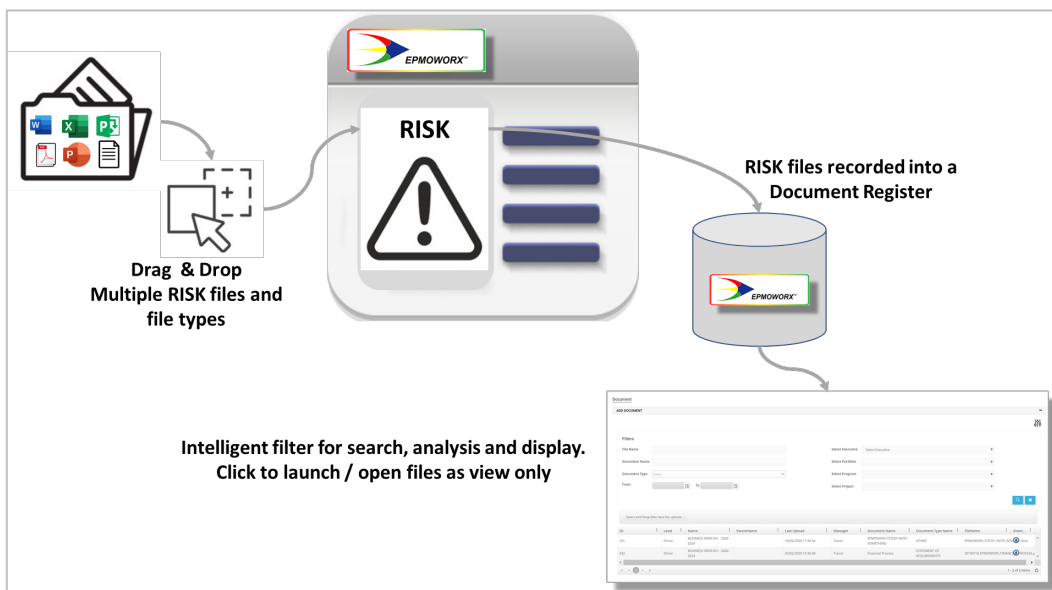
EPMOWORX™ Operational Risk Management

EPMOWORX™ provides the enterprise with a comprehensive Operational Risk Management capability.

All RISKs record an audit history of changes including changes to target assess / resolve and close dates. It also records changes in values of the Risk Impact across the organisation.
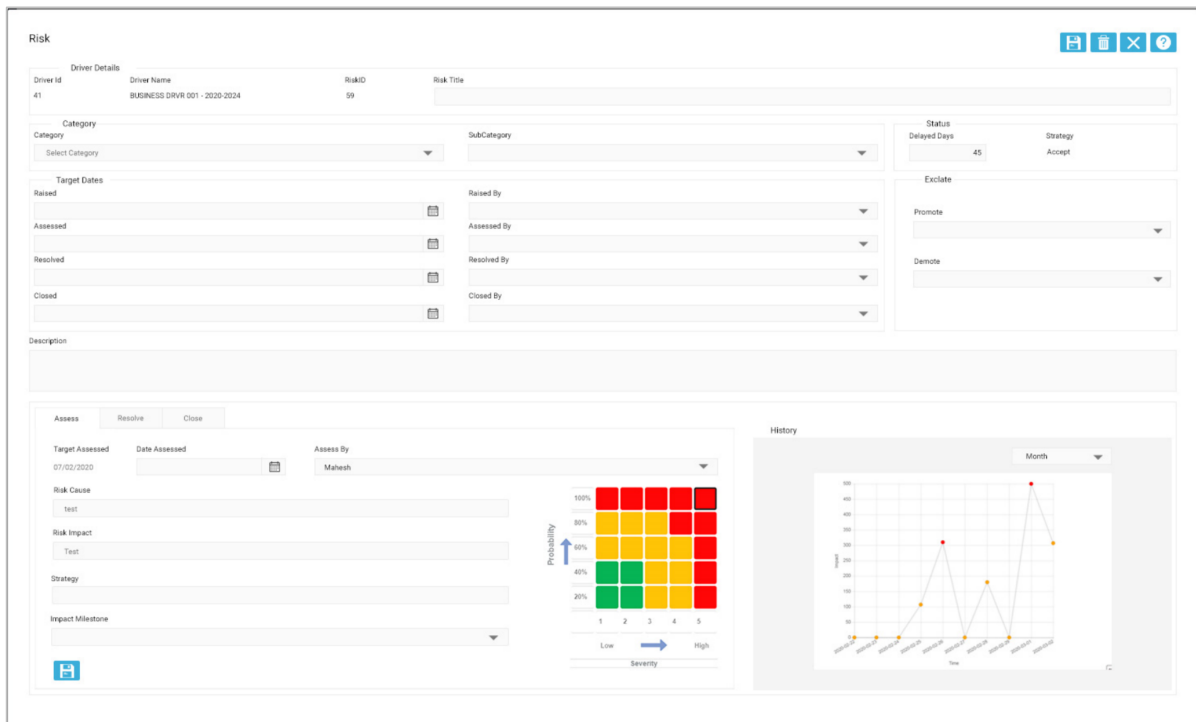
Management can track trends of residual risk impact by periods including day, week, month, quarter, half year and annual periods. Residual Risk trends are dynamic and immediately reflect the condition of the Operational Risk.

Risk categories and subcategories can be set and maintained by the enterprise administrator.

Alerts can be configured by each registered active user to receive internal and email alerts should Operational Risk impact or assessments change.

Trend charts are displayed for RISK, ISSUE, FINANCE. Audit logs are maintained for BENEFIT, RISK, ASSUMPTION, DEPENDENCY, MILESTONE, FINANCE and CHANGE.

ALERTS can be configured by each user for changes to all COMMON Function records.

EPMOWORX^{TM} Audit Record Management

EPMOWORX^{TM} maintains an ongoing audit log which records time-stamped changes with user id for any saved changes to all COMMON Function records including:

- BENEFIT
- RISK
- ASSUMPTION
- ISSUE
- DEPENDENCY
- FINANCE upload
- MILESTONE (*.mpp schedule) upload
- REQUIREMENT
- DELIVERABLE (review and sign off records)
- CHANGE REQUESTS

Audit logs are available to the Super Administrator as "read only".