

## Program Management Methodology

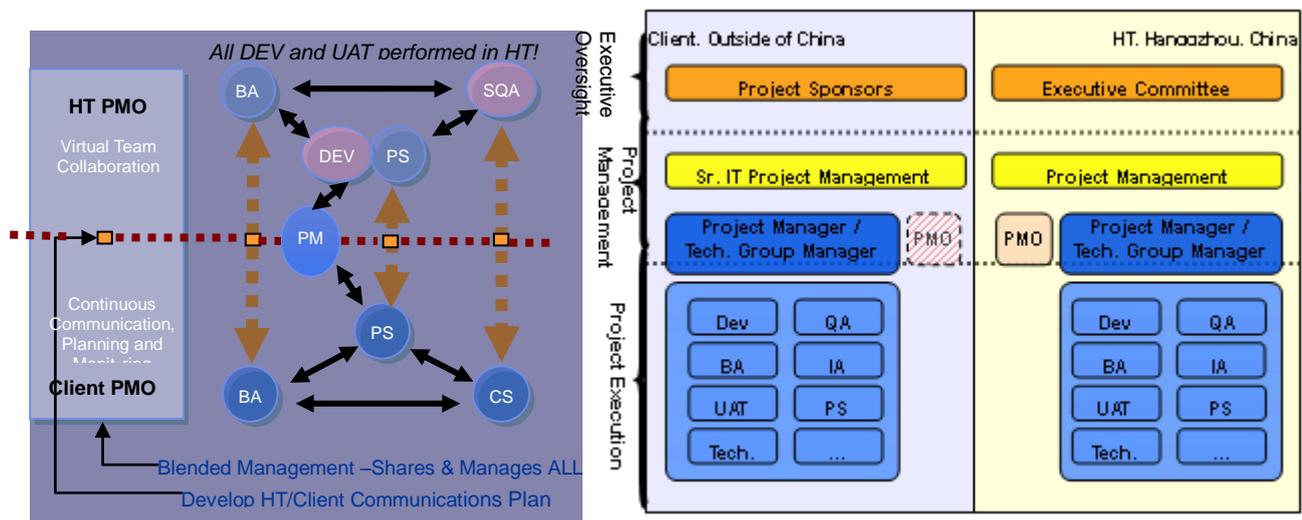
### Overview

In order to improve the effective and standard project process and to improve the quality of product and service, Hengtian set up the Program Management Office to offer support to the project managers in all project management areas. PMO develops high level supporting infrastructure in partnership with the front-line branches and to improve operations through better engagement model, process governance, status report and resource allocation & coordination.

### Engagement Model

Hengtian will work with client to determine how to engage with client's organization in the best interest of client's initiative. A typical engagement model is:

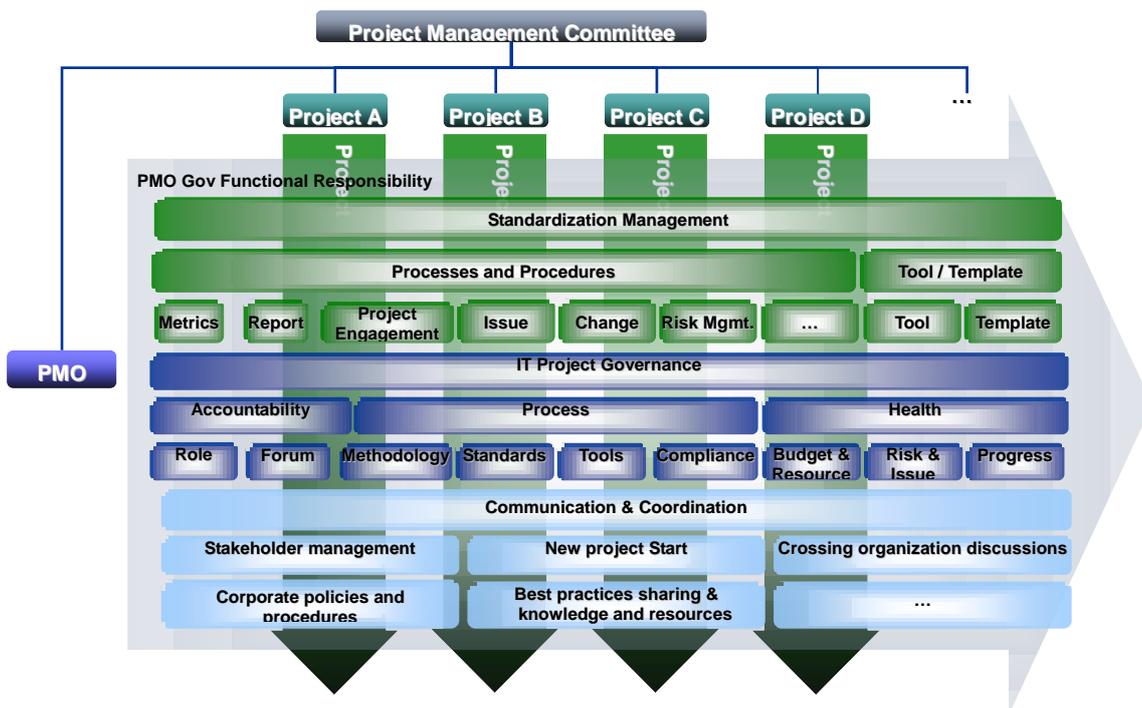
- PMO Setup Team – HT PMO will work with Client PMO and help client promote a Program Process which will suit client's business and needs.
- Communication channels: IM, EMAIL, videoconference, teleconference, on-line cooperation, etc.
- HT BA is responsible for requirements definition and management
- HT SQA will in charge on quality control and testing



### Process Governance

- Ensuring the projects follows standard and be on track. According to process policy edited by SQA, they should hold period reviews and meetings to ensure that processes are being followed. Periodic assessments of the process should occur to identify areas for improvement.
- Configuration Management
  - Keeping information about the projects up-to-date and accurate; Proactive communication of project and task status.
  - Consistent and effective project management methodologies; cooperate with Human Resources and Infra.

- Standardization & Compliance
  - Formulating the project flows, including the application flow, resources relocated flow, etc.
  - Maintaining and be responsible for the compliance of the projects flows.
- Issue Management and Risk Management
  - Defining a strategy to deal with current and anticipated problems.
  - Assistance in managing risks and addressing quality considerations.
- Helping to relieve Project Managers of tasks like filling forms and templates, getting these forms internally signed and so on.



### Status Report

The successful execution model requires a consistent and timely communicate with all stakeholders and every message should be audience-specific.

- Work Log System: Each person on the project team is required to fill in the daily log or task log to ensure the director could control member’s effective work and trace the project status consistently.

- Project Monthly Status Report (MSR): MSR, which including updated schedule, issues, resources, etc. should be delivered by PM every month. With the sufficient information from MSR, it will be easy to know whether the project accurately maintain the Project Plan.
- Management Report: The Management Report is the primary communication vehicle between the Project Team and Senior Management. The report is also provided to the customer and becomes one of the basis documents for Monthly Status Reviews. PMO consolidates the Monthly Status Reports into a single management report and forwards it to account managers and senior management each month.

	<u>Delivered by:</u>	<u>Content:</u>	<u>Audience:</u>
Project Level Report	Work Log System	Team Member	Daily log, task log
	Project Monthly Status Report	Project Manager	Specific project status update: schedule, issues, resources, etc.
Management Report	Management report	PMO	Project overview, general update for high level issues/risks etc.
			Directors, PM Corresponding project management and team. Account Managers, Senior Management and other stakeholders.

### Resource Coordination

- Collecting and transferring resource change and requirement information so as to ensure that project demand is supported by resource capacity, and that project portfolios deliver anticipated benefits.
- Keep aware of resources needed per project, and constantly review the resource need and report to senior management.