

PROGRAM MANAGEMENT SERVICES

6.1 Project Management

DTI project management services will assist in the application of Organizational Change, Project, Quality, and Program Management processes, best practices, and knowledge consistently across all projects.

List of services

1. Project/Program Management services
2. Auxiliary PMO Services

1. Project/Program Management Services

Service Description – DTI provides [Project Management](#) and Organizational [Change Management](#) services based upon PMI's (Project Management Institute) project management methodology (Project Management Book of Knowledge) and the PMI's Standard for Program Management. The primary services include:

- Assignment of a Project or Program Manager
- Assignment of a Change Management Specialist
- Application of DTI Project and Change Management processes and templates

Responsible for all Five phases (Initiation, Planning, Execution, Control, and Closing) of the project to ensure that project deliverables meet the project objectives.

Features / Benefits / Costs – These services will help to ensure the adoption of [Project Management](#) and Organizational [Change Management](#) best practices and improve the probability of Project/Program success.

How to request services – For new IT projects, [*Your IRM](#) or your [*Customer Relationship Specialist](#). In most cases, a Business Case will need to be submitted.

Applicable policy / standards – The Project and Change management process documents and templates are available at [*Toolbox](#). Also see the [DTI Enterprise Standards and Policies](#) on the DTI website.

*Access to this document/web page/website requires the viewer to have access to Delaware's State Network (Extranet). If you have access to the State Network and viewing is still not possible – please contact your Customer Relationship Specialist.

PROGRAM MANAGEMENT SERVICES**2. PMO Auxiliary Services**

Service Description – DTI provides services to mentor, train, and guide the organization’s project, change, and program management personnel as they learn and then adopt project and program management best practices in their projects in line with the PMBOK®, the Standard for Program Management, and DTI’s Organizational Change Management methodology. This includes training as well as measurement of key metrics to determine progress towards a Return on Investment.

Features / Benefits / Costs – These services will help organizations to learn and apply best business practices of [Project Management](#) and Organizational [Change Management](#), and may reduce the risks and increase the probability of project success.

How to request services – For new IT projects, *[Your IRM](#) or your *[Customer Relationship Specialist](#). For approved projects, see the assigned Project Manager.

Applicable policy / standards – The Project and change management process documents and templates are available at **Error! Bookmark not defined.**[Toolbox](#). Also see the [DTI Enterprise Standards and Policies](#) on the DTI website.

*Access to this document/web page/website requires the viewer to have access to Delaware’s State Network (Extranet). If you have access to the State Network and viewing is still not possible – please contact your Customer Relationship Specialist.