

## PROGRAM MANAGEMENT SERVICES

### 6.3 Major Project Oversight

DTI provides resources for Change, Quality, Project, and Program Management for DTI managed projects, and will provide Oversight and Review consulting services for any State government entity (all three branches of the government) as requested or directed by the Chief Information Officer or Technology Investment Council.

#### List of services

- 1 Project/Program Oversight Services

#### 1. Project/Program Oversight Services

**Service Description** – DTI offers the following services as requested or directed in support of Project/Program Oversight Services.

- Monitoring project health for reporting purposes
- Determination of high-risk areas (risk management planning, assessment, and resolution classification) of the project considering [Major Projects](#) areas (change, technology, communications, cost, quality, scope, resources, time, procurement, post-implementation support)
- Focused involvement in one or more high-risk areas, ranging from consulting to process document production and active involvement and decision-making.
- Report risks and recommendations to project sponsors and as requested by sponsor, provide comprehensive project/program audit/review

**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. Oversight will help Project sponsors to make timely project decisions including termination thereby protect State’s investments.

**How to request services** – For existing IT projects, contact your DTI Project Management Specialist. For new IT projects, see your organization’s IRM or your [\\*Customer Relationship Specialist](#).

**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.