COURSE OVERVIEW PM0664
PMO / Workflow Management

Course Title
PMO / Workflow Management

Course Date/Venue
August 11-15, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference
PM0664

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.

This course is designed to provide participants with a detailed and up-to-date overview of PMO/Workflow Management. It covers the PMO concepts, types of workflows and their applications and strategic alignment of PMO; the PMO policies, procedures and standards, workflow mapping and visualization techniques; the stakeholder engagement in PMO, governance structures in PMO and workflow process analysis and optimization; the document and change control workflows as well as resource and capacity management; and the workflow automation tools and technologies.

During this interactive course, participants will learn the risk management and compliance and project lifecycle workflows; the monitoring and evaluation systems and workflow integration with ERP and PMIS; the change management in workflow implementation, issue and escalation management workflows and health, safety, and environmental (HSE) workflows; the workflow performance metrics and maturity models for PMO; the audit and control in workflow management, workflow simulation and testing, knowledge management and documentation; and the interdepartmental coordination workflows, project portfolio management (PPM) workflows, reporting and communication workflows and advanced digital workflow systems.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on please give me a detailed daily course overview on Project Management Office (PMO)/workflow management
- Discuss PMO concepts, types of workflows and their applications and strategic alignment of PMO
- Employ PMO policies, procedures and standards, workflow mapping and visualization techniques
- Apply stakeholder engagement in PMO, governance structures in PMO and workflow process analysis and optimization
- Illustrate document and change control workflows as well as resource and capacity management
- Identify workflow automation tools and technologies and apply risk management and compliance and project lifecycle workflows
- Recognize monitoring and evaluation systems and apply workflow integration with ERP and PMIS
- Carryout change management in workflow implementation, issue and escalation management workflows and health, safety, and environmental (HSE) workflows
- Discuss workflow performance metrics and maturity models for PMO
- Apply audit and control in workflow management, workflow simulation and testing, knowledge management and documentation
- Recognize interdepartmental coordination workflows, project portfolio management (PPM) workflows, reporting and communication workflows and advanced digital workflow systems

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of PMO / workflow management for project managers and coordinators, program and portfolio managers, business analysts, operations managers, process improvement specialists, PMO staff and administrators, IT project leaders and other technical staff.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Haward's Certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Pan Kidis, MBA, BSc, is a **Senior Project & Management Consultant** with over **30 years** of extensive experience in **Project Scheduling & Cost Control**, **Project Planning, Scheduling & Cost Control Professional**, **Production Planning & Scheduling**, **Administration** Skills, **Project** Management Essentials, **Project** Management **Compliance**, **Strategic Planning**, **Mastering Contract Preparation**, **Contract and Risk** Management, **Value Engineering**, **Negotiation & Administratio**n Techniques, **Office Management** Skills, **Survey** Skills, **Interviewing** Skills, **Interpersonal** Skills, **Communication** Skills, **Negotiation** Skills, **Presentation** Skills, **Manager** Skills, **Supervisory & Management** Skills, **Counselling** Skills, **Leadership** Skills, **Office Management**, **Code of Conduct**, **Train the Trainer**, **Logistics & Transportation Planning** Methods, **Forecasting Logistics** Demands, Visual Network Model, **Logistics Operations**, **Strategic Transport Planning**, **Transport** System, **Fleet Planning**, Routing & Scheduling, **Transport** Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, **Supply Chain & Operations** Management, **Logistics & Production** Planning, **Cost Reduction** Techniques, **Inventory** Management, **Business Analysis**, **Risk** Management, **Production** Management, **Warehouse** Management, **Production Planning, Material Requirement Planning**, **Budgeting**, Production & Shop Floor Scheduling, **Cost Analysis**, **Database** Design & Implementation, **Business Administration, Production Data** Acquisition & Analysis, Industrial **Logistics**, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, **Warehouse** and **Shipping**. Further, he is also well-versed in **Cash Flow** Management, **Decision Making** Techniques, Production & Product Inventory Control, **Inventory** Analysis Tools, **Stock Management** Techniques, Material Handling, Process Improvement & Equipment Selection, **Costing & Budgeting**, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation. He is currently the **Business Analyst** of Diasfalisis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager**, **Production Planning & Logistics Manager**, **Purchasing Office Manager**, **Project Manager**, **Assistant Dyeing Manager**, **Production Supervisor**, **Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master's** degree in **Business Administration** from the **University of Kent**, **UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki**, **Greece**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**) and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 11th of August 2025

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Introduction to PMO Concepts*** *Definition, Types and Functions of PMO • PMO Roles in Project Governance and Portfolio Alignment • PMO Maturity Models • PMO Structure in Utility and Power Sectors*
0930 – 0945	*Break*
0945 – 1030	***Types of Workflows & Their Applications*** *Sequential, Parallel and Rules-Based Workflows • Manual versus Automated Workflows • Workflow Lifecycle Stages • Applications in TRANSCO's Operational Context*
1030 – 1130	***Strategic Alignment of PMO*** *Linking Projects to Strategic Objectives • PMO's Role in Corporate Performance • KPI Development and Monitoring • Power Utility-Specific Strategy Alignment*
1130 – 1215	***PMO Policies, Procedures & Standards*** *Governance Frameworks and Templates • Risk and Compliance Policies • Standardization Across Departments • Approval Chains and Documentation Protocols*
1215 – 1230	*Break*
1230 – 1330	***Workflow Mapping & Visualization Techniques*** *Flowcharting and Swim Lane Diagrams • SIPOC and RACI Matrices • Business Process Modeling (BPMN) • Case Study: TRANSCO Maintenance Workflow*

1330 – 1420	***Stakeholder Engagement in PMO*** *Identifying Key Internal/External Stakeholders • Roles and Responsibilities Clarity • Communication Protocols • Engaging Stakeholders in Workflow Design*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2: Tuesday, 12th of August 2025

0730 – 0830	***Governance Structures in PMO*** *Steering Committees and Decision-Making Roles • PMO Reporting Lines and Escalation Models • Governance Best Practices for Utilities • Integrating Governance into Daily Operations*
0830 – 0930	***Workflow Process Analysis & Optimization*** *Process Bottleneck Identification • Value-Added versus Non-Value-Added Activities • Lean Workflow Improvement Tools • Utility-Specific Process Improvement Examples*
0930 – 0945	*Break*
0945 – 1100	***Document & Change Control Workflows*** *Change Request Lifecycle • Versioning and Approvals • Technical Documentation Workflows • Document Control Systems in TRANSCO*
1100 – 1215	***Resource & Capacity Management*** *Workforce Allocation and Tracking • Capacity Planning Models • Balancing Demand and Availability • Tools for Scheduling and Forecasting*
1215 – 1230	*Break*
1230 – 1330	***Workflow Automation Tools & Technologies*** *Overview of Workflow Platforms (e.g., SharePoint, Nintex) • API Integration and System Interoperability • Role of AI in Automated Workflows • Tool Selection for TRANSCO's Needs*
1330 – 1420	***Risk Management & Compliance*** *Workflow-Level Risk Identification • Risk Response Strategies • Compliance Tracking within Workflows • Ensuring Regulatory Adherence (e.g., Energy Sector Standards)*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3: Wednesday, 13th of August 2025

0730 – 0830	***Project Lifecycle Workflows*** *Project Initiation to Closure Processes • Stage-Gate Models • Deliverable-Based Planning • PMBOK-Aligned Project Workflows*
0830 – 0930	***Monitoring & Evaluation Systems*** *Setting up Dashboards • KPIs and Performance Baselines • Exception-Based Reporting • Real-Time Status Tracking*
0930 – 0945	*Break*

0945 – 1100	***Workflow Integration with ERP & PMIS*** *Data Exchange and Workflow Triggers • Linking Workflows with SAP, Oracle, etc. • Real-Life Integration Examples in Power Utilities • Interfacing with Procurement and Finance Systems*
1100 – 1215	***Change Management in Workflow Implementation*** *Organizational Readiness Assessments • Managing Resistance to Workflow Changes • Training and Communication Plans • Sustaining New Workflow Models*
1215 – 1230	*Break*
1230 – 1330	***Issue & Escalation Management Workflows*** *Logging and Categorization of Issues • Escalation Matrix and Timelines • Resolution Workflows and Documentation • Continuous Improvement Loop*
1330 – 1420	***Health, Safety & Environmental (HSE) Workflows*** *Incident Reporting Processes • Corrective and Preventive Action Workflows • Regulatory Compliance Workflows • HSE Audits and Inspections*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4: Thursday, 14th of August 2025

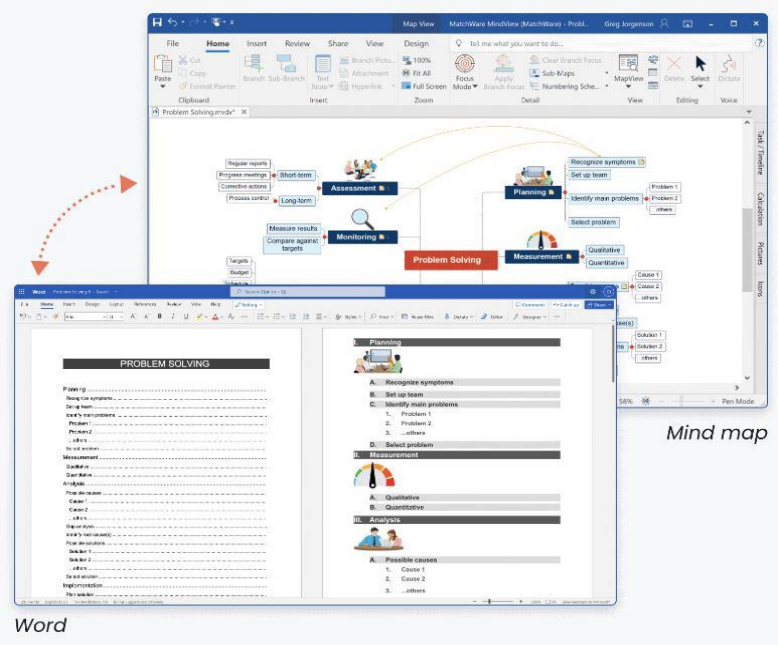
0730 – 0830	***Workflow Performance Metrics*** *Efficiency, Cycle Time and Throughput • Accuracy and Rework Rates • Cost of Poor Quality (COPQ) • Benchmarking Techniques*
0830 – 0930	***Maturity Models for PMO*** *CMMI, OPM3 and P3M3 Frameworks • Assessment Tools and Scoring • Maturity Roadmaps • TRANSCO Case Evaluation*
0930 – 0945	*Break*
0945 – 1100	***Audit & Control in Workflow Management*** *Internal Control Frameworks • Audit Trail and Accountability • ISO and other Relevant Audit Requirements • Role of Audit in Continual Improvement*
1100 – 1215	***Workflow Simulation and Testing*** *Creating Workflow Prototypes • Role Plays and Pilot Testing • Feedback Loops for Refinement • Simulating Real TRANSCO Workflow Scenarios*
1215 – 1230	*Break*
1230 – 1330	***Knowledge Management & Documentation*** *Capturing Lessons Learned • Workflow Repositories • Knowledge Transfer Techniques • Communities of Practice within PMO*
1330 – 1420	***Interdepartmental Coordination Workflows*** *Cross-Functional Collaboration • Workflow Touchpoints Across Departments • Data Consistency and Access Control • Conflict Resolution Strategies*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5: Friday, 15th of August 2025

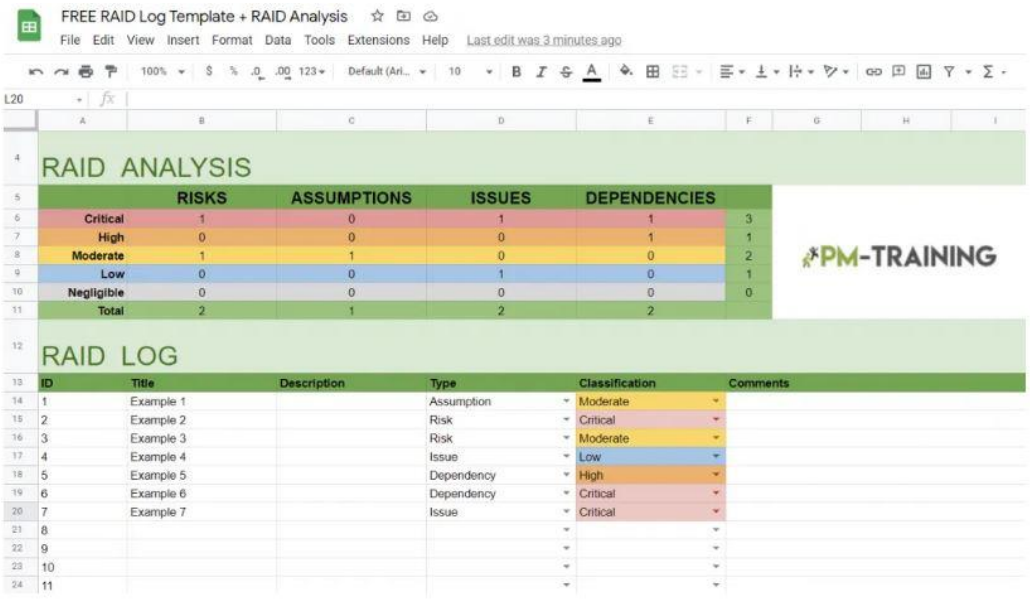
0730 – 0830	***Case Studies in Utility PMOs*** *National and International Case Reviews • Successes and Failures in PMO Practices • Lessons for TRANSCO • Adaptation and Scalability*
0830 – 0930	***Hands-on Workflow Design Session*** *Workflow Mapping Workshop • Collaborative Tool Use (Lucidchart, Visio) • Real TRANSCO Scenario Modeling • Group Presentations*
0930 – 0945	*Break*
0945 – 1100	***Project Portfolio Management (PPM) Workflows*** *Portfolio-Level Dashboards • Prioritization Frameworks • Investment and Value Tracking • PMO's Role in Portfolio Decisions*
1100 – 1215	***Reporting & Communication Workflows*** *Weekly/Monthly Reporting Structures • Stakeholder-Specific Report Templates • Communication Escalation Protocols • Alignment with Regulatory Reports*
1215 – 1230	*Break*
1230 – 1345	***Advanced Digital Workflow Systems*** *Integration with Digital Twins and SCADA • IoT Data Triggering Workflows • Cybersecurity in Digital Workflows • Future Tech and TRANSCO Readiness*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about t Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Simulator (Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using the "Mindview Software" and "Raidlog Simulator".



Mindview Software



Raidlog Simulator

Course Coordinator

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