COURSE OVERVIEW PM0672
Project Management Offices - Certified

Course Title
Project Management Offices - Certified

Course Date/Venue
July 27-31, 2025/Tamra Meeting Room,
Al Bandar Rotana Creek, Dubai, UAE

Course Reference
PM0672

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 an up-to-date knowledge in PMI Project Management Office Certified Professional (PMI-PMOCP) and to prepare the participants to pass the PMI-PMOCP examination in order for them to achieve the PMI-PMOCP certification.

The course will cover the 6 domains which include Organizational Development and Alignment, PMO Strategic Elements, PMO Design and Structuring, PMO Operation and Performance, PMO Enhancement and Effectiveness and People.

The course is carefully developed to reflect the best practices that match the training requirements of the Project Management Institute (**PMI**). The Professional Development Units/Hours (**PDUs**) or Continuing Education Units (**CEUs**) awarded to the participants are recognized by the Project Management Institute (**PMI**) and by the International Association for Continuing Education & Training (**IACET-USA**).

Further, the course will also discuss the organizational project management and organizational project management culture; organizational project management maturity and capabilities; developing a PMO strategy that aligns with organizational goals and addressing key pain points; the scope and authority of the PMO within the organization; the PMO's roles and responsibilities in relation to projects and stakeholders; establishing and maintaining PMO governance; and managing potential and current PMO customers.

During this interactive course, participants will learn the regular surveys and interviews to assess PMO customer needs; the benefits and value that the PMO brings to the organization; designing and implementing PMO services and creating documentation and user guides for PMO services; managing PMO services and PMO resources; optimizing PMO service performance; assessing and improving PMO services maturity and team competencies and optimizing PMO value; enabling value-driven mindset and foster customer-centricity to drive improved interpersonal relationships; elevating personal impact and effectiveness; applying technical skills to deliver results; and shaping organizational direction.

Course Objectives

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

- Get prepared for the next PMI-PMOCP exam and discuss the requirements and domain areas of such exam
- Elevate organizational project management and shape the organizational project management culture
- Drive organizational project management maturity and cultivate organizational project management capabilities
- Develop a PMO strategy that aligns with organizational goals and addresses key pain points
- Define the scope and authority of the PMO within the organization and establish the PMO's roles and responsibilities in relation to projects and stakeholders
- Establish and maintain PMO governance and manage potential and current PMO customers
- Conduct regular surveys and interviews to assess PMO customer needs
- Articulate the benefits and value that the PMO brings to the organization
- Design and implement PMO services and create documentation and user guides for PMO services
- Manage PMO services and PMO resources as well as optimize PMO service performance
- Assess and improve PMO services maturity and team competencies and optimize PMO value
- Enable a value-driven mindset and foster customer-centricity to drive improved interpersonal relationships
- Elevate personal impact and effectiveness, apply technical skills to deliver results and shape organizational direction

PMI Recognition of Haward Courses

The Project Management Institute (**PMI**) recognizes Haward's Certificates and Continuing Education Units (CEUs).

The recognition and acceptance of our PDUs/CEUs fall under Categories E, F and G of PMI's "Professional Education" section at the PMP Application. Hence, what the delegates simply need to do is to complete this section as part of the PMP Application and submit it to PMI upon the receipt of Haward's certificates and ANSI/IACET's CEUs. PMI will automatically accept the delegates with 30 Contract Honors as a fulfillment of the required Professional Education.

Haward Technology, being the first **Authorized Provider** of the International Association for Continuing Education & Training (**IACET-USA**) in the Middle East, is authorized to award ANSI/IACET **CEUs** that are automatically accepted and recognized by the Project Management Institute (**PMI**).

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

The course provides an overview of all significant aspects and considerations of project management office for project managers, project team members, project support and those who are looking to pass the PMI-PMOCP examination.

Exam Eligibility & Structure

To be eligible for the PMI-PMOCP certification, you must meet certain educational and professional experience requirements. **All project experience must have been accrued within the last five consecutive years** prior to the application submission.

Educational Background	General Project Experience	PMO Education
Secondary diploma (high school diploma, associate's degree or global equivalent)	At least 36 months spent in project related profession within the last five consecutive years **OR** a PMP in good standing	10 hours of formal education related to PMO (Project Management Office)

Training Fee

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

Exam Fee

US$ 875 per Delegate + **VAT.**

PMI-PMP Certificate(s)

PMI-PMP certificates will be issued to participants who have successfully passed the PMI-PMP examination.

Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- Project Management Institute (PMI)

  Haward Technology is an **Authorized Training Partner** of the **Project Management Institute (PMI)** (USA). We are strictly complying with the quality requirements and standards of PMI. Haward Technology is approved by PMI to issue contact hours and PDUs for those courses following the PMI requirements in addition to all PMI Project Management courses. Our trainers are Authorized by PMI to deliver the PMI Accredited courses and certification programs. As an Authorized Training Partner, Haward Technology has access to the latest and up-to-date PMI materials and resources available in the field of Project Management that will definitely improve the chances of success for participants attending Haward Technology courses.

  The PMI Authorized Training Partner seal is a registered mark of **Project Management Institute, Inc.**

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. 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 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:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM, PMI-ATP, is a **Senior Project & Management Consultant** with almost **50 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project Planning & Delegating**, **Risk, Budgeting & Cost Management** in Projects, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation** Programme, **Leading People & Change**, Embracing Innovation Culture **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, Techniques for **Coaching & Mentoring**, Strategies for Setting Annual Goals, **Monitoring Progress & Evaluation Performance**, **Emotional Intelligence**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Associate** in **Project Management** (**PMI-CAPM**), a **Certified Authorized Training Partners** (**PMI-ATP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

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.

Accommodation

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

Course Program

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

Domain I	*Organizational Development and Alignment (16%)*
Task 1	***Elevate Organizational Project Management*** *Conduct a Comprehensive Assessment of Current OPM Competencies Across the Organization • Develop a Tailored OPM Competency Framework Aligned with Industry Standards and Organizational Needs • Create Individual and Team Development Plans to Enhance Specific OPM Competencies • Implement Targeted Training Programs and Workshops for Different Competency Levels • Establish a Mentoring Program Pairing Experienced Professionals with Developing Professionals • Integrate OPM Competencies Into Performance Management and Career Progression Systems • Regularly Assess and Update the Competency Framework to Reflect Evolving Industry Trends and Organizational Requirements*
Task 2	***Shape the Organizational Project Management Culture*** *Assess the Current Organizational Culture and its Alignment with OPM Principles • Develop a Clear Vision and Set of Values that Support Project Culture • Engage Leadership in Championing OPM Practices and Demonstrating Commitment • Implement Change Management Strategies to Facilitate Cultural Shift*
Task 3	***Drive Organizational Project Management Maturity*** *Conduct a Comprehensive OPM Maturity Assessment Using Established Models • Develop a Roadmap for OPM Maturity Improvement with Clear Milestones and Targets • Develop and Implement Key Performance Indicators (KPIs) to Measure OPM Maturity Progress • Provide Targeted Training and Development Programs to Address Specific Maturity Gaps • Regularly Benchmark OPM Practices Against Industry Standards and Best Practices*
Task 4	***Cultivate Organizational Project Management Capabilities*** *Identify and prioritize key OPM capabilities required for organizational success • Assess current OPM capabilities against desired future state to identify gaps • Develop a capability development plan addressing people, processes, and technology • Identify risk categories • Coach/mentor team on risk management best practices (servant leadership) • Lead stakeholders to adopt the risk strategy*

Domain II	PMO Strategic Elements (18%)
Task 1	***Architect PMO Strategy*** *Assess the Current State of Project Management and Organizational Needs • Define the PMO's Vision, Mission, and Strategic Objectives • Develop a PMO Strategy that Aligns with Organizational Goals and Addresses Key Pain Points • Develop a Risk Management Plan for the PMO • Create a Roadmap for PMO Implementation or Enhancement with Clear Milestones • Develop a Communication Plan to Articulate PMO Value and Engage Stakeholders • Implement Performance Metrics to Measure PMO Value and Strategic Impact*
Task 2	***Steward the PMO Mandate*** *Clearly Define the Scope and Authority of the PMO within the Organization • Establish the PMO's Roles and Responsibilities in Relation to Projects and Stakeholders • Develop a PMO Charter that Outlines the PMO's Purpose, Objectives, and Key Functions • Secure Executive Sponsorship and Support for the PMO Mandate • Implement a Takeholder Engagement Plan to Build Buy-in for the PMO's Mandate • Create a Framework for Regularly Reviewing and Updating the PMO Mandate*
Task 3	***Establish & Maintain PMO Governance*** *Establish a Governance Framework that Defines PMO Oversight and Decision-Making Processes • Establish Reporting Structures and Communication Channels for Effective Governance • Develop Escalation Procedures • Implement Regular Governance Reviews to Ensure Effectiveness and Adapt to Changing Needs*

Domain III	PMO Design & Structuring (18%)
Task 1	***Managing Potential & Current PMO Customers*** *Identify and Categorize Potential and Current PMO Customers within the Organization • Develop Customer Personas to Understand Different Needs and Expectations • Establish Regular Check-ins and Feedback Mechanisms with Key Customers • Develop a Strategy to Promote PMO Services to Potential Customers*
Task 2	***Orchestrating Solutions to Address Customer' Needs*** *Conduct Regular Surveys and Interviews to Assess PMO Customer Needs • Develop a Systematic Approach for Capturing and Analyzing PMO Customer Expectations and Requirements • Create a Prioritization Framework for Addressing PMO Customer Needs Based on Strategic Importance • Develop a Feedback Loop to Continuously Improve PMO Services based on PMO Customer Input*
Task 3	***Articulate & Evolve PMO Value Proposition*** *Clearly Articulate the Benefits and Value that the PMO Brings to the Organization • Create Case Studies and Success Stories that Demonstrate PMO Impact • Implement a System to Measure and Quantify the PMO's Contribution to Organizational Success • Regularly Review and Update the Value Proposition to Align with Changing Organizational Needs • Develop Targeted Messaging for Different Customer Groups to Communicate PMO Value • Establish a Continuous Improvement Process to Enhance the PMO's Value Delivery*

Task 4	***Designing & Implementing PMO Services*** *Conduct a Needs Assessment to Identify Required PMO Services • Create Tailored Service Offerings to Meet the Diverse Needs of Different Customer Groups • Create Standardized Processes for Each PMO Service • Develop a Service Catalog Detailing PMO Offerings and their Benefits • Implement a Service level Agreement (SLA) Framework for PMO Offerings • Establish a Mechanism for Continuous Service Improvement Based on Feedback and Performance*

Domain IV	***PMO Operation & Performance (15%)***
Task 1	***Onboarding PMO Services*** *Develop a Structured Onboarding Process for New PMO Service Customers • Create Documentation and User Guides for PMO Services • Implement a Training Program to Educate Customers on PMO Services and Processes • Establish a Support System for Assisting Users During the Onboarding Phase • Develop a Communication Plan to Introduce New Services to Potential Customers • Create a Feedback Mechanism to Gather Insights During the Onboarding Process*
Task 2	***Managing PMO Services*** *Implement a Phased Approach for Rolling out Complex or High-Impact Services • Establish Clear Service Delivery Processes and Workflows for each PMO Offering • Implement a Resource Allocation System to Ensure Efficient Service Delivery • Develop Quality Control Measures to Maintain Consistency in Service Delivery • Create a Customer Feedback System to Continuously Improve Service Delivery • Implement Performance Metrics to Track and Optimize Service Delivery Efficiency • Establish Escalation Procedures for Handling Service Delivery Issues*
Task 3	***Managing PMO Resources*** *Develop a Resource Management Plan Aligned with PMO Service Demands • Implement a Skills Matrix to Match PMO Resources with Required Competencies • Establish a Capacity Planning Process to Optimize Resource Utilization • Establish a Process for Managing External Resources and Contractors*

Domain V	***PMO Enhancement & Effectiveness (18%)***
Task 1	***Optimizing PMO Service Performance*** *Develop Key performance Indicators (KPIs) for each PMO Service • Implement a Performance Measurement System to Track Service Effectiveness • Establish Regular Performance Review Cycles for PMO Services • Create a Dashboard for Real-time Monitoring of Service Performance • Develop a Process for Addressing Performance Gaps and Implementing Improvements • Establish a Feedback Loop to Incorporate Customer Satisfaction into Performance Evaluations*
Task 2	***Assessing & Improving PMO Services Maturity*** *Develop a PMO Services Maturity Model or Adopt an Existing Framework • Conduct Regular Maturity Assessments of PMO Services • Create a Roadmap for Advancing PMO Services Maturity • Implement Continuous Improvement Initiatives Based on Maturity Assessment Results • Implement a Change Management Process to Support Maturity Improvement Initiatives*

Task 3	***Assessing & Improving PMO Team Competencies*** *Develop a Competency Framework Specific to PMO Roles and Responsibilities • Conduct Regular Skills Assessments of PMO Team Members • Create Individual Development Plans for PMO Staff • Implement a Training and Certification Program to Enhance PMO Competencies • Establish Mentoring and Coaching Initiatives within the PMO Team • Develop a Knowledge Sharing Platform to Facilitate Peer Learning • Implement a Performance Management System that Incorporates Competency Development*
Task 4	***Optimizing PMO Value*** *Develop Metrics to Quantify the PMO's Contribution to Organizational Success • Implement a Value Tracking System to Monitor PMO Impact Over Time • Conduct Regular Customer Surveys to Assess Perceived PMO Value • Create Case Studies Demonstrating PMO Contributions to the Organization • Establish a Continuous Improvement Process Focused on Enhancing PMO Value Delivery • Develop a Communication Strategy to Articulate PMO Value to Key Customers • Implement a Benchmarking Process to Compare PMO Value Against Industry Standards*

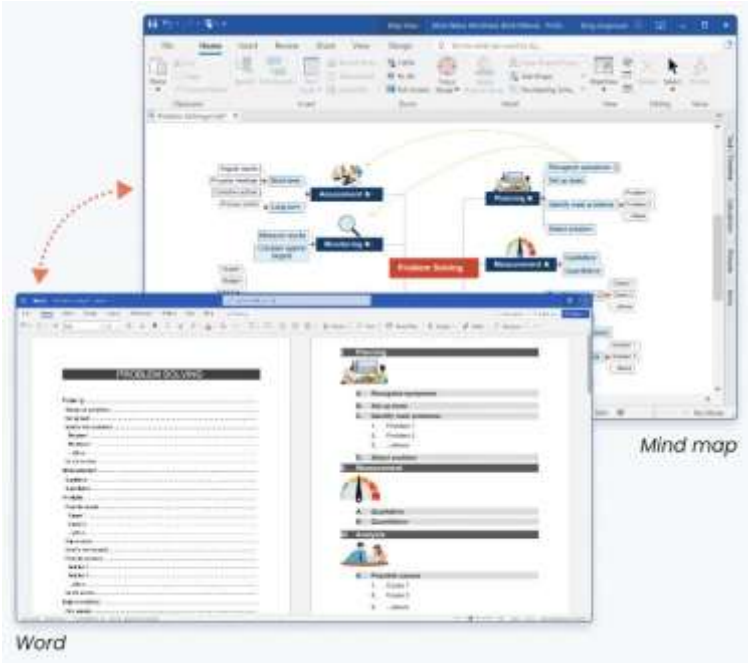
Domain VI	***People (15%)***
Task 1	***Enabling a Value-Driven Mindset*** *Analyze Data for Informed Decision-Making • Drive Continuous Process Improvement • Make Strategic Decisions • Drive Innovation • Solve Problems • Think Strategically*
Task 2	***Fostering Customer-Centricity to Drive Improved Interpersonal Relationships*** *Foster Collaboration • Communicate Effectively • Managing Conflicts • Focus on Customers • Apply Interpersonal Intelligence • Negotiate Skillfully • Promote Teamwork • Build Relationships • Manage Stakeholders*
Task 3	***Elevating Personal Impact & Effectiveness*** *Ensure Accuracy • Demonstrate Adaptability • Uphold Integrity and Ethics • Maintain Objectivity • Act Proactively • Build Resilience • Manage Time Effectively*
Task 4	***Leveraging Technical Skills to Deliver Results*** *Optimize Processes • Manage Projects • Respond to Risks • Deliver Training*
Task 5	***Shaping Organizational Direction*** *Apply Business Acumen • Demonstrate Cultural Awareness • Lead and Empower Teams • Influence Strategic Direction*

MOCK Exam

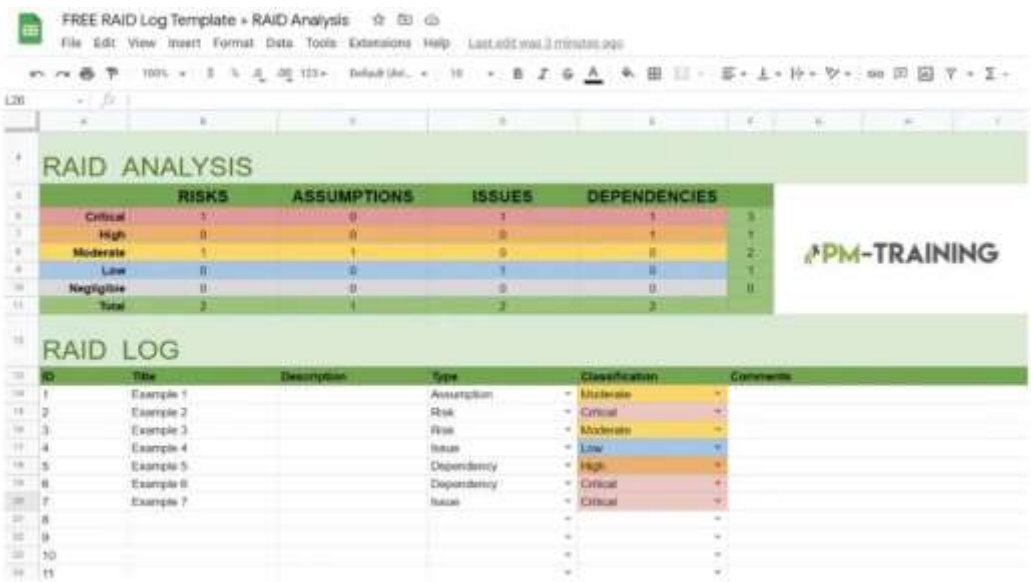
Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward's Portal. Each participant will be given a username and password to log in Haward's Portal for the MOCK Exam during the 30 days following the course completion. Each participant has only one trial for the MOCK exam within this 30-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

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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