

Establish PMO with Implementation of New Product

INITIATIVE: Launch of Mobile Service (MVNO)

TOOLS & METHODS

- PMO Standards, Processes, and Templates
- Business, User, Functional, and Non-Functional Requirements
- Integration Plan for New Product into Product Portfolio
- Business Policy Definition
- Process Definition and Flows
- Capability GAP Analysis
- UAT Test Plan and Execution
- Beta Test Plan and Execution
- Deployment and Launch
- Training and Job Aids

CHALLENGE:

Organization needed a separate focus on developing and launching a MVNO (Mobile Virtual Network Operator) while simultaneously spinning off from parent company.

ACTION:

Established a PMO to manage the planning, development, implementation, vendor management and testing of the new service. Led the creation of policies, future state processes and flows, requirements, and capability gaps with vendor systems. Managed project plan across nine internal and five external organizations and integration with the EPMO of the new company. Project consisted on 179 applications that were either new or redefined and integrated with the vendors or parent company.

Managed War Room that supporting User Acceptance Testing and post implementation triage, provided strategic and tactical direction and managed the development and execution of the Beta testing for employees and friendly customers across four call centers and 30 retail outlets within the United States.

RESULTS:

- Successful launch of MVNO!
 - Provided ability to process and fulfill orders, integrate with other company products/services, initiate end-user billing and integration with enterprise infrastructure support systems.
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