

# ENTERPRISE PROJECT MANAGEMENT OFFICE (EPMO) CHARTER

for

**<Your Organization Name>**

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HERE*

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**Accepted by <Executive Body> <Date>**

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**Revision x.x**

**<Date>**

**Sample: For Evaluation Only**

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## DOCUMENT HISTORY

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<sup>1</sup> All area codes <xxx> throughout this document unless noted otherwise.

## TABLE OF CONTENTS

Document History .....	ii
<b>EXECUTIVE SUMMARY</b> _____	<b>2</b>
<b>INTRODUCTION</b> _____	<b>4</b>
<b>EPMO JUSTIFICATION</b> _____	<b>4</b>
<b>EPMO VISION</b> _____	<b>4</b>
<b>Project Success (A Definition)</b> .....	<b>4</b>
<b>EPMO MISSION</b> _____	<b>5</b>
<b>EPMO Goals</b> _____	<b>5</b>
<b>CRITICAL SUCCESS FACTORS</b> _____	<b>9</b>
<b>EPMO METRICS</b> _____	<b>9</b>
<b>EPMO STAFFING</b> _____	<b>10</b>
<b>EPMO SPONSOR</b> _____	<b>11</b>
<b>EPMO ORGANIZATIONAL STRUCTURE</b> _____	<b>11</b>
<b>EPMO STAKEHOLDERS</b> _____	<b>12</b>
<b>EPMO as a Learning Organization</b> _____	<b>13</b>
<b>PROPOSED STRATEGY (Brief Overview):</b> _____	<b>14</b>
<b>EPMO INTERACTION WITH EXISTING &lt;ORGANIZATION&gt; ORGANIZATION</b> _____	<b>14</b>
<b>APPENDICES</b> _____	<b>16</b>

**Appendix A : Frequently Asked Questions (FAQ) ..... 18**

**Appendix B : Value of a Successful EPMO to the Organization..... 22**

**Appendix C : Expected Benefits from the EPMO for Specific Customers..... 23**

**Appendix D : Organizational Project Management Maturity (OPAP3®) ..... 25**

**Appendix E : EPMO Success Factors ..... 26**

**Appendix F : Steps the <Organization> Can Take to Enhance IT Project  
Delivery Success ..... 27**

**Appendix G : Organizational Structure (from PMO TenStep)..... 29**

**Appendix H : Glossary of Terms, Acronyms, and Abbreviations ..... 30**

*[This Charter is for an organization that is creating an Enterprise Project Management Office (a.k.a. Project Management Center of Excellence or PMCoE) with special focus on Information Technology. It is made generic so that you can easily make use of those portions of the text that apply to your PMO. See the companion document to this one, "EPMO\_Charter\_Template\_Instructions" for details on how to develop a complete PMO Charter.]*

*Do the following:*

- *Search and Replace "<Organization>" with the name of your organization*
- *Search and Replace "<Executive Body>" with the name of the group who authorized (or will authorize) creation of the EP MO*
- *Search and Replace "<Name of EP MO Sponsor>" with the name of the office that will sponsor the EP MO*
- *Search and Replace "<Name of EP MO Supervisor>" with the office of the person who will supervise the EP MO*
- *Watch for other items in <angle brackets> where you will need to substitute text appropriate to your organization*
- *As you complete each section, delete the instructional text (in italics and surrounded by [brackets] including this text)*

*]*

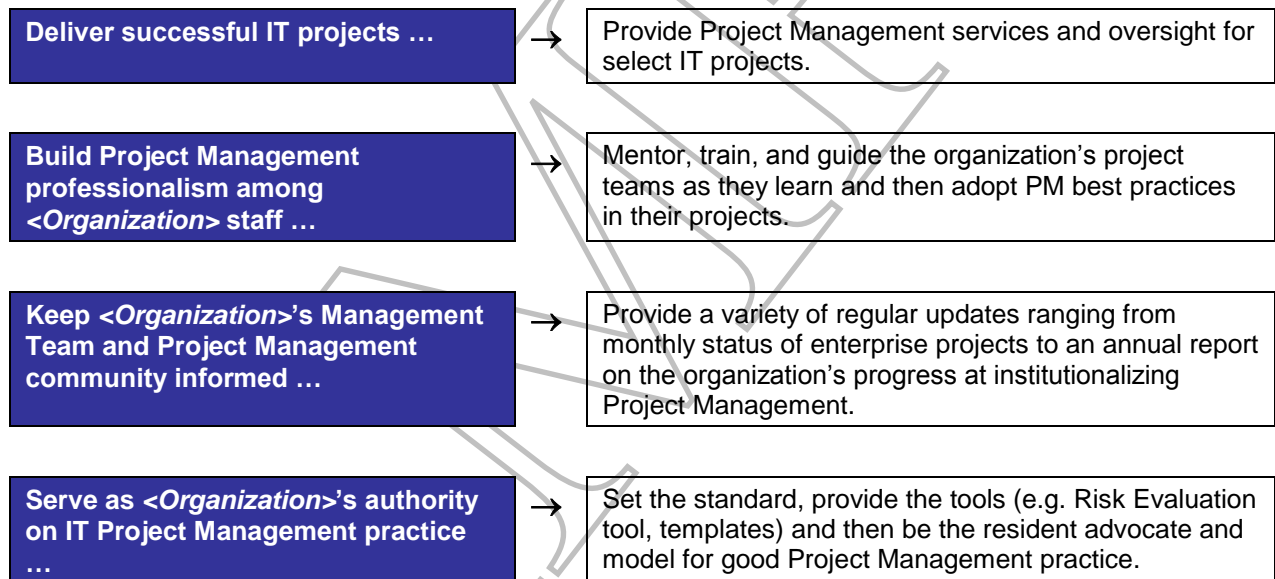
## EXECUTIVE SUMMARY

The <Organization><sup>2</sup> Enterprise Project Management Office (EPMO) is a service organization created for the specific purpose of supporting <Organization>'s Information Technology (IT) Program.

The mission of the EPMO is two-fold:

- *Guide key IT projects to a successful conclusion*
- *Create a foundation for consistent IT project delivery success throughout the organization. Do this through development of a strong and pervasive Project Management (PM) discipline within the organization's project teams.*

In support of that mission, the EPMO has four primary objectives:



Through sponsorship by the <Name of EPMO Sponsor> and supervision by the <Name of EPMO Supervisor>, the EPMO gains:

- *Authority* it needs to promote <Organization>-wide organizational change effectively
- *Independence* that can sustain objectivity

<sup>2</sup> Hereinafter referred to as <Put short Name (e.g. acronym) Here>

- *Oversight* that can keep its work aligned with the organization's business strategy
- *Legitimacy* as it fosters an effective, enterprise approach.

The EPMO has three sources of staff:

- Direct appointment of existing or new <Organization> staff into the EPMO
- Temporary assignments from other departments (report to EPMO via dotted line)
- Contracted staff (as needed to provide expertise or staffing not available within <Organization>).

The EPMO operates under this guiding principle:

**The success of the EPMO is derived exclusively from the success of its customers.**

**Note:** See Frequently Asked Questions in **Appendix A** and Glossary in **Appendix H** for definition of terms and concepts used in this document.

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## INTRODUCTION

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<Organization>, through its <Executive Body>, has authorized the creation of an Enterprise Project Management Office. The purpose of this charter is to establish agreement on key aspects of the EPMO in advance of its implementation.

This charter is, in effect, the organizational mandate for the EPMO to exist. This document defines the purpose, vision, mission and functions of the EPMO. It states who the EPMO's sponsors and primary stakeholders are, the services that it offers and the staffing and support structures required to deliver those services.

This charter is not the project plan for implementing the EPMO, but instead a statement of what the EPMO will do once it is fully implemented.

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## EPMO JUSTIFICATION

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Establishment of the EPMO arose out of the perception that the organization's enterprise technology projects were not adequately meeting the needs of those for whom they were undertaken. The observable problems with these projects include missed delivery dates, cost overruns, incomplete deliveries and dissatisfied customers. <Organization>'s Management Team is aware of a wide variety of possible causes for these difficulties.

<Organization>'s purpose in establishing the EPMO is to provide a means for eliminating those problems that have arisen due to inadequate or poorly applied Project Management practice. Note, however, that establishment of an EPMO also carries the possibility of additional benefits as listed in *Appendices B and C*.

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## EPMO VISION

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**Successful IT Projects. Every Time.**

Project teams and Project Managers are encouraged to be creative, adopt new approaches, expand their skill set and take appropriate levels of risk in their pursuit of this Vision. (See section below on "EPMO as a Learning Organization".)

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## PROJECT SUCCESS (A DEFINITION)

Based on input from <Organization>'s executive management, the EPMO considers a project to be a complete success when the following are true:

- Pre-defined Project Delivery Goals were achieved or exceeded



- Deliverables were deployed with the agreed-upon level of quality
- Project delivery met or beat schedule and budget targets
- Deliverables are effectively utilized after deployment
- There are multiple winners:
  - Project participants have pride of ownership and feel good about their work
  - The customer is happy
  - Management has met its goals.
- Project results helped build a good reputation
- Methods are in place for continual monitoring and evaluation.

## **EPMO MISSION**

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**Provide a solid foundation for <Organization>'s Information Technology Program by creating an environment of Project Management professionalism where:**

- **Project success is the norm**
- **Project teams are proud of their work**
- **Internal customers reap the benefit of a carefully planned investment**
- **External customers win through improved service or lower cost.**

The EPMO operates under this guiding principle:

**The success of the EPMO is derived exclusively from the success of its customers.**

## **EPMO Goals**

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For each Goal, the EPMO will develop one or more SMART<sup>3</sup> targets against which to evaluate performance. Performance can be reviewed quarterly. Targets can be renewed annually. The

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<sup>3</sup> SMART = Specific, Measurable, Attainable, Results-oriented, Time-delimited