

Service Portfolio

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Portfolio Delivery Management

Setup and manage portfolio based on corporate organizational strategy (e.g. starting from feasibility study / PoC). Prioritize content and develop budget plan. Develop and execute portfolio delivery model. Implement standards, procedures and processes based on best practice. Drive proposal/contract process (e.g. RfP, RfC, etc.) for resource and supplier selection. Ensure profitability and successful delivery of portfolio content based on budget plan and organizational requirements. Drive regular portfolio performance tracking, monitoring & controlling of data e.g. financial, organizational KPIs, requirements, etc. Manage and ensure quality and risk by regular assessment sessions. Manage regular stakeholder communication e.g. regular status reporting to management councils, etc.

Program Management

Setup and manage program office based on corporate business strategy. Develop program roadmap and drive execution of its content in the specified framework. Implement methodology, standards and procedures based on best practice e.g. handbook, etc. Tactical coordination of dependencies, timelines and budgets for entire program and functions within the program area. Single point of control for program data, collected from functions e.g. finance, etc. as basis for program performance measurement tracking, monitoring & controlling. Create and maintain integrated program-, resource- and budget plans as well as acquire, develop and manage appropriated resources. Define and implement harmonized measures, reports including key performance indicators (KPIs) for the program to enable teams and functions to measure and improve quality, efficiency and effectiveness incl. regular risk & quality assessment (e.g. quality goals) as well as program process harmonization. Setup and manage associated change management process based on ITIL.

Project Management Office (PMO)

Establish, launch and manage PMO on best practice based on PMO of excellence – Develop methodology, standards and procedures, rule-set framework, communication processes, etc. Manage resource allocation (near/off shore, 3rdP, regional and local resource). Setup and manage PMO communication platform as well as conduct regular PMO information sharing sessions and regular status updates a.o. to assure use of common standards and acceptance within the program project portfolio.

Project Management

Project management for the completely lifecycle starting from initiating, planning, executing, monitoring & controlling and closing within scope, time and budget based on waterfall or Agile-Scrum methodology.

Acquire, develop and manage appropriate project resources. Develop project standards and procedures and ensure team training on best practice.

SW implementation: Drive associated business analyses, develop use case scenarios, collect and priorities business requirements by blueprinting and fix them into technical design for SW development. Develop and execute test concept, change management standards and procedures, project KPIs, quality and risk processes and standards. Develop and manage go-live procedure, prototyping for rollout as well as after go-live support.

Product development: Setup and manage active communication process with stakeholders. Collect market requirements by driving business and customer sessions/workshops and manage roll-in process. Preparing use cases scenarios and design description for product development. Support marketing on product campaign on market. Roll-out product strategy, design and new features on a regular basis to stakeholders. Develop and execute test concept, change management standards and procedures, project KPIs, quality and risk processes and standards. Develop and manage go-live procedure, prototyping and rollout.

Project Management process based on PMI – Initiation: Scope definition, project charter, and stakeholder management; Planning: Conduct kick-off meeting, create and manage project management plan and its performance baseline as well as other affected areas e.g. communication, procurement, quality, HR, Risk, etc.; Executing: Setup resources, drive project task execution and manage its outcome as deliverables and CRs; Controlling & Monitoring: Verify regular project status update, control project progress and quality status based on specifications and manage/align project on related outcome; Closing: Manage accepted deliverable, close phases and handover a.o. functionality, project documentation, etc. as well as prepare lessons learned

Corporate Governance / IT Governance / GRC

Support Data Intelligence, Governance, Risk and Compliance (GRC) / IT compliance projects with focus on analysis, evaluation and optimization of customer compliance management system with focus on risk mitigation, efficiency enhancement and effectivity improvement as well as data security & data availability, data storage & recovery, data protection and verification of business and IT internal control systems (ICS) to be aligned on QM standards and governance, statutory rules & guidelines e.g. IT Governance (ITIL), ISO/IEC 27001:2005, Basel, BaFin, KWG, HGB (GoBs/GoDV), GDPdU, US GAAP/Sarbanes Oxley Act (SOX), IAS/IFRS, COSO/COBIT.

Support and conduct internal audits e.g. based on ISMS, documenting its outcome and conduct regular management reporting. Be contact for technical issues to business, management and external auditors.