

MINISTRY OF EDUCATION OF THE REPUBLIC OF BELARUS
STATE EDUCATIONAL INSTITUTION
"SCHOOL OF BUSINESS OF BELARUSIAN STATE UNIVERSITY"

Chair of Innovative Management

Wang Shubo

**IMPROVING PROJECT MANAGEMENT CAPABILITY WITH
ASSISTANCE OF PMO IN A TECHNOLOGY COMPANY**

Master`s thesis

specialty 1-26 80 04 "Management"
(profile "Financial Management")

Supervisor:
Alexander Koipash

Admitted to Master`s thesis defense on
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Head of Chair
of Innovative Management
Ph.D., Associate professor
_____ Alena A. Poddubskaya

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GENERAL CHARACTERISTICS OF THE WORK

Master's thesis on the topic: IMPROVING PROJECT MANAGEMENT CAPABILITY WITH ASSISTANCE OF PMO IN A TECHNOLOGY COMPANY: 51pages, 7 figures, 8 tables.

Keywords: PROJECT MANAGEMENT OFFICE(PMO), VAULE OF PROJECT MANAGEMENT, PMO IMPLEMENTATION'PMO RESPONSIBILITY, CUSTOMER SERVICES COMPANIES

The object of the research: project management capability

The subject of the research: PMO in a technology company

The main goal of the research: the aim of the study investigates if and how can PMO bring and sustain value, highlighting the specifics of the engineering customer services companies.

Project management office (PMO) is an important and widespread phenomenon of organizational project management in the modern world. However, many questions remain about its role, implementation, relevance and value for the host organizations.

The given research had a purpose to investigate if and how can PMO bring and sustain value, highlighting the specifics of the engineering customer services companies. The sub-questions of the research considered the reasons for PMO establishment, and its optimal implementation and responsibilities. 1 technology firm with 3 independent business units (corresponding to 3 cases) was investigated in the case study. The chosen methodology allowed to collect extensive data taking into consideration organizational environment (organizational features, organizational culture, and type of business) and project environment.

Structured interviews were conducted, and 25 survey responses were analysed. Existing PMOs and PMO-like initiatives as well as current challenges of project management were examined plus examination and identification of expected value of project management.

Basing on the organizational context and recommendations from the literature, suggestions were made for each business unit regarding establishment/development of PMO implementation and functional. Common for all the three cases, project-related competence development and cross-project learning were found to be a potential area of PMO responsibilities.