

Project Management Office

Memo of Understanding (MOU)

Requesting AGENCY/Section:

Initiative or Project(s):

Status:

Date:

# Document Purpose

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The purpose of this MOU document is to recognize a business agreement and commitment between the DIT Project Management Office (PMO) and the *(AGENCY)* to provide Project Management services (experienced project manager) in support of the following project(s) throughout the project lifecycle:

Initiative or Project(s):

Primary AGENCY Contact(s):

AGENCY/Section Manager:

AGENCY Chief Information Officer:

Project Management Office Staff:

Project Management Office Manager: Kelly West, Director, DIT PMO

# Project Overview

Project Name:

Project Phase when DIT PMO Project Manager assigned:

DIT PMO Project Manager allocation:

*Project Start Date: XXXXX*

*Estimated Project End Date: XXXXX*

Project Overview:

\**Define percentage of total allocation if project(s) for this AGENCY do not require 100% of a project manager’s assignment. Any change to the agreed allocation must be communicated between the Primary AGENCY Contact and the DIT PMO Manager.*

# Stakeholders and Project Contacts

The following stakeholders have been identified for this project effort:

|  |  |  |
| --- | --- | --- |
| **Name** | **Stakeholder Description** | **Contact Information** |
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|  |  |  |
| Kelly West | DIT PMO Director | [Kelly.west@nc.gov](mailto:Kelly.west@nc.gov)  919-819-8055 |

# Scope of Services

## DIT PMO Project Management Services

The DIT PMO Project Manager will be responsible for managing and driving all project activities related to this/these project(s). The DIT PMO Project Manager will work to coordinate all activities with appropriate organizational units and stakeholders as related to above project(s) including coordinating resources, reporting progress and status, and tracking events.

The primary responsibilities of the DIT PMO Project Manager are:

* High quality project management including managing and driving all project activities related to the assigned project(s) through completion,
* Collaborate with *AGENCY* stakeholders, project managers, governance and project teams, and staff,
* Provide guidance in the creation of, and documenting project viability and approach, project scope/business case, known issues, risks, and dependencies,
* In conjunction with the *AGENCY* (and with vendor, if applicable), define, document, and manage the production of deliverables,
* Financial tracking and/or financial tracking spreadsheets, or other mechanism deemed appropriate by the *AGENCY*,
* Monitor project deliverables and invoices for payment to ensure formal processes are followed for *AGENCY* approval and sign off,
* Negotiate, set, and manage the project schedule,
* Creation of normal project management documentation as well as identification, coordination, and review of other documents that may be required for the project,
* Ensure project stakeholders are informed of the project’s progress through deployment and delivery of recurring status reporting and communication plans,
* Ensure deliverables and all project documents are accessible through the State of NC Project Portfolio Management (PPM) system, referred to as Touchdown, and all project documents are organized per EPMO and *AGENCY* PMO structure (if one exists),
* Work with appropriate stakeholders to complete the data required for submission of project(s) through defined decision points (DPs) as required by the State of NC Enterprise Project Management Office (EPMO) [Project Management Quality Management System](http://it.nc.gov/services/service-directory/project-management/project-approval-oversight-epmo/quality-management-systems-qms) (QMS).
* Ensure compliance with state defined standards for project development and execution and use of standard templates unless specific template in place for *AGENCY*.

## *AGENCY* Responsibilities

The primary responsibilities of the AGENCY are:

* Collaborate with the DIT PMO Project Manager and/or other DIT resources, as required,
* Identify members of Steering Committee, project team, or other stakeholders, required for successful project completion,
* Identify and qualify project benefits and manage benefits realization,
* Monitor and approve all project deliverables and invoices through formal, established processes,
* Review and provide guidance changes impacting the project environment including schedules, priorities, tasks, resources, etc.,
* Escalation of quality, performance issues, or other issues with the DIT PMO Project Manager,
* Approval of all change requests through process established by the State of NC Enterprise Project Management Office (EPMO) [Project Management Quality Management System](http://it.nc.gov/services/service-directory/project-management/project-approval-oversight-epmo/quality-management-systems-qms) (QMS).
* Provide the DIT PMO Project Manager with access to networks, applications, and communication tools necessary to support successful completion of activities assigned,
* If *AGENCY* PMO exists, *AGENCY* must ensure access to any available templates/processes for the assigned DIT PMO Project Manager through the *AGENCY* PMO,
* Complete administrative workflows required by the NC DIT PMO in a timely manner.

# Staffing Plan & Pricing

DIT PMO Staff has been assigned for this/these project(s) as shown below:

|  |  |
| --- | --- |
| **Assigned DIT Project Manager:** |  |
| **Allocation % to AGENCY:** |  |
| **Work Location/Hours:** |  |
| **Billing method:** | **Hourly (Time and Materials\*)** |
| **Billing rate:** | <https://it.nc.gov/documents/billing-rates/it-business-application-billing-rates-2021-2022/open> |
| **Billing frequency:** | **Monthly** |
| **Bill code(s):** | ***AGENCY will need to identify the specific bill code for this project*** |

The DIT PMO project manager will continue to be responsible for participation in DIT PMO related activities, such as bi-weekly management meetings, team and division meetings, training, and other required events.

*\* Travel reimbursement for mileage incurred in direct support of the project will be billed against client’s designated fund/center at the approved state rate. Travel other than LOCAL must be authorized by the client.*

# Workmanship and Quality of Services

All work performed under this MOU by the DIT PMO Project Manager shall be performed in a professional manner and in accordance with established PMO project management methods, techniques, and procedures which conform to prevailing project management performance standards as stipulated by the Project Management Institute (PMI) and the EPMO or as specifically directed by the *AGENCY* PMO. Where there are conflicting methods, techniques, and or procedures, the EPMO and then the *AGENCY* PMO shall govern. DIT PMO Director and *AGENCY* representative will meet routinely, and at a time convenient to both parties, to discuss performance, issues, complaints, and professional development opportunities. If the *AGENCY* feels the quality of services are lacking, performance of the Project Manager is not acceptable, or other issues arise, those should be escalated to the DIT PMO Director immediately for resolution.

# Effective Date, Amendment and Termination

This MOU becomes effective on the date of the later signature and it will remain in effect until superseded, suspended, or terminated by written notification from the Primary *AGENCY* Contact listed above. Both parties may mutually agree to renew, modify, or extend the MOU as they deem necessary or appropriate and either party can terminate the MOU and the provisioning of project management services (if the project is in progress) at any time. Any outstanding billings for services rendered to the client by DIT PMO up to the termination date will be payable by the client.

In the event the assigned DIT PMO project manager needs to leave the project early, the Primary *AGENCY* Contact will be notified to gain approval for backfilling the DIT PMO project manager. The new DIT PMO project manager must be approved by the Primary *AGENCY* Contact before proceeding with the resource change. A minimum lead time of one week will be given to the Primary *AGENCY* Contact and during the transition period, only the current DIT PMO project manager’s time will be billed. Due to the significance of this/these project(s), unless the assigned DIT PMO project manager terminates services with DIT, becomes ill or incapacitated, demonstrates poor performance, or a change is required by the DIT PMO Director, the designated DIT PMO project manager shall work on the assigned project until project closure based on availability of funding.

# Signature Page

DIT PMO and *AGENCY* agree to this MOU by their authorized signatures (via DocuSign) below:

**DIT PMO Authorized Signature**

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Signature Date

Kelly West, Director, DIT PMO

Printed Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

Glenn Poplawski, Director, Solutions Delivery

Printed Name

***AGENCY* Authorized Signatures**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

*AGENCY*

Printed Name, Role

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

*AGENCY* Budget Officer

Printed Name