

Office of the City Manager: Project Delivery and Oversight

Committee of the Whole Working Session | November 23, 2022

Today's Presentation

Office of Transformation & Strategy (OTS)

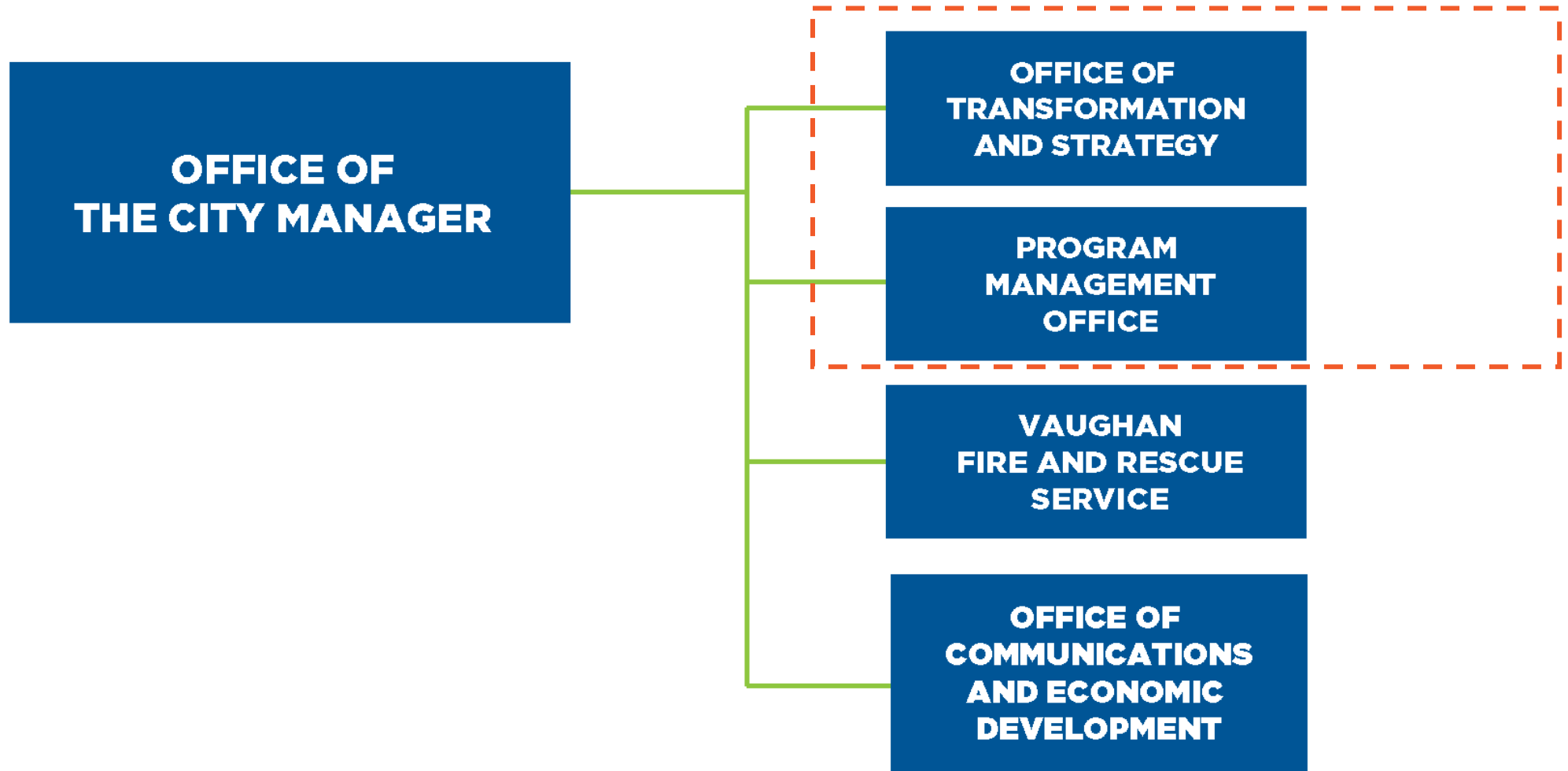
- Strategic Planning and Business Planning
- Corporate Performance Measures
- Business Transformation
- Data Analytics

Program Management Office (PMO)

- Corporate PMO
- What is a PMO?
- Program Management Process
- The Life of a Project
- Existing PMO Projects

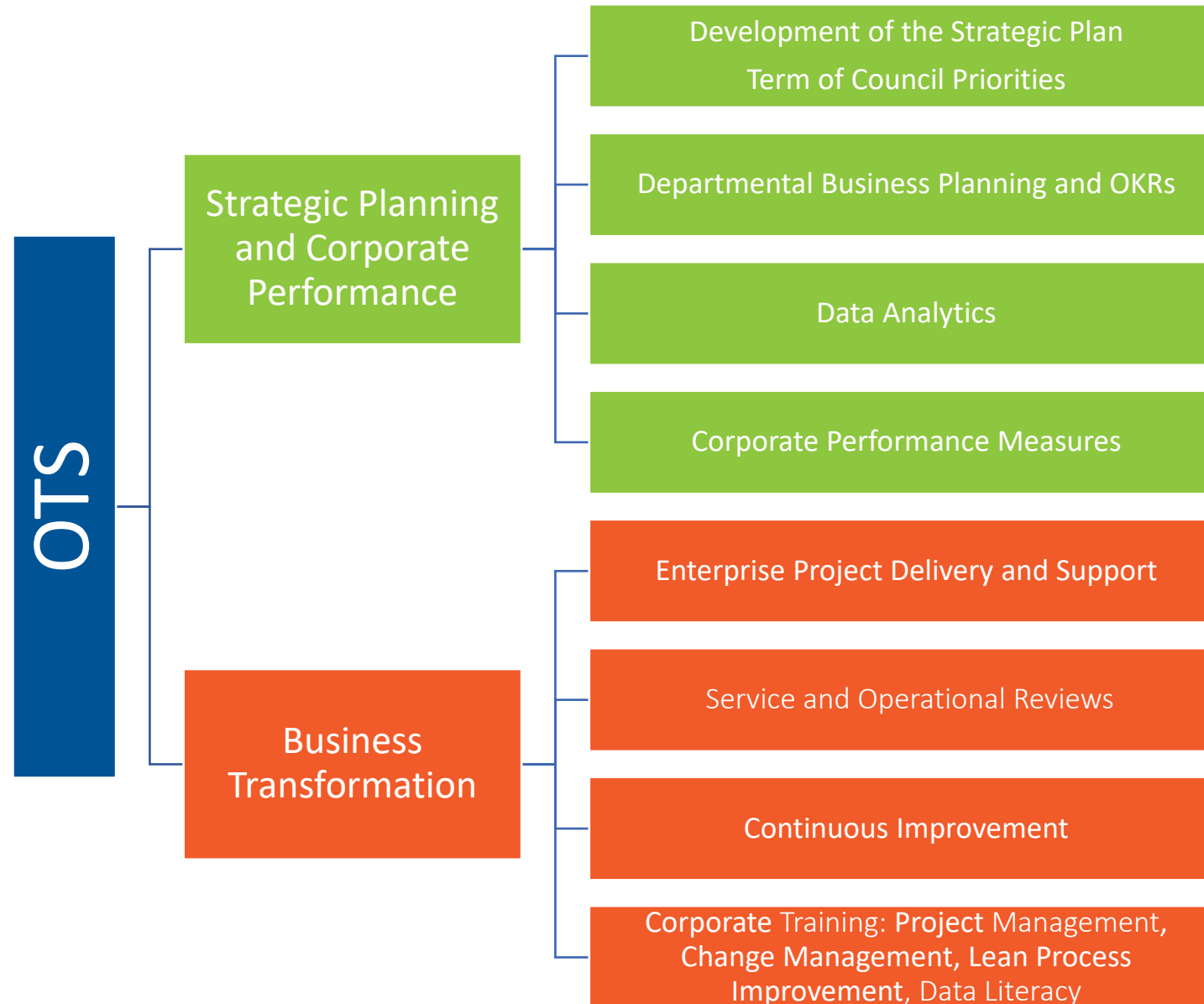
Questions/Discussion

Office of the City Manager: Structure



Office of Transformation and Strategy (OTS)

Office of Transformation and Strategy



Strategic Alignment

Term of Council Service Excellence Strategic Plan 2018-2022

Mission ● ———
Citizens first
through Service
Excellence.

Vision ● ———
A city of choice that promotes diversity,
innovation and opportunity for all citizens,
fostering a vibrant community life that is
inclusive, progressive, environmentally
responsible and sustainable.

Values ● ———
Respect
Accountability
Dedication

The 2018-2022 Term of Council Service Excellence Strategic Plan reinforces the City of Vaughan's mission, vision and values, representing the core of how the administration will go above and beyond to deliver on Council's priorities through Service Excellence.

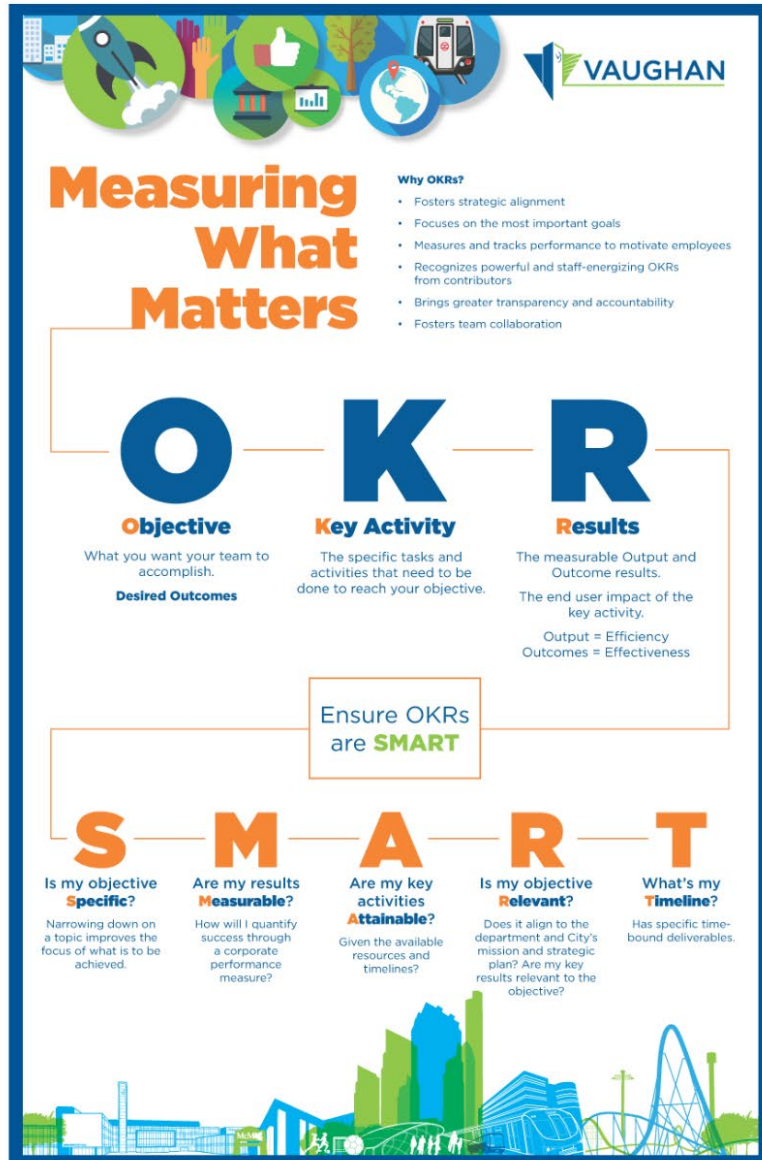
The Strategic Plan identifies the strategic priorities that the administration will focus on to support the City of Vaughan in being a City of Choice for both residents and businesses.



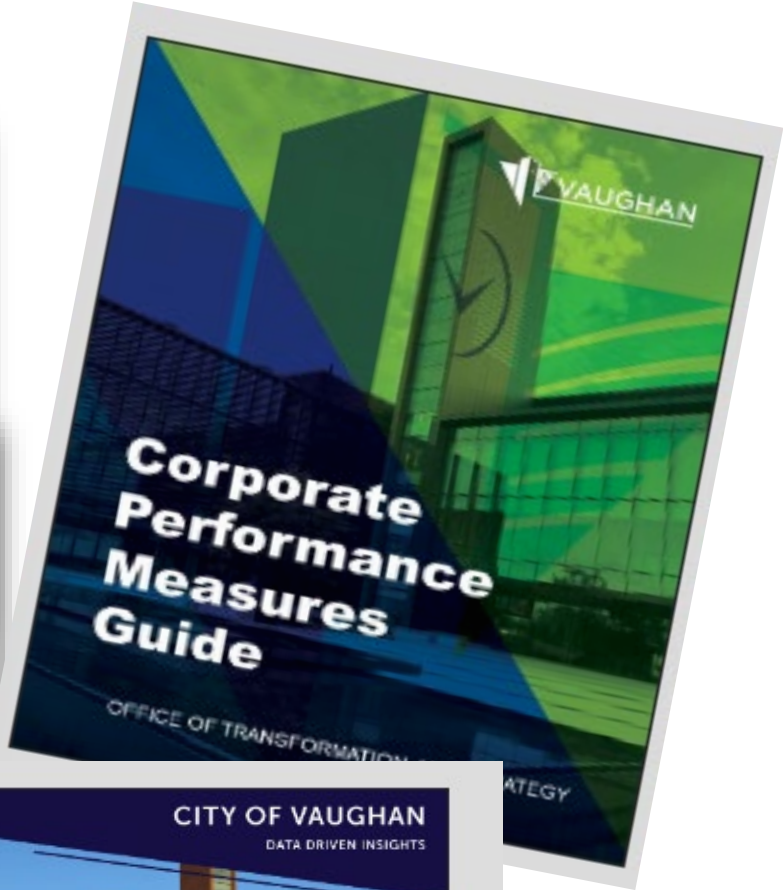
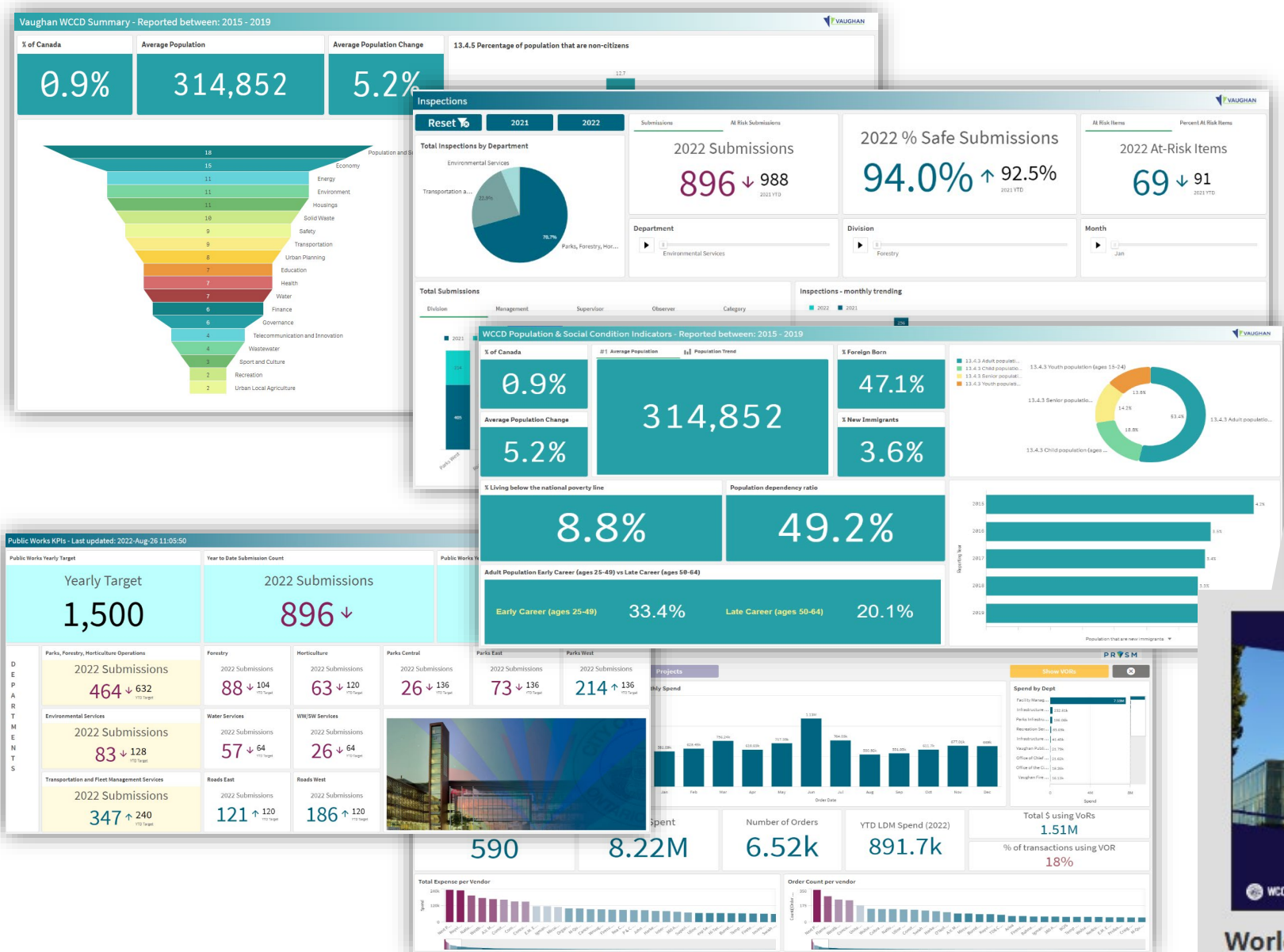
**Department
Business Plans**



Departmental Business Planning

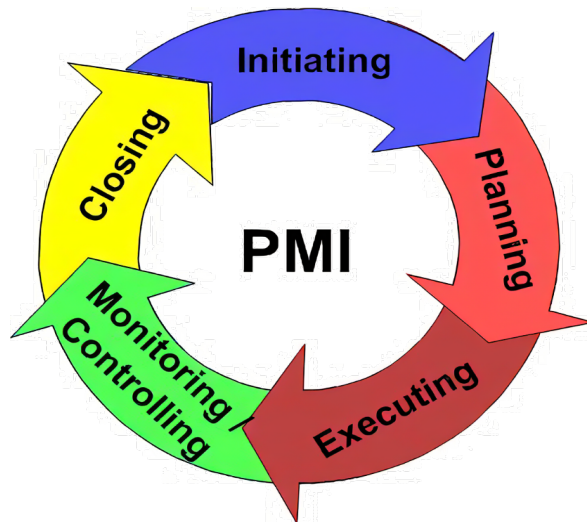


Corporate Performance Measures and Data Analytics

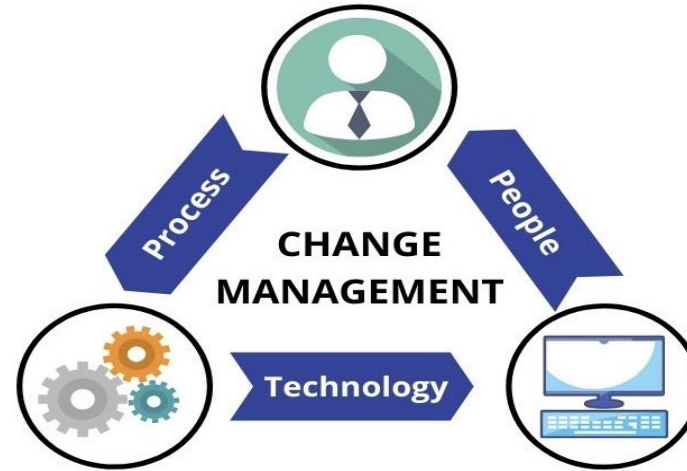


Business Transformation

Project Management



People Change Management



Process Improvement and Innovation



Corporate Performance Measures and KPIs

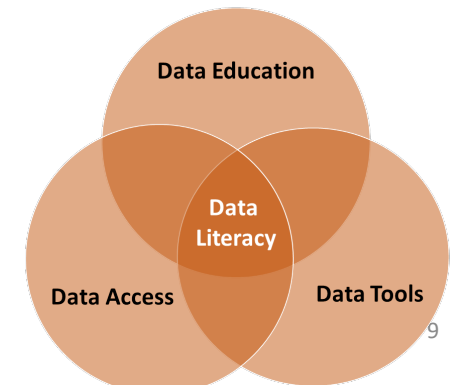


Service Excellence Projects

- **CITIZEN EXPERIENCE**
- **OPERATIONAL PERFORMANCE**
- **STAFF ENGAGEMENT**

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Data Literacy and Analytics



Enterprise Project Delivery

Lead, deliver and support strategic and operational projects:

- Contract Management and Administration Framework
- Ethics and Compliance Framework
- Staff Recognition
- Business Reintegration Plan
- Counter Service Transformation; Service Vaughan
- Development Application & Approval Process
- Public Works Service Level Review
- Age-Friendly Strategy
- Finance Modernization
- Enterprise Content Management
- Digital Transformation
- Smart Cities
- Diversity, Equity and Inclusion



Program Management Office (PMO)

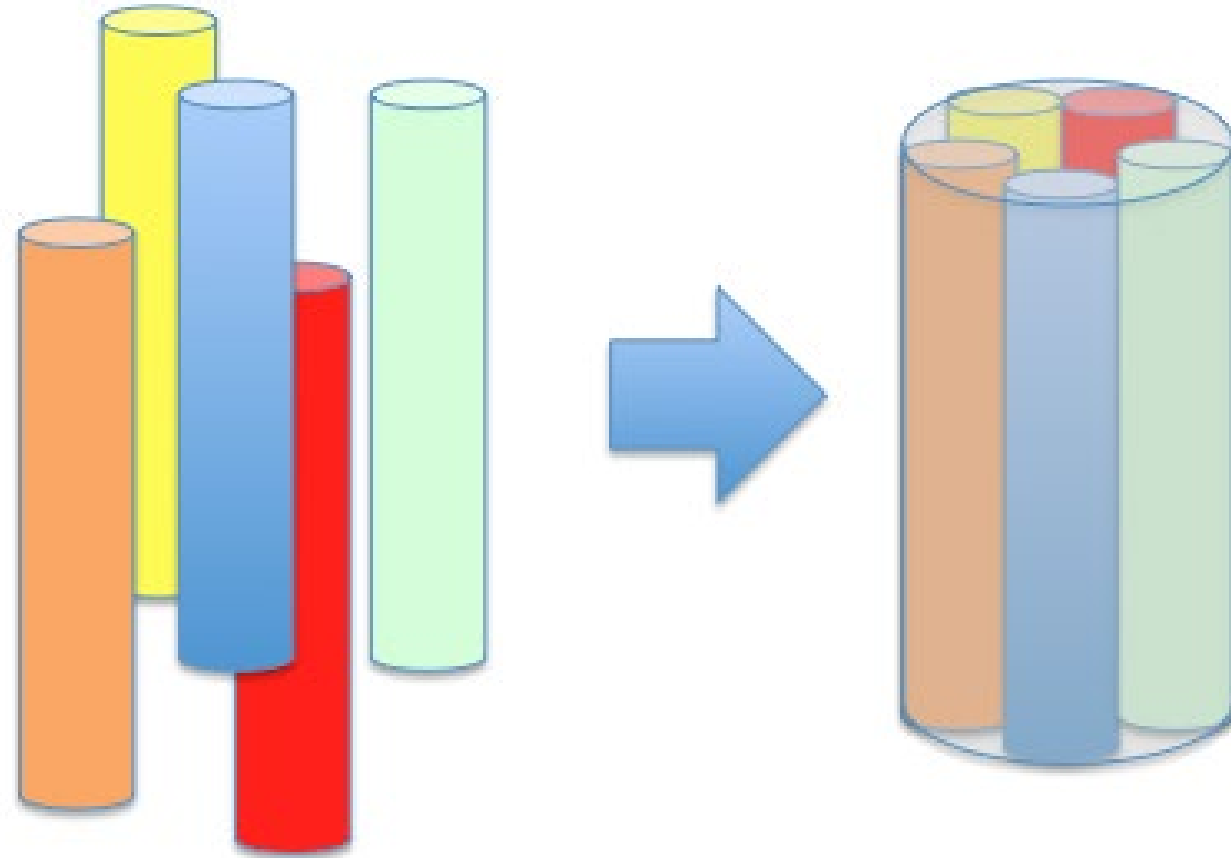


What is a Program Management Office (PMO)?

Maintains project management standards across the organization

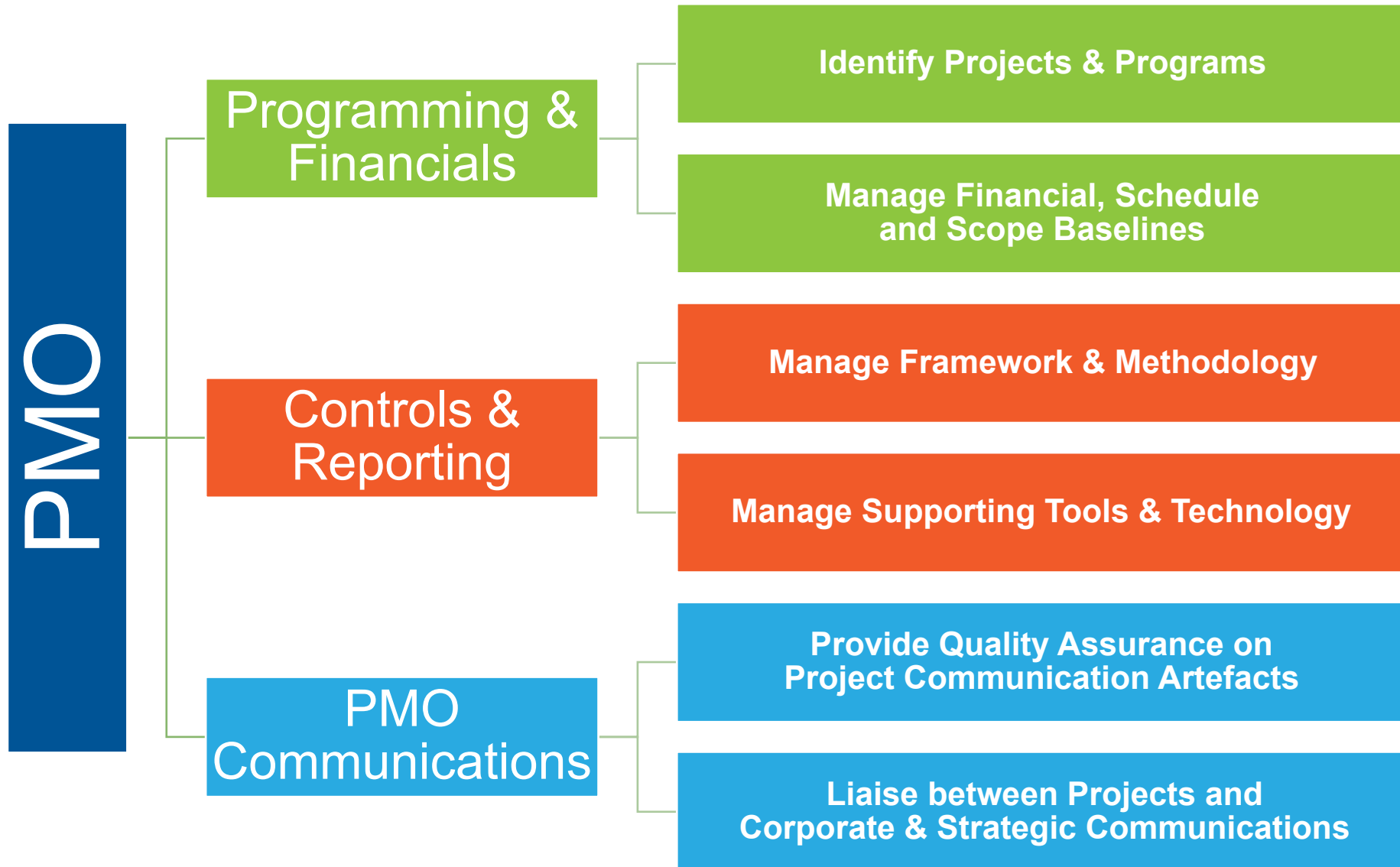
PMO Type	Best Practices - Templates and tools	Governance & Compliance to Methodology	Manage & Deliver Projects
Supportive			
Controlling	City of Vaughan PMO		
Directive			

Continuous Improvement



Decentralization Model to Centralized Model

Program Management Office



Program Management Process



Program Management Process - Governance

Program Management Committee (PMC)



Life of a Project – Project Prework – Phase 1

**State of Good
Repair Assets**
(Asset Life Cycle
Replacment)

Growth
(new)



REQUIREMENTS



Technology



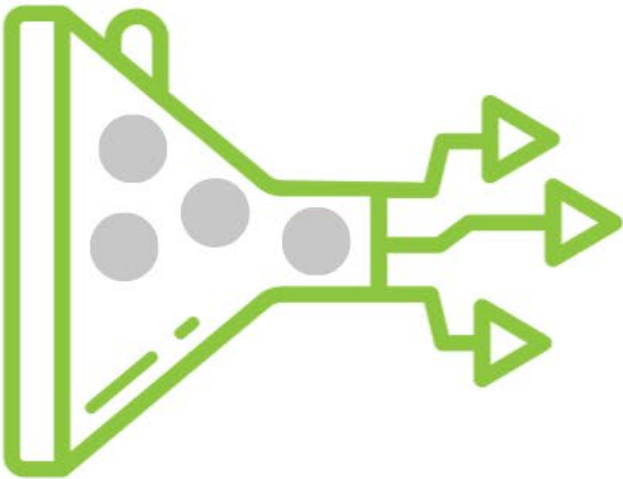
Services



Studies

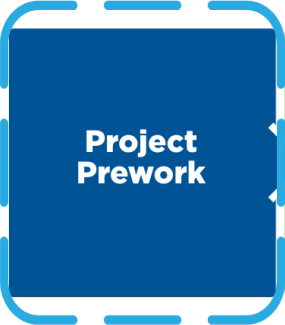


Assets



Projects and Programs

PHASE 1



Life of a Project – Capital Budget Approval – Phase 2



PHASE 2



Life of a Project – Project Management – Phase 3



- Master Schedule
- Budget
- Scope

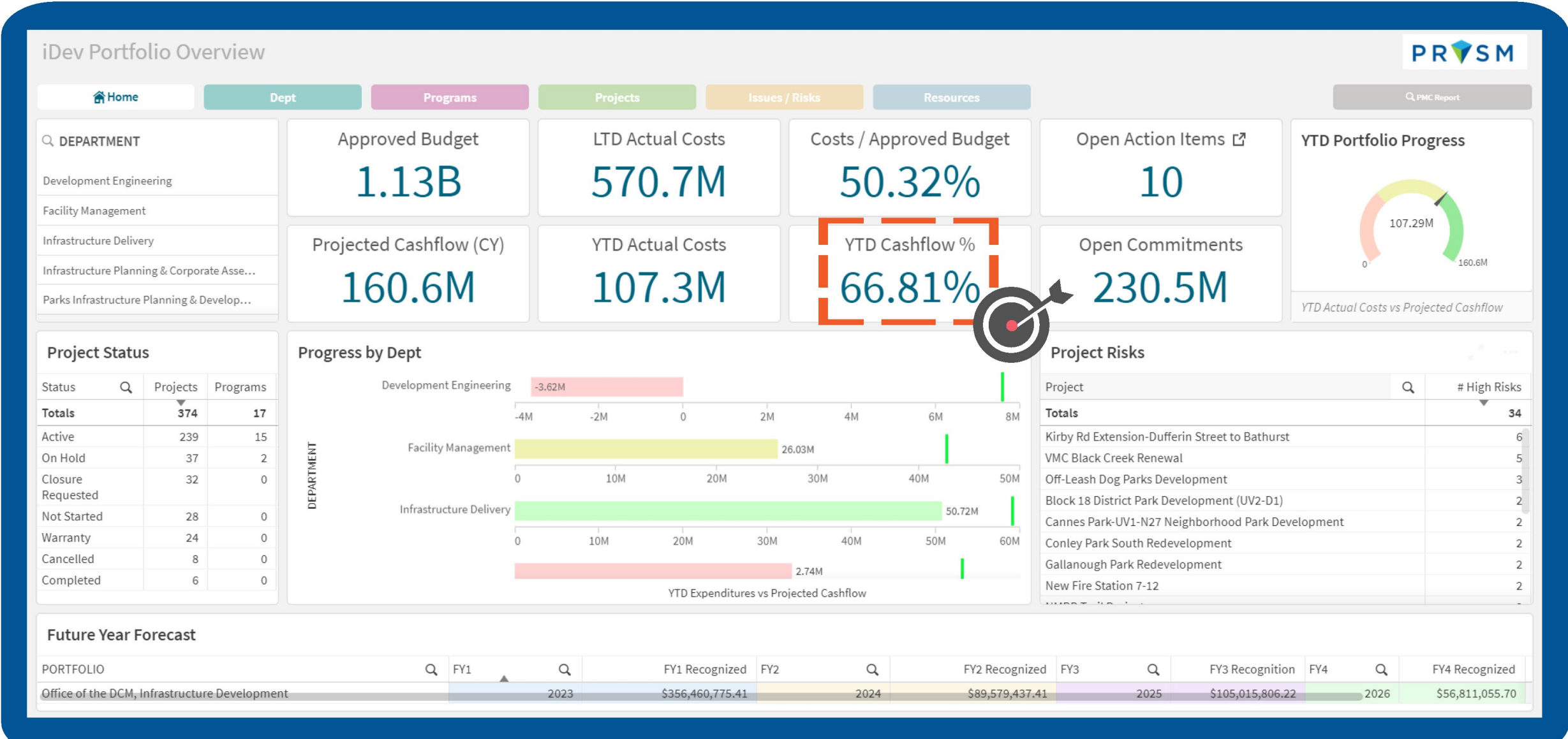
- Procurement
- Contract Management
- Execute Plan
- Monitor & Control
- Project Communications

- Close Contracts
- Close Budget
- Transition to Operations

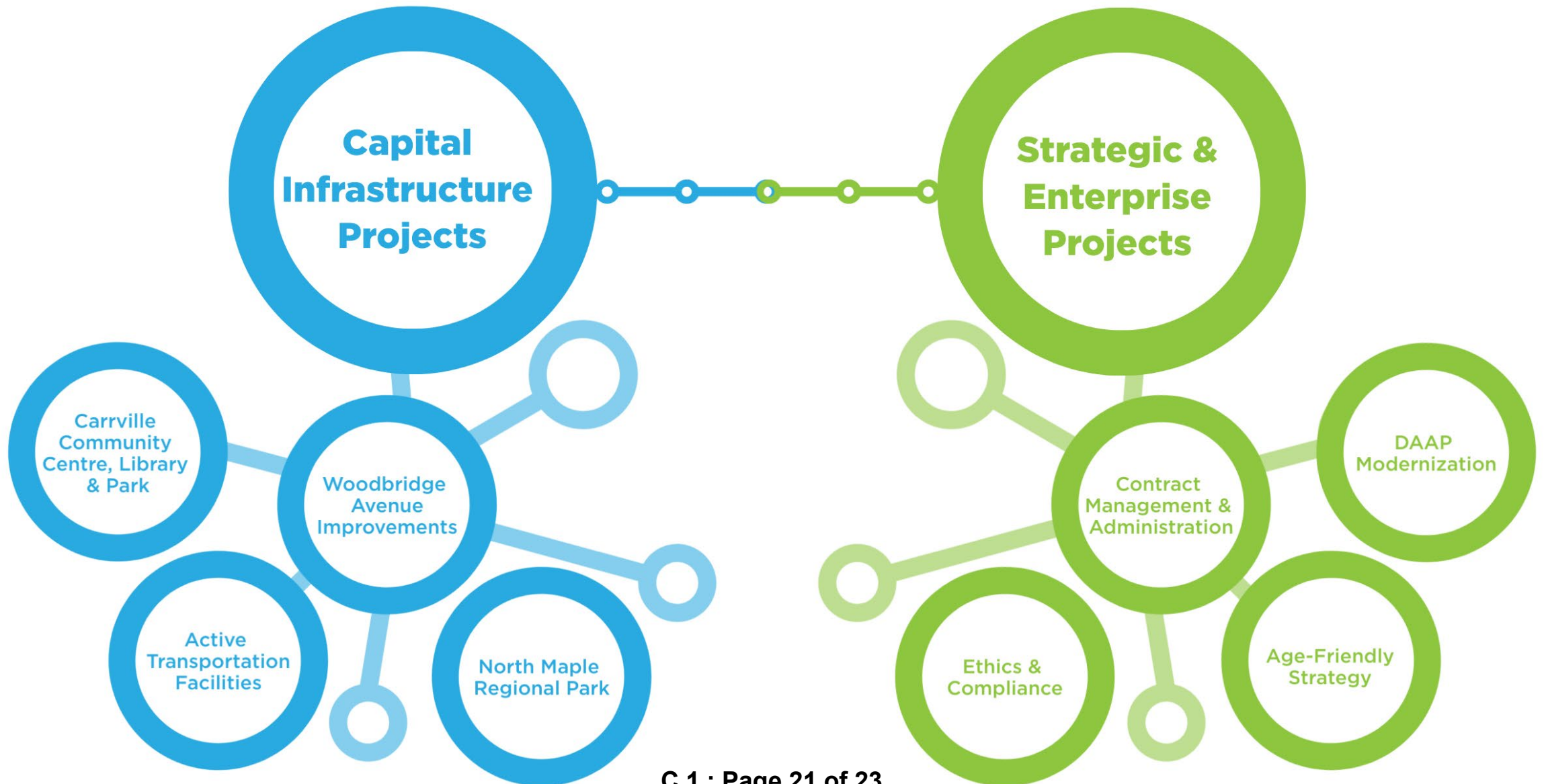
PHASE 3



PRISM Dashboard



Projects and Programs



Strategic Alignment



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