

New Service: Maintain Timesheeting System

Service Description

Maintain the timesheeting system for use by the delivery teams

What the service provides for the customer

- The ability to analyse actual time booked against each project activity
- The ability to compare actual time vs planned effort
- Calculation of costs to be charged to the project or programme
- Access to actual historical data for project planning and forecasting

Why is this service being offered to the customer?

- To provide accurate project costing
- To improve project estimating and forecasting

How PMO will apply this service

Supplier	Input	Process	Output	Customer
PMO	Timesheeting System	Add/ remove users	Updated Timesheeting tool	Project/ Programme/ Portfolio Managers and Teams
Project/ Programme/ Portfolio	Project Plans	Add/ remove resources		Finance
HR	People data	Add/ remove projects		HR
		Apply updates		PMO

How the PMO will measure the value of this service

- % of resources in the Timesheeting system
- Time taken to set up users and projects
- User complaints

Criteria when the PMO will use this service

- When there isn't a corporate time recording system that records time on specific activities (eg a flexi time recording system/ clocking in system)

Helpful hints for the PMO when delivering the service

- Provide user instructions for the timesheeting system as part of induction
- Where possible, set up automated reminders and notifications
- Consider integration with HR and Finance systems and processes (remembering what the source and quality of the master data)
- Remember to update individual data when moving team, promotion etc

PMO Capabilities to fulfil this service

Competencies	Techniques and Generic Tools
Information Management	Timesheeting System
Resource Management	
P3M Tools	

Related services

Chase missing timesheets

Sign off contractor timesheets