

Project Management Partner Services

Last updated 12-18-2024

Section 153 of [Engrossed Substitute Senate Bill 5950](#) allocated funding to WaTech for expert-level project managers, tasked with ensuring successful outcomes for state IT projects under oversight. Project Management Partners (PMPs) offer expert consulting and guidance to state agency IT projects under oversight. Leveraging their professional expertise, skills, and research-based best practices, PMPs collaborate with WaTech oversight consultants, WaTech Strategic Advisory Services, and project/program teams to enhance project outcomes. They deliver highly skilled, independent recommendations, develop robust risk mitigation strategies grounded in proven methods, and work closely with IT project leadership and oversight consultants to establish a solid foundation for project success.

Intended customers

The primary customers and partners for Project Management Partners (PMPs) include any state agency managing one or more active IT projects under oversight. Additional customers and collaborators include WaTech leadership and governance bodies, such as the Technology Services Board (TSB).

PMPs deliver independent guidance, project reviews, analyses, and recommendations to legislative fiscal committees, the TSB, and other key stakeholders. Due to their specialized expertise, PMPs are typically assigned to high-risk, complex, and high-visibility projects or programs, where their knowledge of foundational best practices can be most effectively utilized.

Options available with this service

- Project management partners engage with and advise oversight consultants, WaTech leadership, project sponsors, project managers, and steering committees on program- and project-critical success factors and project management best practices.
- PMPs advise on areas such as schedule and budget management, governance, decision making frameworks and models, procurement planning, vendor management, and risk and issue management.

Customer engagement

- In collaboration with oversight consultants and WaTech Strategic Advisory Services, PMPs engage and meet regularly with agency project/program sponsors and teams to provide expert-level consulting and advice to drive successful project outcomes. WaTech's engagement focus is on project success. Through a multi-disciplined approach, WaTech PMPs proactively work with project team members and advise on all aspects of project management including, but not limited to, technology budgets, gated funding, risk mitigation, sponsor involvement, vendor management, testing plans, integrated project schedules and more. When necessary and appropriate, issues, risks, observations, recommendations and requirements are formally documented and shared with project and executive teams.
- WaTech conducts an annual survey of agencies receiving project management partner services to identify opportunities to improve and expand the service.

Helpful information

Service category

Professional Services

Service availability

8 a.m. to 5 p.m.

Mon.-Fri.

Related services

- [IT Project Oversight](#)
- [IT Project Management Community of Practice](#)
- [Strategic Advisory Services](#)

How to request service

Contact your assigned oversight consultant.

Service owner

Assistant Director,
Projects & Oversight

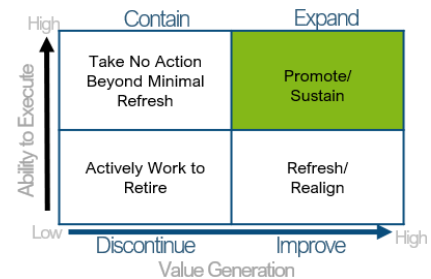
- PMPs may be called on to join WaTech governance sessions such as the Technology Management Council (TMC) and Business Management Council (BMC) meetings to share their observations and recommendations on projects under oversight.
- PMPs may be called on to join Business Relationship Managers (BRM) in regularly scheduled meetings with customers to connect, advise, address concerns and provide solutions on their IT projects under oversight.

Action plan

Current activity

Project management partners are currently engaged with some of Washington's larger, more complex programs and projects, such as One Washington, the Integrated Eligibility and Enrollment, and the Health Care Management and Coordination System.

WaTech and the PMP team continuously evaluate and improve their services through real-time feedback from agency project teams, WaTech's Executive Team and oversight consultants. PMPs are integral to WaTech's multi-disciplined project engagement model.



WaTech PMPs will continue to:

- Contribute actively to WaTech's strategic initiatives and priorities, providing thought leadership and innovative solutions, and identify new opportunities for advancement.
- Develop specialized expertise in managing large-scale, complex IT programs and projects.
- Advise project teams and stakeholders on Agile principles and practices to foster a culture of adaptability and collaboration.
- Continue aligning consulting services with WaTech's multi-disciplined project engagement model to ensure seamless integration and collaboration across different disciplines.
- Develop and track key performance indicators (KPIs) to measure the impact and effectiveness of PMP services, using this data to drive continuous improvement and optimization.

One- to two-year goals

- Establish targets for measuring and analyzing impacts of PMP services on project success and oversight performance.
- Analyze data points and outcomes of performance measures continually, ensuring the measurement of the most relevant and impactful metrics.
- Publish case studies and thought leadership articles showcasing successful project outcomes and innovative approaches.
- Present best practices and lessons learned as part of statewide and agency community of practices and other forums allowing for real-time interaction and support on a larger platform.
- Perform an annual audit of all PMP-produced resources to ensure the information remains pertinent and relevant to the current organizational goals, and to identify knowledge gaps for future development. Refresh PMP processes and tools to ensure consistency and effectiveness.
- Perform an annual survey of agencies receiving PMP services to gather feedback and identify areas for improvement.

- Continuously improve services based on real-time feedback from agency-interested parties via the annual customer survey.
- Achieve 80% or higher customer satisfaction ratings among interested parties through improved project outcomes, effective communication and responsive service.

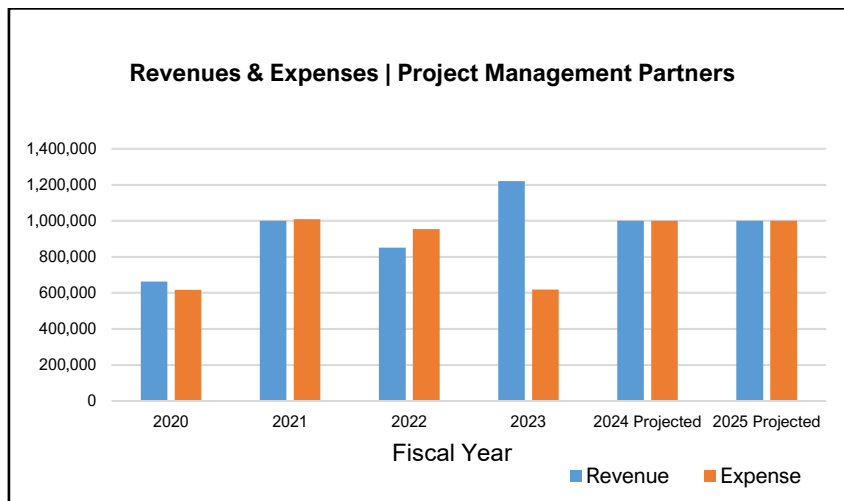
Three- to five-year goals

- Develop a comprehensive Knowledge base by enhancing the repository of best practices, case studies, and lessons learned from various projects to serve as a resource for future projects and PMPs.

Service review and fully loaded budget projection

Revenue source

The service is funded through the 23-25 Operating Budget Section 153 (1) from the WaTech revolving account.



Decision packages

None to date.