PMIS IMPLEMENTATION

A Framework for Successful Deployment

PMA Consultants

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A Framework for Successful Deployment

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A comprehensive guide to understanding existing state, designing future state, managing organizational change and achieving sustainable user adoption.

Current State Assessment

Future State Design

Change Management

User Adoption

Agenda

01

Understanding Existing State

Process mapping, pain points, stakeholder interviews, and baseline metrics

02

Desired Future State

Capability vision, requirements definition, and gap analysis

03

Organizational Change Management

Stakeholder alignment, communication planning, and resistance management

04

User Adoption Strategy

Training, champions, feedback loops, and measuring success

05

Keys to Success & Next Steps

Critical success factors and recommended action plan

1

Understanding the Existing State

Before you can go anywhere, you need to know where you are

Current State Assessment: What to Capture

Process Mapping

- Document all PM workflows end-to-end
- Identify manual processes and workarounds
- Map data flows between systems
- Capture approval chains and decision gates

Pain Point Analysis

- Conduct stakeholder interviews
- Survey end-users on daily frustrations
- Quantify time lost to inefficiencies
- Document data quality and reporting gaps

Systems Inventory

- List all current tools and platforms
- Identify integration points and gaps
- Assess data redundancy across systems
- Review license utilization and costs

Establishing Your Baseline

You can't measure improvement without knowing your starting point. Capture these key metrics before go-live.

Metric	Current Baseline	Target State
Time to generate a status report	Manual / Hours	**Automated / Minutes**
Data entry duplication across systems	High	**Eliminated**
Schedule accuracy at project close	Measure & record	**Improve >20%**
User satisfaction score (survey)	Measure & record	**Improve >30%**
Portfolio visibility / executive reports	Ad-hoc	**Real-time dashboards**

2

Designing the Desired Future State

Define the destination before planning the journey

Future State: Core Capability Areas

Unified Data Model

Single source of truth for project data, eliminating silos and manual reconciliation between systems.

Streamlined Workflows

Automated approvals, notifications, and status updates that reduce administrative burden on PMs.

Real-Time Visibility

Executive dashboards and portfolio views updated automatically, enabling faster and better-informed decisions.

Integrated Reporting

On-demand reports across cost, schedule, risk, and resources — replacing spreadsheets and email chains.

Gap Analysis: Current vs. Future State

Current State	Gap / Challenge	Future State
Spreadsheet-based schedule tracking	**No single repository; version control issues**	Centralized PMIS schedule module
Email-based status updates	**Inconsistent data; time delay**	Automated dashboards & real-time feeds
Manual resource allocation	**Over/under allocation not visible**	Integrated resource management view
Siloed risk logs per project	**No portfolio-level risk visibility**	Enterprise risk register & heat maps

3

Organizational Change Management

Technology changes are people changes

OCM Framework: The Four Pillars

1. Leadership Alignment

- Secure visible executive sponsorship
- Define clear ownership at all levels
- Align leaders on 'why' before 'how'
- Create leadership communication cascade

2. Stakeholder Engagement

- Map stakeholders by impact & influence
- Tailor messaging to each group's concerns
- Create feedback channels early
- Involve key users in design decisions

3. Communication Planning

- Build a structured comm calendar
- Address WIIFM for each audience
- Communicate early, often, and honestly
- Celebrate milestones publicly

4. Resistance Management

- Identify and address root causes
- Create psychological safety
- Convert skeptics into champions
- Monitor sentiment continuously

Managing the Change Curve

People move through predictable emotional stages when change is introduced. Your PMIS rollout plan must address each stage.

Awareness

Emotional State:

Shock / Denial

Action Required:

Communicate 'why' clearly; provide early information

Understanding

Emotional State:

Frustration / Fear

Action Required:

Show demos; involve users in design workshops

Acceptance

Emotional State:

Decision point

Action Required:

Hands-on training; build confidence with early wins

Commitment

Emotional State:

Enthusiasm

Action Required:

Recognize champions; reinforce new behaviors

4

Driving Sustainable User Adoption

A system no one uses delivers no value

User Adoption: A Multi-Layer Strategy

Champion Network

Identify influential early adopters as champions in every team. They provide peer coaching, gather feedback, and create positive word-of-mouth at the grassroots level.

Role-Based Training

Design training by role, not system features. PMs, executives, and PMO staff need very different learning experiences. Focus on 'what does this mean for my job.'

Feedback Loops

Establish regular check-ins, pulse surveys, and help desks. Demonstrate responsiveness by acting on feedback visibly and communicating changes made.

Key Adoption Levers

- Make the system the path of least resistance — remove workarounds
- Tie PMIS data to reporting that executives already care about
- Celebrate early wins publicly; make adoption visible
- Provide just-in-time help guides accessible inside the tool
- Define clear consequences for non-compliance and enforce consistently

Measuring Adoption Success

Track adoption across three dimensions — don't rely on login counts alone.

Usage Metrics

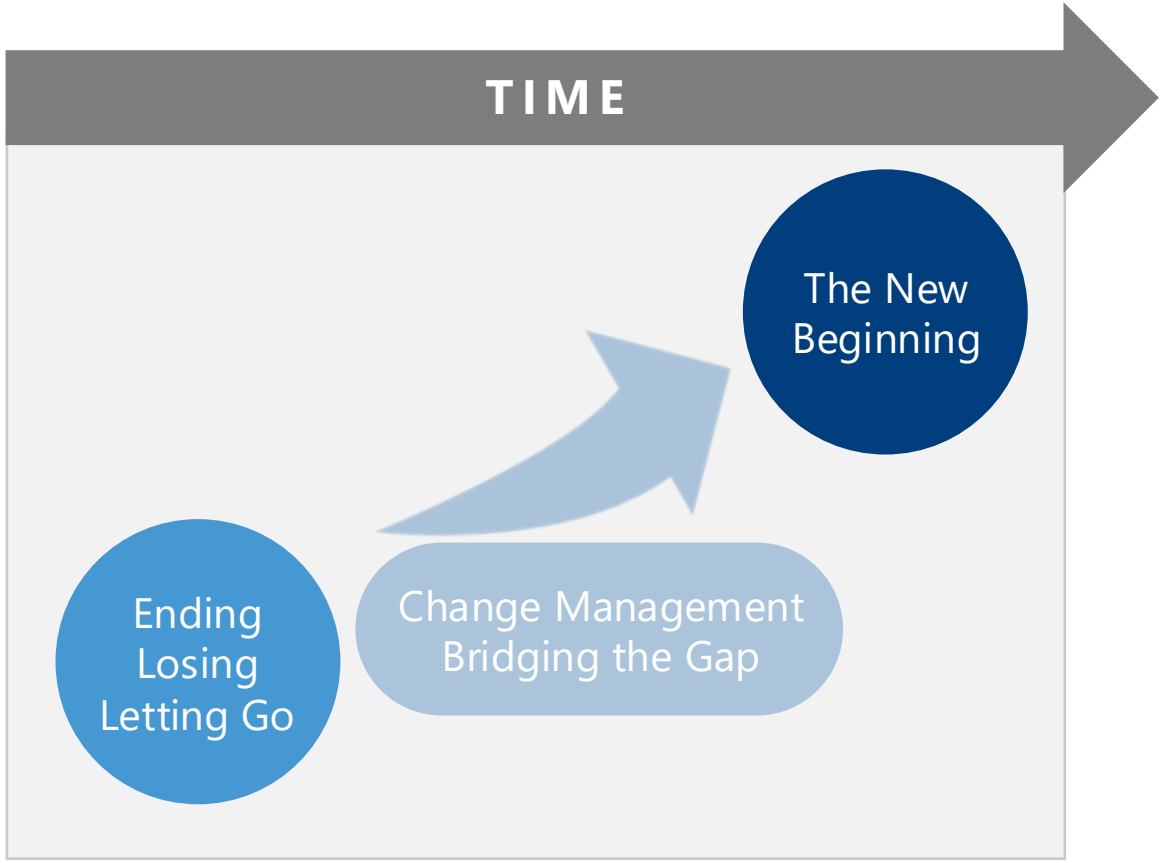
- Active users / total licensed users
- Feature utilization depth (not just login)
- Data quality scores (completeness, timeliness)
- Support ticket volume & resolution time

Business Outcomes

- Reduction in reporting effort (hours saved)
- Improvement in schedule/cost accuracy
- Faster executive decision turnaround
- Reduction in shadow systems / spreadsheets

People Sentiment

- User satisfaction pulse surveys (quarterly)
- Net Promoter Score (internal)
- Qualitative feedback themes
- Champion network health & engagement


TIME
The New Beginning
Ending
Losing
Letting Go
Change Management
Bridging the Gap

Keys to a Successful PMIS Implementation

01

Start with the people, not the technology

No system succeeds without user buy-in. Invest as much in change management as you do in configuration.

02

Define success criteria before you begin

Agree on what 'good' looks like upfront. Baseline metrics give you proof of value at go-live.

03

Executive sponsorship is non-negotiable

Visible, active leadership commitment separates successful implementations from expensive shelf-ware.

04

Phased rollout beats a big-bang approach

Start with a pilot group, learn, and improve before scaling. Early wins build momentum.

05

Governance sustains adoption long-term

Assign a PMIS owner, create a steering committee, and build a continuous improvement cycle post-launch.

Recommended Implementation Roadmap

Phase 1: Assess & Define

Weeks 1–4

- Current state workshops
- Stakeholder mapping
- Requirements gathering
- Future state vision sign-off

Phase 2: Configure & Pilot

Weeks 5–12

- System configuration
- Pilot group selection
- Training development
- Pilot go-live & feedback

Phase 3: Scale & Adopt

Weeks 13–20

- Full rollout by department
- Champion network activation
- Hypercare support period
- Adoption metrics tracking

Phase 4: Optimize

Ongoing

- Continuous improvement
- Advanced feature adoption
- Governance reviews
- Quarterly user surveys

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A Successful PMIS is a Journey, Not a Go-Live Date.

Focus relentlessly on people, processes, and continuous improvement.

The technology will follow.

Questions & Discussion