

THE MECHANISM OF SERVICE DELIVERY

In the global changing world within the market environment, huge budgets are set within any country. How does the government deliver on these projects to respond to their prime customers which are the people of its country. Every country has certain constraints that must be fulfilled in order to deliver the set objectives that government wants to deliver

The question is: How can a government deliver on its promises?

Project Support Office becomes the cornerstone to any government department to deliver on its mandate; hence the mechanism of service delivery should be a very innovative approach to fulfil the stakeholder's objectives.

What are the functions of the Project Support Office?

- **Project Management Training:** In-house or contracted courses on project management disciplines
- **Project Management Methodology:** Project management processes including those considered best practices; maintenance of a repository of lessons learned.
- **Evaluate Project Management Software:** The standardization of tools and techniques used in projects through the organization.
- **Project Management Consulting:** Implementation of project management disciplines and best practices tailored to specific projects and situations.
- **Project Support:** Temporary hands-on direction of project activities to help recover projects that are off-track or out of scope.
- **Project Manager Human Resources:** Personnel management of a pool of experienced Project Managers that can be deployed when needed. They encourage that Project Managers are appropriately trained and certified.

Udondolo Investments is here to support, building up and transfer the necessary hands-on skills to effectively and efficiently run and provide project reports.

The Mechanism of Service Delivery is through a very consistent project management.