



# Client Enrichment Series

## Client Enrichment Series

Welcome to today's presentation on:

### *Introduction to PBS Project Management*

*the presentation will start at 2:00pm EST*

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants within 2 weeks.



# Client Enrichment Series

## *Introduction to PBS Project Management*

**Hosted by: Leah Fant**

National Account Manager  
GSA PBS Central Office of Client Solutions

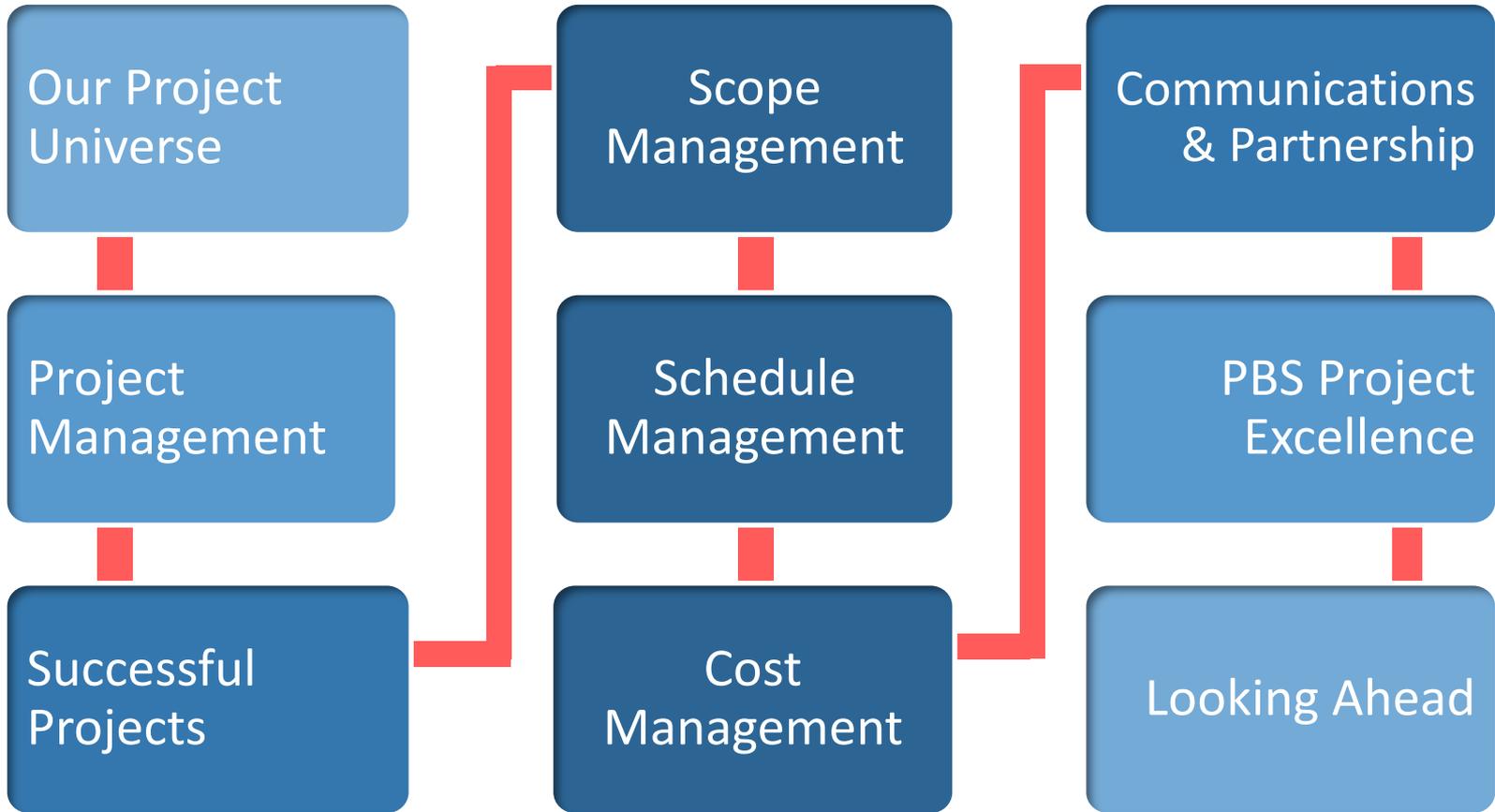


**Presented by: Ralph Abel**

National Small Projects Program  
Office of Design & Construction / Office of Project Delivery  
PBS Central Office – Washington DC



# Agenda



# Our Federal Project Universe



## PBS Mission

To promote effective, mobile, sustainable workplace solutions for federal agencies at best value for the American taxpayer

### Our Priorities: What Is Important to GSA



DELIVERING BETTER  
VALUE & SAVINGS



SERVING OUR  
PARTNERS



EXPANDING  
OPPORTUNITIES FOR  
SMALL BUSINESSES



MAKING A MORE  
SUSTAINABLE  
GOVERNMENT



LEADING WITH  
INNOVATION



BUILDING A  
STRONGER GSA

### Our Goals: How We get there

Savings

Efficiency

Customer Service

## Results

Solutions that meet our clients needs and exceeds their expectations

# Our Project Universe



## GSA Construction Project Types

### Capital Projects

BA51 / BA55

Prospectus –Level Projects  
(over \$2.85 Million)

New Building Construction  
Major Modernizations

GSA and RWA Funded

### Small Projects

BA54 / BA80

Under-Prospectus Projects  
(under \$2.85 Million)

R&A and Client Projects in  
GSA-Owned Buildings

GSA and RWA funded

### Leasing Projects

BA53

Above or Below Prospectus  
(all funding levels)

Client Projects in  
Commercial Lease Space

GSA and RWA Funded

**Today we will focus on Small Project Management**

# Our Project Universe



## Small Projects; Big Impact

### **PBS Responsibility:**

- Owns or leases more than 9,500 assets (approx. 50/50)
- Maintains approx. of 370 million square feet of workspace for more than 1 million federal employees
- Preserves more than 480 historic properties
- PBS has approx. 600 full-time PMs; plus 400 part-time PMs

### **PBS Small Project Delivery:**

- PBS delivers approximately 12-14,000 Small Projects every year
- In FY14 and FY15; PBS delivers **92%** of our projects on-time
- National Minor R&A / Client Program worth approx. \$380 million / annually
- Deliver approx. 7-10,000 RWAs worth over \$1.5 Billion / annually
- National RWA Program of approx. 26,000 active RWAs worth over \$4 Billion

# Projects Management Basics



**Time constraint** refers to having a project schedule that is achievable and appropriate for the client requirements. This schedule indicates an amount of time required to create, run and accomplish the project

**Cost constraint** refers to a project budget that is realistic and affordable. The Project budget reflects the amount of funding required to meet all project requirements and deliver the final product on schedule

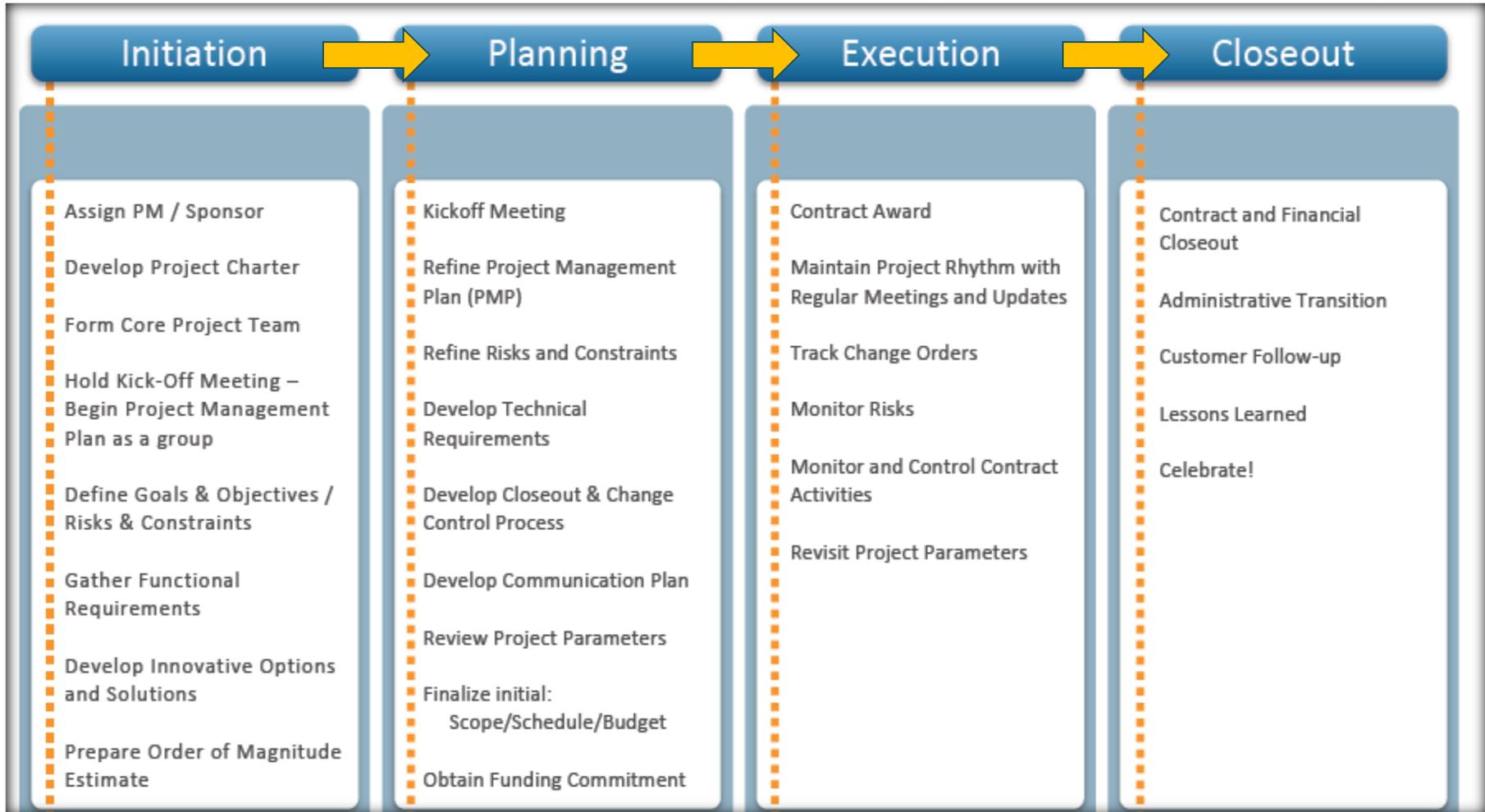


The **Project Management Triangle** has angles that are called Scope, Cost & Time.

Project managers use the PM triangle to visualize a project and understand its constraints.

**Scope constraint** refers to the technical and functional objectives that define what is done and the quality of the project. The project's scope is based on a clear understanding of the client needs

# Project Lifecycle



# The Project Manager Role



***"Leads and manages all activities throughout the project lifecycle"***

- Leads development of the Project Management Plan (PMP)
- Coordinates Communications Plan and Process
- Clarifies initial requirements and develops final scope-of-work
- Prepares/approves Independent Govt Cost Estimates
- Manages and control project risks and opportunities
- Minimizes and manages project changes and/or modifications
- Keeps the project on schedule, within budget, and in scope
- Monitors and reports project progress and status on a regular basis

# What makes a project successful?



## Projects meet Requirements & Support Client Mission

- Teams fully understand the client agency's mission & requirements
- Projects are high-quality and meet client functional goals

## Projects are Timely & Delivered on Schedule

- Teams fully understand the client agency's schedule expectations
- Teams deliver the project within the agreed-upon schedule

## Projects are Cost-Managed & Delivered within Budget

- Teams understand the client agency's budget expectations
- Teams deliver projects within the authorized budget



## Strong Partnerships between PBS and Client Agency

- The client agency & PBS partner on goals, schedules, budgets, & significant decisions
- Teams communicate throughout all stages of the project lifecycle

# Delivering your Project Scope



## PBS Project Scope / Quality Initiatives:

- *More quality control/quality assurance applied to the project*
- *Improved project intake process – regional resource boards*
- *More time spent developing requirements with customers*
- *Improved integration with facility operations*
- *Promoting alternative workplace strategies to reduce space/rent*

# Delivering your Project on Time



## PBS Schedule Management Initiatives:

- *Projects measured for On-Time Performance (effects performance ratings)*
- *New Scheduling Program Division being formed*
- *Scheduling Guidance & Standards under development*
- *Consistent scheduling templates and training being established*
- *More timely Financial Close-Out (key performance indicators evaluated)*
- *Timely return of RWA funds*

# Delivering your Project on Budget



## PBS Cost Management Initiatives:

- *Developing national consistent processes, templates and methodologies for cost estimating; updating P120 Estimating policy and guidance*
- *Improving cost estimate accuracy and develop performance measures*
- *Implementing recommended national cost estimating tool in all regions*
- *Enhancing training for Project Managers who prepare cost estimates*
- *Implementing Small Project Cost Management guidance with required cost estimating summary sheets, range of accuracies, and standardized estimate names linked to established lifecycle phases of the project.*

# Communications & Feedback



## PBS Partnership Initiatives:

- *Client Charter Agreements being instituted on client-facing projects*
- *Project communication plans better tailored to meet client needs*
- *Regular project meetings, project status updates*
- *Individual Post-Project Client surveys as part of project close-out*
- *Project follow-up meetings or check-in with clients within six months*
- *Lessons learned completed & documented*
- *Quarterly project oversight reviews with regional account managers*

# Fulfilling your Project Needs



## PBS Project Solutions / Initiatives:

- *Moving towards client-based Project Team Model*
  - *Service Delivery Excellence (SDE) Initiative*
- *Project Manager assignment earlier & based on best fit*
- *PM Partnership with Portfolio Planners / Client Portfolio Plans*
- *Project Manager Skills Assessment & Registry*
- *Supporting skill sets by certifying all PBS Project Managers*
- *Promoting alternative workplace strategies to reduce space/rent*

# PBS Drive to Project Excellence



## PBS Project Delivery Excellence Actions:

- *Small Projects Program relocated to Office of Design & Construction*
- *Increased usage of project management software*
  - *Moved system to cloud & integrated reporting for better performance*
- *Small Projects now part of PBS Construction Excellence Council*
- *Participating with Industry Partners (Construction Industry Institute Studies)*
- *Increased emphasis on Sustainability in Small Projects*
- *Rolling-Out National Customer Service Initiatives*
  - *Service Delivery Excellence (SDE) Initiative*
- *Supporting competencies by certifying full-time PBS Project Managers*



# Looking Ahead: What You can Expect

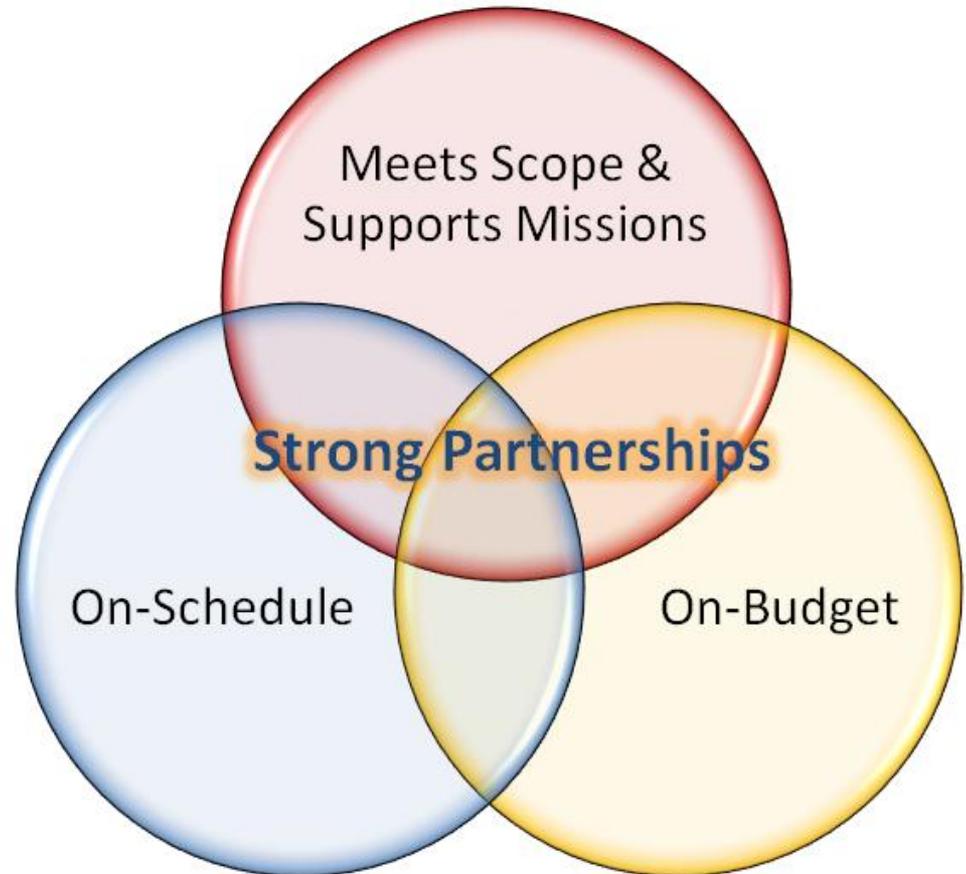


**Improved Scope Development**

**Improved Schedule Management**

**Improved Cost Management**

**Stronger Communications**





# Questions?



# Contact Information



## **Ralph Abel**

National Small Projects Program  
Office of Project Delivery / Office of Design & Construction  
Public Buildings Service / Central Office  
General Services Administration  
Ralph.Abel@gsa.gov

## **Leah Fant**

PBS National Account Manager  
Office of Client Solutions  
Phone: (202) 501-0514  
Leah.Fant@gsa.gov



Thank you for joining us today for a discussion on  
**Introduction to PBS Project Management**

## Future sessions

- June 18, 2015 – Introduction to Leasing
- July 16, 2015 – Advanced Topics in Leasing
- August 20, 2015 – Introduction to Occupancy Agreements

[www.gsa.gov/ces](http://www.gsa.gov/ces)

[ClientEnrichmentSeries@gsa.gov](mailto:ClientEnrichmentSeries@gsa.gov)