

## **Corporate Support Service Business Process**

As part of the PMBP Initiative Program, the Corporate Support Services Business Process PDT kicked off their effort in late October 03 with a diverse team comprised of people from HQ's, MSC's, Center's, and District's. This team was created to incorporate new and existing corporate support services business processes in the USACE Project Management Business Process (PMBP) BP Manual. The BP Manual establishes common Corps-wide program and project level processes, incorporating lessons learned and best business practice experience that will create the new working environment making it easier to meet the Corps' strategic goals.

According to ER 5-1-11, USACE Business Process, support service organizations manage a program, comprised of recurring services for external customers or internal support services. These organizations may also manage discrete projects using the current BP Manual processes. Internal services are discrete projects when they are non-recurring or of special significance. These services can be for external as well as internal customers.

There were two compelling themes that surfaced early on in the PDT effort. All resources, including support services, will use P2 (PMBP tool) and will need to understand it. Another observation that the PDT embraced as a theme was that support services need to be considered early in the planning phase to preclude problems later on during execution. This includes involvement in areas such as team establishment, Project Management Plan (PMP) development, and resource estimate development. These critical success factors will help support service organizations to provide the best service to the main business lines and will be considered throughout this effort.

Work Products. The work products that are expected from this effort include: a back check of existing BPs for inclusion of support services, rewrite of reference document 8015G (Departmental Overhead and General and Administrative Support Service Organizations), Support Services WBS for use as the support offices P2 template. The team's aim is to culminate the effort in conjunction with the implementation of P2.

For additional information or to provide feedback on the Corporate Support Services Business Process PDT or its mission, please call the PDT PM, at 304.399.5229.