

Our Process is best described as a proprietary phase-gate model, borrowing from a myriad of methodologies organized into PMI's process groups.

The Process

The Project Management Office (PMO) owns and operates GoldenComm's proprietary development life cycle called The Process.

The PM-what?

The Project Management Office. At GoldenComm, the PMO is made up of internal stakeholders who make up the operations of a project build. It isn't a department -- but group of departments working together.

And true to The Process, every department at GoldenComm has its own user story -- the PMO being no different.

As a WHO, I want WHAT, so that WHY...

As the PMO, we deliver management, strategy and act as a brain trust so that GoldenComm is more effective, delivers client ROI and maximizes GoldenComm profitability.

AS A WHO

The PMO is a group of departments organized in [matrix management](#). It includes:

- Back-end Development
- Front-end Development
- Operations
- Project Management
- Quality Assurance

I WANT WHAT

- Management
- Strategy
- Brain trust

SO THAT WHY

- Effectiveness
 - Share knowledge
 - Create and foster consistency
 - Leverage through best practices and economies of scale
- Client Return On Investment (ROI)
 - Our job is to create return on our client's investment
- GC Profitability
 - Create and manage scope, schedule and budget

The Process

When

The Process is utilized on any development-based project (finite).

How

The Process is best described as a proprietary [phase-gate model](#), borrowing from a myriad of methodologies organized into [PMI's process groups](#).



INITIATING

This is the process of identifying how GoldenComm can grow another company's business. We develop a business case centered around ROI and a broad project plan to execute against those goals. Most projects need a discovery in addition to the project proposal. These can be sold together or separate. If we don't have the scope defined, site map, wireframes, etc. – then we likely need a Phase 0 before we start design.

- Pre-sales, initial scoping and proposal
- Signed proposal kicks-off documented onboarding procedures
- Ends when the business case and ROI plan are agreed to by all stakeholders



PLANNING

Planning is the process of laying out the scope, schedule and budget for how we'll achieve the business case developed in Initiating.

- Starts when Initiating is complete.
- Project workbook created
 - Scope is defined in [user stories](#) (from [SCRUM](#))
 - Budgets are fixed from initiating, but detailed estimates are gathered to help with controlling and monitoring, and creating the schedule.
 - Schedule is created in a [Gantt chart](#), using [critical path](#) and borrowing aspects from [critical chain](#).
- Wireframes, mock-ups and site map created
- Ends when the Production Plan (summary of the above) is agreed to by all stakeholders



EXECUTING

Executing is the process of “doing”. The goal of Executing is to create and deliver the product outlined in the Planning phases Production Plan.

- Starts when planning is complete and all content and assets are complete and delivered to GoldenComm
- Development environment created
- Database architecture created
- Configuration
- Integrations
- Front-end templates
- Custom programming
- Marketing
- GoldenComm QA
- Client QA (UAT)
- Ends when checklist process is complete and approved for launch



CONTROLLING AND MONITORING

Controlling and Monitoring is done in parallel with Executing. This is the process of managing scope, schedule and budget as outlined in Planning.

- Starts when planning is complete
- All items from the detailed estimates in Planning are tracked as individual tasks inside of [JIRA](#). Work within JIRA follows well documented procedures and mandatory workflows, utilizing practices from [Kanban](#).
- [Earned Value Management](#) is used to track schedule and budget variance to plan.
- Project teams meet daily in a [stand-up meeting](#) (from SCRUM).
- Cadence is set for project updates to the client, using [burndown charts](#) (from SCRUM), [screencasts](#), or other reports to keep stakeholders updated.
- Ends when the checklist process is complete and approved for launch.



Launch!

Launch is all about pushing the work done in Executing to another environment (staging, live or both).

Starts when Executing, Controlling and Monitoring are complete

Every launch is unique. Part of the checklist process is developing a launch plan. Herein is the execution of that plan.

Work completed is pushed to the desired environment

Ends when the post-launch checklist process is complete.

WEBSITES THAT WORK HARDER



**WE'D LOVE TO
HEAR FROM YOU**

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