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## **ANALYSIS OF BUSINESS PROCESSES INSIDE THE IT-PROJECT PORTFOLIO MANAGEMENT OFFICE TEAM AND PROPOSAL OF CHANGES FOR INCREASING EFFICIENCY**

### **ABSTRACT**

Effective project portfolio management is essential for organisational success as it ensures alignment with strategic objectives, optimal resource allocation, and tracking performance. Despite its significance, many organisations rely on manual and time-consuming methods. The purpose of this thesis is to analyse and suggest improvements to the business processes of the Project Portfolio Management Office team (PMO team) within the European Organisation for Nuclear Research's Information Technology department. The theoretical part of this thesis introduces common business process modelling methods, their importance, and their limitations. The practical part provides a deep analysis of the business processes of the IT-PMO Team and suggests a redesigned version implementing a common information system. Through the unique combination of theoretical evaluation and practical experience within the IT-PMO team, the proposed enhancements seek to increase productivity, nurture collaboration, and improve communication across the resource management group.

### **GOAL:**

**This thesis has set out to analyse the internal processes of the Project Portfolio Management Office Team within the Information Technology Department at the European Organisation for Nuclear Research and propose an information system that would increase efficiency.**

### **Advantages of the proposed redesigned model:**

The proposed information system addresses the current weaknesses and proposes improvements that lay the groundwork for establishing a more efficient project portfolio management system. The proposed system aims to increase efficiency through process automation, nurture communication, support collaboration, and decrease human error by reducing manual effort.