# Project Management Support Services

Who should read this? Any pension scheme undertaking a significant ongoing or short-term change with a desire to control and manage delivery, risks and issues for a successful outcome.

#### Overview

Aon has an enterprise Project Management Office (ePMO) available to support the controlled delivery of change activities for your scheme. The ePMO comprises of project management professionals, delivery specialists, and project administration and support functions. All our project managers are PRINCE2 Practitioners and many have Association of Project Management (APM) accreditation. The team has extensive experience in successfully managing projects within the pension sector. Our approach is tailored to suit the size and complexity of the work being undertaken — whatever your requirements, we have the skills, experience and approach to support you in achieving your objectives.

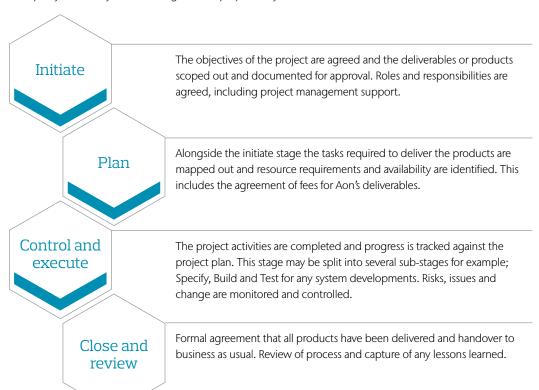
We're here to empower results

Contact:

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### Our approach

We apply a proven project management methodology to all projects based on the principles of PRINCE2. In addition, we maintain a comprehensive toolkit of project management tools and templates to ensure consistency and quality of delivery. The four stages of the project lifecycle are:



If desired, Aon can complete the Initiate and Plan stages as a stand-alone exercise for a one-off fixed fee. This will give you the information on costs and timescales to support any decisions on whether or not to proceed with the project. This approach also ensures that issues or dependencies which may impact on the project's success are identified and plans to manage them are in place before the work commences. We recommend this approach for any work which is dependent on the quality of scheme data.



## Project management support options

We will recommend one of the following service levels based on the nature of your project, taking into account your support and budget requirements.

#### Start-up

- A Project Manager will work with the teams allocated to the project to scope and plan the Aon activity.
- On approval of the scope and the plan, responsibility for day-to-day management of Aon's activities is handed back to a manager with subject matter expertise in delivering this type of work.
- Project progress is reported and tracked internally within Aon with management intervention by exception as required.
- Should significant risks or change arise, a Project Manager will be re-deployed to re-plan work and provide support as required.

#### Lifecycle

- A Project Manager is aligned to provide support throughout the end-to-end project lifecycle.
- The Project Manager is responsible for the day-to-day management of Aon's activities on the project.
- As well as the internal progress reporting described above, the Project Manager will provide regular written or verbal progress updates to you and join project steering group meetings as required.

#### Holistic

- In addition to the project lifestyle support as outlined above, the Project Manager will manage the activities of all workstreams, including your internal team and/or scheme advisors.
- The Project Manager will work with you to agree a project governance structure, including roles and responsibilities, meetings and reporting structures and risk and issue management approach. If required, we can adapt our approach to complement any project management methodology used in your organisation.

#### Find out more

For more information on our online administration services, get in touch with your usual Aon contact or alternatively contact:

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#### About Aon

Aon empowers organizations and individuals to secure a better future through innovative talent, retirement and health solutions. We advise, design and execute a wide range of solutions that enable clients to cultivate talent to drive organizational and personal performance and growth, navigate retirement risk while providing new levels of financial security, and redefine health solutions for greater choice, affordability and wellness. Aon is a global leader in human resource solutions, with over 35,000 professionals in 90 countries serving more than 20,000 clients worldwide. For more information on Aon, please visit: aon.com

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