

# Internal Project Consulting

- Define formal process e.g. “Project Consulting”
- Define single engagement process
  - Mailbox to start, portal long-term
- Define Roles
  - General Controls Expert
  - Technical Controls Expert
- Manage Capacity & Service Levels
  - Forecast demand, track demand across roles
  - Publish service volume
    - Quick Hits (<4hrs)
    - Short term (1 week)
    - Long term (<1 week)
- Technology
  - Develop reusable library of requirements
  - Self-service questionnaires
- Process Improvement
  - Integrate into procurement and internal project management workflow
  - Recognize ad hoc consulting as a formal service