Resource Management Maturity Model

Discover your roadmap to continuous improvement. Inspired by the Resource Management Institute's Resource Management Maturity Model, this guide will help you measure how advanced your resource management processes are against the five maturity levels and provide tips on how to climb the levels.

Learn how resource management software can help you optimize resources, forecast with confidence, and seize every opportunity as you grow.

Level 1 – Reactive

Level 1 organizations lack efficient processes for identifying resource needs and matching jobs to staff. They work reactively to staff projects on a first-come, first-serve basis.

You're Reactive if:
- People are assigned to projects after they're agreed based on who's available at the time
- Decisions don't take into account the wider organization's goals
- Scheduling is done manually via spreadsheets with limited reporting available
- You lack visibility into future supply and demand
- You have no documented processes (e.g., prioritization or skills matching)

Next steps:
Building formalized processes with software enabling proactive scheduling, skills tracking, and reporting.

Level 2 – Functional

At Level 2, organizations have put basic processes in place to support prioritization and visibility, but they still struggle with forward planning due to the disconnect between teams and systems.

You're Functional if:
- You've built a basic skills inventory
- Visibility into future supply and demand is limited
- People 'belong' to specific teams and only work on their teams' projects
- Processes are documented but not standardized
- Tools are siloed from other systems, preventing effective day-to-day management

Next steps:
Identify skills gaps, understand hiring needs, and forecast how future work will impact capacity with a top-down view of your workforce's utilization and skill sets.

Level 3 – Proactive

Level 3 organizations know resource management goes beyond simply assigning people to projects. They prioritize allocations according to business needs, working on standardizing processes and improving efficiencies.

You're Proactive if:
- You have a centralized resource pool and skills inventory
- RM software is used to provide reporting on utilization and financials
- Insights into capacity and utilization inform workforce planning and ensure predictable project delivery
- Staffing is considered before projects are agreed

Next steps:
Centralize resourcing efforts to improve consistency in value delivery. Identify employee preferences and training needs via a skills database to improve talent retention.

Level 4 – Centralized

Resource management is elevated to a centralized function in Level 4 organizations — potentially in the form of a Resource Management Office (RMO) — providing consistent value.

You're Centralized if:
- RM best practices have been disseminated across the organization via training
- RM processes align with wider business strategies
- RM software is used to identify hiring and staff development opportunities
- You can confidently forecast up to 6 months ahead
- You have oversight of how resources are prioritized and allocated across all functions

Next steps:
Increase forecasting confidence with dashboards using real-time data and optimize resource assignments with centralized scenario planning.

Level 5 – Strategic

Organizations that have reached the final stage of the Maturity Model see resource management as an invaluable strategic business function. The function's work is aligned with organizational strategy, delivering a substantial competitive advantage.

You're Strategic if:
- RM is represented in the C-suite
- RM data is used to inform strategic direction (e.g., expansion, diversification, and growth decisions)
- RM practices are integral to achieving overarching business objectives
- A skills inventory is used to align employee aspirations with development opportunities

Next steps:
Put measures in place to continually improve processes. Keep processes sharp and focus on maximizing revenue with intelligent project scheduling and robust reports.

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Want to know more about the **Resource Management Maturity Model**?

Read our full guide here.