



www.pmi-snc.org

Project Charter

Serving Southern Nevada's Project Management needs for over 10 years

May 2006

2006 Board of Directors

Karen Brown
President

Review Journal
president@pmi-snc.org

Greg Shaffer
Executive Vice President
CreditOne
executivevp@pmi-snc.org

BJ Willeford
Treasurer
Bechtel Nevada
treasurer@pmi-snc.org

Peter Fiala
Vice President of Programs
Fiala Project Resources
vpprograms@pmi-snc.org

Gopal Ramakrishnan
Vice President of Education
Metavante
vpeducation@pmi-snc.org

Annette Levin
Vice President of Public Relations
IBM
vppublicrelations@pmi-snc.org

Swadha Rath
Vice President of Membership
Water District
vpmembership@pmi-snc.org

Veronika Green
Secretary
secretary@pmi-snc.org

Our Mission

Provide an active forum for promoting Professional Project Management knowledge and standards in Southern Nevada.

May 2006 President's Message

Life is what happens to you while you're busy making other plans. - John Lennon

A special "thank you" goes out to Charley Jones, our new newsletter coordinator volunteer. Your help is greatly appreciated!

The board is busy wrapping up loose ends for the regional conference on May19-21. A special invite went out to members to give you the opportunity to participate during the networking events on May 19th and 20th. See our website for details to join the Friday night welcoming reception and/or the Saturday night Lake Mead Dinner Cruise.

Speaking of the website, a huge "thank you" goes to Veronika and Annette for reworking the site!

Greg is looking into organizing a family event at the Angel Park Putt Putt Golf course. If you have any ideas for a social event or would like to help Greg, please e-mail us at board@pmi-snc.org.

As a reminder, the May meeting is dark due to the conference. See you in June!

In this Issue:

- President's Message
- 2006 Programs at a Glance
- Meeting Highlights – April 2006
- PMP Certification Requirements
- ISCEA: International Supply Chain Education Alliance
- Membership Updates
- Last Word

2006 Programs At A Glance

Thurs, May 18	Dark
Friday, May 19	Welcome Reception
Thurs, June 15	Program Meeting
Thurs, July 13	Program Meeting
Thurs, August 10	Program Meeting
Thurs, September 21	Program Meeting
Thurs, October 19	Program Meeting
Thurs, November 9	Program Meeting
Friday, December 8	Holiday Party at The Joint

All programs are held at:
Palace Station Hotel & Casino
2411 W. Sahara Avenue,
Las Vegas, NV 89102

For information, contact:
vpprograms@pmi-snc.org

Meeting Highlights

April 2006

Speaker: Maryann Wolff

A case study on the launch of a new billing and customer information system for the Las Vegas Valley Water District was presented by Maryann Wolff.

Maryann's presentation focused on the "Top Ten List" of Tips and Tricks that led to a successful launch of LVVWD's PeopleSoft Customer Information System impacting 300,000+ customers in the Las Vegas Valley, and 300 users at the Water District. Also thrown in were a few philosophical project management observations from a PM who has experienced a diversity of project management milieus, from mil-spec projects to entrepreneurial shoestring product development to the fortune 500 and public utilities.

Maryann is President of ProMark Solutions - specialists in Customer Contact Technology. With over twenty years of experience and three patents in the customer information and telecommunications, CRM and Call Center industry - Maryann is a well-known expert and provided us with an interesting and entertaining perspective on Project Management. As a hands-on Project Manager, she has focused on re-engineering of contact centers and customer information systems within leading computer, Project Charter – May 2006

transportation, financial services, and utility service companies.

Peter Fiala, Programs VP, presented a plaque and certificate of "Barnes & Noble" to Maryann in appreciation of her presentation.

Maryann Wolff
President, ProMark Solutions, Inc.
775-742-1686
mwolff@promarksolutions.com

Top Ten Ingredients for Project Success

1. Executive sponsorship and escalation to avoid scope creep.
 - Froze functionality
 - Deferred some if necessary to keep on schedule
 - Set clear priority definitions of what "has to be done" before launch.
 - Maintain data integrity
 - Avoid customer impact
 - Live with everything that has a reasonable work-around
2. United team focus through common goals, e.g.
 - ◆ Go Live Criteria:
 - Provided a 60 – 90 day window with an "absolute" launch date
 - Specific measurable goals
 - 360 view of project goals from functionality to training
 - E.g. Data conversion balanced within one dollar;
 - E.g. Testing complete with less than xx medium priority one defects and no critical or high priority defects
3. End-to-end process testing by users, e.g.
 - ◆ Turn on service
 - ◆ Monthly general ledger balancing
4. "Day in the life" testing by users
 - ◆ Full volume simulation/scale
5. Performance and production grade system testing
 - ◆ Run time
 - ◆ Batch jobs

6. Controls for data conversion
 - ◆ Independent programs to check
 - ◆ Accounting reconciliation for each mock “go live”
 - ◆ Special SOX requirements may apply

7. Mock go lives
 - ◆ Detailed checklists with signoffs
 - ◆ Task masters
 - ◆ Repeat until its right on both outcome and timeline

8. Customer communications project plan
 - ◆ Communicate multiple ways, multiple times
 - Email
 - Postal mail
 - Bill inserts
 - ◆ Focus on any required actions by customers

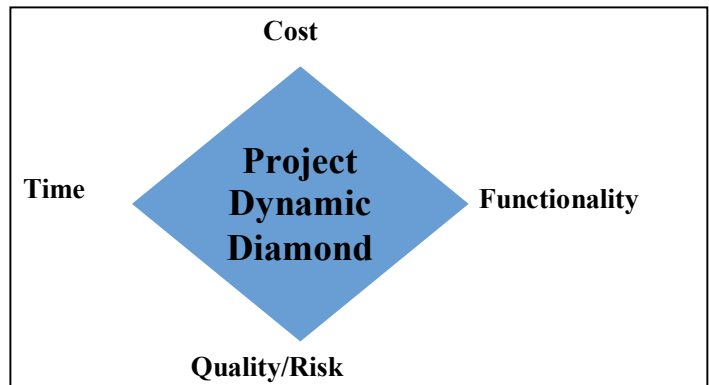
9. Internal communications
 - ◆ Consistency of direction
 - ◆ Monthly Priorities
 - ◆ All hands meetings
 - ◆ Regular status updates
 - ◆ Easy access to status and ways to report issues
 - ◆ Regular updates to senior management, including “outsiders” impacted by project

- Post Launch:
 - ◆ Daily Health Report
 - ◆ Bill print to mail reports

10. Side by side processing
 - ◆ Process real calls or other transactions in old and new systems
 - ◆ THIS IS CRITICAL FOR CALL CENTERS OR ANYONE WITH REAL TIME TRANSACTIONS
 1. Prevents spiraling transaction times during learning curve after launch
 2. Prevents stress during a time when call center volumes are higher due to new system

Two other tips

- Knowing your project – the dynamic diamond clarity
- Driving your project – don’t let it drive you



Each project has its own shape. Adapt project plan to what’s important in your project and have everyone driving with the same diamond shape.

Driving Project vs. Status Reporting

- Do something with regular quantitative control reports
 - ◆ % task completion can be very subjective – need to quantify % complete with “buckets”
 - ◆ Testing fail/success reports
 - ◆ Lots of intermediate goals as proof points – if not met, adjust approach
- Be ready to adjust a facet of the diamond (e.g., defer functionality to meet date, reduce quality goals for less important features)
- There are events that you may not be able to control, but you can adapt to these events to control their impact.

--End of Presentation--

PMI Southern Nevada Chapter PROJECT CHARTER
Copyright 2006, PMI-SNC

PROJECT CHARTER-SNC is published for members and potential members of Southern Nevada for notification of meetings, Chapter activities, educational opportunities, and to provide current, relevant information of interest to the Project Management community. Advertising is welcome, but publication in the Chapter newsletter does not constitute an endorsement by the Chapter or the Project Management Institute.

PMP: Program Management Professional Certification Requirements

A PMP Credential provides project management practitioners with a globally recognized designation that serves as the foundation from which they can competently practice as a project manager leading and directing project tasks. By obtaining the PMP Credential, project management professionals demonstrate their commitment to the profession. Further, by utilizing the state-of-the-art resources and industry networking provided by PMI, PMP certificants stay abreast of the latest trends in project management.

If you enjoy the prestige that comes from being the best in your field, then you'll appreciate the professional advantages derived from attaining the PMP, the profession's most globally recognized and respected credential. The PMP designation following your name tells current and potential employers that you have demonstrated a solid foundation of knowledge from which you can competently practice project management.

To be eligible for a PMP Credential, you must first meet specific educational and project management experience requirements and agree to adhere to a code of professional conduct. The final step to becoming a PMP is passing a

Educational Background	Project Management Experience*	Project Management Education
High School Diploma, Associate's degree or global equivalent	Minimum 5 years/60 months unique non-overlapping project management experience during which at least 7,500 hours are spent leading and directing project tasks** Within the 7,500 hours, experience in all 5 performance domains is required (experience need not be in all 5 performance domains on a single project).	35 contact hours
Bachelor's degree or global equivalent	Minimum 3 years/36 months unique non-overlapping project management experience during which at least 4,500 hours are spent leading and directing project tasks** Within the 4,500 hours, experience in all 5 performance domains is required (experience need not be in all 5 performance domains on a single project).	35 contact hours

rigorous multiple-choice examination designed to objectively assess and measure your ability to apply project management knowledge in the following six domains: initiating the project, planning the project, executing the project, monitoring and controlling the project, closing the project, and professional and social responsibility. This computer-based examination is administered globally with translation aids in 10 languages.

Each PMP certificant must satisfy the PMI CCR Program in order to maintain the PMP Credential. PMP certificants are required to attain no less than 60 professional development units (PDUs) during each 3-year renewal cycle and agree to continue to adhere to PMI's Project Management Professional Code of Professional Conduct.

Source: Program Management

Professional (PMP) Credential Handbook, PMI.Org
http://pmi.org/prod/groups/public/documents/info/pdc_pmp.asp

Membership Update



As of May 1, 2006 there are 325 Southern Nevada Chapter Members.

We'd like to welcome new members: Dr. Richard C. Powell Jr., Jennifer J Rakow, Joseph G Pellissier, Gary F Sequeira, Greg Milton, Stephen B Splawn Jr., Linda M. Rybicki, and Lisa Palombo.



Welcome back: John Heller, Abdel Agallouch, Paul Brown, Savitra Candley, Steven Damsky, Kimberly Espejo, Tracy Ann Evilsizer, Nancy Bahr Kennedy, Preston McDaniel, Robert Meyer, Douglas Miller, Sandra Ovard, Mary Taylor, Stanley Davis, and Anna Dittmann.



And we're so sorry to see you go: Martin Drony, L. Lee Folkins, Mark Holmes, Gail Kennedy, Scott Sanderford, Paul Seckel, and Beverly Williams.

Last Word

Visit our newly redesigned website at <http://www.PMI-SNC.org>. Thank you Annette Levin for the great work on that. Thanks again also to Charley Jones for the Newsletter redesign. Until next month, stay on target, stay on schedule!



ISCEA, The International Supply Chain Education Alliance conducts many workshops to improve the knowledge of Manufacturing and Service industry professionals worldwide. ISCEA's mission is to be a single source for Total Supply Chain Knowledge through Education, Certification, and Recognition.
www.iscea.com

With over 42,000 Members ISCEA is one of the fastest growing Professional organizations today.

More about the CSCM Certification Program can be found at: <http://iscea.com/pdf/CSCM%20FAQ.pdf>

ISCEA's homepage is located at: <http://iscea.com>.