

Projects@Work For IT Projects

- ▶ **Project Management Fundamentals For IT Projects**
- ▶ **Project Scope and Risk Management**
- ▶ **Time Management and Scheduling**
- ▶ **Human Resources and Communications Management**
- ▶ **Procurement, Contract, and Cost Management**
- ▶ **Quality Management and Project Integration**

Offered by
Pittsburgh Technical Institute
in partnership with
VBH Consulting, Inc.

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Like most Information Technology (IT) professionals, you may have too many things to do and too little time to do them all. In many organizations “just do it” is a way of life. Managers believe they can’t afford the time it takes to practice good project management. However, it has become increasingly important that we manage and control our work and our businesses more efficiently.

Unfortunately, few IT professionals possess formal project management training and fewer still have the specialized training required to handle today’s complex IT projects.

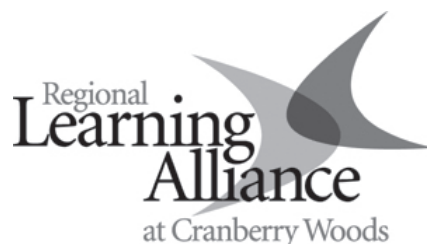
The PROJECTS @ WORK for IT Projects series is designed with the IT professional in mind. The curriculum includes case studies, discussion and workshops that ensure each participant takes away project management information that they can apply immediately to their own projects.

Earn a Master’s Certificate from Pittsburgh Technical Institute

After completing all six courses you receive a certificate from Pittsburgh Technical Institute demonstrating mastery of project management knowledge.

The courses are designed with workshops and discussions that build on previous sessions. However, students may choose the courses that provide the most value to their current work environment. PTI will maintain records to permit students to complete their Master’s Certificate at a later date.

The Projects@Work for IT Projects program provides participants with their mastery certificate in only three months. To learn more, take a few minutes to review the enclosed schedule for our Master’s Certificate courses or visit our web site at www.pti.edu. Sign up for all six courses and receive a discount.



Project Management Fundamentals for IT Projects

About this course:

Many organizations are turning to project management to help them plan and control their businesses. As a result, Project Management is recognized as one of the fastest growing professions today. The combination of business expectations and the fast pace of the Information Technology industry poses unique challenges for project managers on IT projects. Project Management Fundamentals for IT Projects provides the basics for project managers by introducing essential project management concepts and methods for the IT professional. Through discussion, workshops and real world examples, participants learn how to identify project components, organize them effectively and control the project from the earliest steps of developing the project charter through the final steps of a project - documenting lessons learned.

LEARN HOW TO:

- ▶ Understand and articulate the importance of project management in IT projects
- ▶ Clearly define project objectives
- ▶ Create a project Work Breakdown Structure
- ▶ Develop a manageable project schedule
- ▶ Use tools and techniques to manage a project during execution

- Planning the project
 - Verify the scope
 - Creating a workable project schedule
 - Challenges specific to IT projects
 - Cost estimating and budgeting
 - Components of an Integrated Project Plan
- Controlling a project during execution
 - The Triple Constraint of project management
 - Controlling project change
 - Project performance reporting
 - Tools for controlling the project
- Project closing
 - Lessons learned
 - Final project report

COURSE OUTLINE

- Overview
 - Why plan IT projects?
 - Role of the Project Manager on IT projects
 - Project Management Lifecycle vs. System Development Lifecycle
- Leadership and Management Skills
 - Leadership style
 - Stress Management
- Defining and initiating the project
 - Scope development
 - Finding out what the customer really wants
 - Understanding project constraints
 - Determining project strategy

CEUs Awarded: 1.4

14 training hours toward PMP Certification

“[This session] was very informative. I’m looking forward to the next workshop!”

Brian Lunt - Vice President of Operations, Matrix Solutions

Project Scope and Risk Management

About this course:

IT projects are some of the riskiest projects executed today, and defining “What you need to do” is the toughest part of any project. That is why the project charter and project scope are so important. Together, they set the tone for the entire project. IT experiences less than a 27% success rate on meeting the original scope of a project. Project Scope and Risk Management provides the basics for defining and managing the scope of an IT project and minimizing the risks associated with it. Through discussion, workshops and real world examples, participants learn how to create the tools they need to manage projects effectively and implement strategies to minimize project risk.

LEARN HOW TO:

- ▶ Properly define a project including project charter, scope definition, objectives and deliverables
- ▶ Develop scope change management procedures
- ▶ Identify project risk components and triggers
- ▶ Develop risk response plans
- ▶ Understand the impact of risk to customers and develop methods to identify their risk tolerance

COURSE OUTLINE

- Scope Management Overview
 - Scope management and the Project Management Lifecycle
 - Scope management and the System Development Lifecycle
- Initiating and Defining the project
 - Developing a project charter
 - Needs analysis
 - Typical pitfalls in IT projects
 - Creating a manageable scope document
- Verifying the project scope
 - Conducting a Work Breakdown Structure session
 - Facilitation skills for the project manager

- Scope control
 - Scope change management plan
 - Controlling project changes
- Risk Management Overview
 - Basic risk management concepts
 - Risk management in the Project Management Lifecycle
 - The role of the project manager in risk management
- Risk planning
 - Techniques to help identify risks
 - Typical risks on IT projects
 - Assessing the impact of risks to your project
 - Applying the KISS principle to risk planning
 - Response planning
 - Risk monitoring and control

CEUs Awarded: 1.0

10 training hours toward PMP Certification

“[The topics] were very applicable for my projects. Good Job! ...Scope Management training was really an eye opener for me. It helped me realize I could control the scope of my projects and still meet customer expectations.”

Steffi B. Frawley - Market Maker, FreeMarkets

Time Management and Scheduling

About this course:

The project schedule is one of the most visible pieces of the project plan, and it is the key to keeping a project on track. Time Management and Scheduling provides proven techniques for effective time management of project stakeholders and introduces methodologies and tools for creating and maintaining project schedules. Through group discussions, workshops and real world examples, participants learn how to establish realistic schedules that use the project team's time effectively.

LEARN HOW TO:

- ▶ Define project activities and schedule line items
- ▶ Understand and implement estimating and resource allocation techniques
- ▶ Develop a workable project schedule
- ▶ Understand schedule change management procedures
- ▶ Conduct a schedule variance analysis

- Developing a workable schedule
 - Estimating Techniques
 - Resource planning
 - Activity sequencing and project networks
 - Determining the critical path on your project
 - Resource over-allocation and what to do about it
 - Working with a fixed end date
 - Compressing the schedule
- Schedule control
 - Baselining the schedule
 - How to adjust the schedule based on project performance
 - Common traps for IT in performance reporting
 - Project change control
 - Reporting project variances

COURSE OUTLINE

- Overview
 - Time management and the Project Manager
 - Schedule management and the Project Management Lifecycle
 - Schedule management and the System Development Lifecycle
- Time management
 - Vital vs. Urgent tasks
 - Prioritizing tasks
 - Meetings and time management

CEUs Awarded: 1.0

10 training hours toward PMP Certification

“Yes – This was very appropriate – I like the case study format and group interaction... Best one yet!

*Karen Levin - Senior Project Manager,
Red Square Systems, Inc.*

Human Resources and Communications Management

About this course:

It is usually the people that make or break a project, not the technology. It is very easy for Information Technology professionals to forget this basic premise. Human Resource and Communications Management provides the basics for effectively managing the single most important aspect of a successful project - its people. Through group discussion, workshops and real world examples, participants will be introduced to proven methods for managing and effectively communicating with all project stakeholders.

LEARN HOW TO:

- ▶ Understand the importance of project communication
- ▶ Conduct stakeholder analysis
- ▶ Develop a communication plan
- ▶ Develop effective and productive project teams
- ▶ Implement methods for quick conflict resolution

- Project control
 - Team development
 - Motivational theories
 - The Project Manager's role in HR management
 - Leadership skills
 - Conflict resolution
- Overview of Communications Management
 - Communications and the Project Management Lifecycle
 - Communications and the System Development Lifecycle
- Communications management
 - Defining Stakeholder Communications
 - Elements of a communications plan
 - Challenges specific to IT
- Project Control and Communications
 - Project management information system
 - Performance reporting
 - Effective meetings and presentations

COURSE OUTLINE

- Overview of Human Resource Management
 - Introduction to HR Management on IT projects
 - HR and the Project Management Lifecycle
 - HR and the System Development Lifecycle
- Resource planning
 - Understanding the company and project environment
 - Determine roles and responsibilities for your project
 - Staff acquisition

CEUs Awarded: 1.0

10 training hours toward PMP Certification

Procurement, Contract, and Cost Management

About this course:

Today, more companies are outsourcing large “pieces” of projects to third parties. The need for contract and procurement management has never been higher. When part of a project is bought from another organization, an additional layer of complexity and risk is introduced to the project. Procurement, Contract, and Cost Management focuses on the special requirements of projects involving external contracting. This course also provides the basics for effectively managing the financial aspects of the project. Through group discussion, workshops and real world examples, participants use tools and basic methods for identifying, estimating, tracking and managing all project costs.

LEARN HOW TO:

- ▶ Understand the procurement and contract process
- ▶ Assess activities that should be done in-house and those that should be outsourced
- ▶ Prepare an RFP (Request for Proposal)
- ▶ Conduct negotiations for the project
- ▶ Understand and Develop project budgets

COURSE OUTLINE

- Overview of Procurement and Contract Management
 - o Procurement and Project Management Lifecycle
 - o Procurement and System Development Lifecycle
- Contract management
 - o Make or buy?
 - o Determine the optimum type of contract for your project
 - o Preparing an RFP
 - o Source Selection
 - o Contract negotiation
- Contract Administration
 - o Project and contract control
 - o Conflict resolution
 - o Compliance issues

- The project manager’s role in Contract Management
 - o Contract closeout
- Overview of Cost Management
 - o Cost management and Triple Constraint
 - o Cost management and Project Management Lifecycle
- Cost Planning
 - o Techniques for identifying project costs
 - o Resource allocation
 - o Creating a project budget
- Cost control
 - o Tools for monitoring project costs
 - o Measure the efficiency of the project
 - o Earned Value analysis

CEUs Awarded: 1.0
10 training hours toward PMP Certification

Quality Management and Project Integration

About this course:

In today's fast-paced world, it is tempting to consider sacrificing the quality of an IT project for time and cost considerations. However, in this competitive environment, project quality management is a do-or-die business reality. Quality Management and Project Integration reviews the importance of quality in every IT project and explores methods to integrate the plan to ensure delivery of the needed level of quality. Through group discussion, workshops and real world examples, participants will be introduced to tools and techniques to ensure project quality.

LEARN HOW TO:

- ▶ Understand basic quality methods and using them on IT projects
- ▶ Recognize the relationship between requirements and project quality
- ▶ Understand that customer satisfaction and project success are related directly to project quality
- ▶ Identify components of an integrated project plan
- ▶ Understand why project integration is important to project success

- Project requirements
 - How requirements impact project quality
 - Techniques to ensure complete requirements
 - Requirements' management tools
- Other factors that affect project quality
 - Who is involved in ensuring project quality?
 - Testing and Training
 - Project management ethics and professional responsibility
- Project Integration
 - Why is Integration important to technical projects?
 - Components of an Integrated Project Plan
 - Integrated change control
 - Project Control and the Triple Constraint
 - Integrating with other projects within the company

COURSE OUTLINE

- Overview
 - Introduction to Project Quality
 - Quality and the Project Management Lifecycle
 - Quality and the System Development Lifecycle
- Quality Management concepts
 - Quality awareness and planning
 - Quality and Project Control
 - The cost of quality

CEUs Awarded: 1.0

10 training hours toward PMP Certification

“Absolutely – the topics discussed provided a solid continuous improvement plan for a critical area in our company. [This] spawned many ideas. Great enthusiasm... Thanks!” *Alan Turyan – Creative Lead, Learning Sciences International.*

In today's fast-paced world, companies that practice project management have a definite advantage over those that "figure it out as they go and hope for the best." Why? Because project management focuses on the three key components of success: Time, Cost and Scope. Practicing sound project management is challenging to most because it is both an art and a science.

Faculty

Victoria B. Haney, PMP, President VBH Consulting, Inc.

Vicky has managed projects in Information Technology (IT) for companies in manufacturing, banking, insurance, communications and law enforcement for more than 20 years. She has experienced many of the pitfalls, difficulties and challenges, as well as the successes associated with projects in IT. Her experience, combined with her extensive knowledge about Project Management Institute's project management standards, gives Vicky the unique ability to combine the reality of the business world with the practical application of the theory. Vicky uses this approach in her project management training to help participants apply their new-found knowledge to their own projects.

An experienced speaker and facilitator, Vicky has spoken for the Pittsburgh Project Management Institute, the Pittsburgh Regional Alliance INDEX showcase and the Leukemia Society. She has developed and taught project management courses at the Pittsburgh Technology Council, Federated Investors and many clients of VBH Consulting, Inc.

Vicky is president of VBH Consulting, Inc., a firm specializing in project management and project management training. She started the company in 2002 to serve the growing number of Information Technology departments and Technology-based companies that urgently need project management skills and knowledge in order to be successful in the 21st century. Vicky is a certified project management professional (PMP) with the *Project Management Institute*, a member of the *Pittsburgh Technology Council* and a partner of the *Pittsburgh Regional Alliance INDEX program*.

Myron J. Spak, MPM

Myron Spak is an experienced Project Manager who has worked in health care, banking, and educational settings for over twenty years. His strengths are in project, business, and technology management. He has established a project management office, implemented project management methodologies to fulfill core strategic needs, and developed management systems to improve productivity and quality assurance. Myron has taught project management for five years at the university level. He has a Masters Degree from Carnegie Mellon University and a Bachelors Degree from the University of Pittsburgh.

Rose Carberry, Principal, RIC Consulting, LLC

Rose Carberry, founder of RIC Consulting LLC, has broad management experience from startups to Fortune 500 organizations. For more than 20 years, Rose has worked to help companies improve performance, increase sales and produce high-quality products and services. As a senior executive at Be Free, Inc., a publicly traded online marketing technology and services company, Rose led efforts to ensure quality production of both software products and information. Those initiatives improved product usability, increased customer satisfaction, and decreased new product development time. Rose received a Bachelor of Science in Mathematics from the University of Pittsburgh and a Masters in Business Administration from Robert Morris University.