

## Outline

### Day 1

#### Program Overview

- Introduce Course/PCI/Staff
- The Project Management Institute (PMI®)
- Course components and objectives

#### Team Formation

- Participant introductions
- Team formation exercise
- Simulation overview

#### Project Management Definitions

- What is a project? Project Management?
- The Project Management Triangle
- The Project Life Cycle

#### PMI® Process Groups

- Initiating Processes
- Planning Processes
- Executing Processes
- Controlling Processes
- Closing Processes

#### Project Management Methodology

- Step 1: Analyze
- Step 2: Organize
- Step 3: Resource
- Step 4: Implement and Follow-Up
- Step 5: Close-out

#### Initiating Process

- The Project Charter
- Committing to begin the project
- Decisions to begin project phases

#### Planning Processes - Step 1: Analyze Scope

- Scope Planning and Stakeholder Analysis
- Product/service description
- Business Case/Justification
- Project deliverables
- Performing organizations
- Project constraints and assumptions
- Communication requirements/Stakeholder Analysis

#### Hotline Project Briefing and Assignment #1

- PCI Global Tool Kit Briefing
- Create Hotline Project Scope Statement

#### Planning Processes - Step 2: Organize Project Activities

- Scope definition
- Activity specifications
- Work Breakdown Structure
- Dependencies and Network Diagram
- Estimating
- Critical Path and CPM
- Hotline Life Cycle

#### Assignment #2

- Create Network Diagram with Critical Path and Slack

#### Step 2: Organize Project Activities (Cont.)

- Scheduling project activities
- Creating a project timeline/Gantt Chart
- Early Start/Finish and Late Start/Finish
- Setting Milestones
- Identifying required skills

#### Assignment #3

- Create timeline/Gantt Chart

#### Planning Processes - Step 3: Resource the Project Plan

- Resource Planning
- Project Skills Matrix
- Project Responsibility Matrix
- Equipment, materials and contractors

#### Assignment #4

- Create Skills Matrix and Responsibility Matrix
- Assign resources to project timeline

#### Executing Processes - Step 4: Implement and Follow-up

- Initiate the Project
- Overview Hotline Simulation

#### Assignment #5

- Enter first week's decisions and start the project

### Day 2

#### Controlling Processes - Step 4: Implement and Follow-up

- Risk Management
- Project Budgeting
- Communications Management
- Key Performance Indicators

#### Risk Management

- Risk sources, symptoms and events
- Identifying risk and quantifying risk
- Risk response (contingency planning)
- Risk response control

## **Day 2 (Cont.)**

### **Assignment #6**

- Create a Risk Management Plan for Hotline Project

### **Project Budgeting**

- Cost Estimate
- Cost Budgeting
- Cost Control

### **Assignment #7**

- Create cost baseline for Hotline Project

### **Communications Management**

- Stakeholder Analysis
- Determine required information
- Determine reporting times and appropriate media
- Identify information sources

### **Assignment #8**

- Create Communications Management Plan for Hotline Project

### **Controlling Projects**

- Current State Analysis
- Setting objectives
- Action planning
- Monitoring progress

### **Key Performance Indicators**

- Schedule
- Cost
- Productivity
- Milestones

### **Assignment #9**

- Execute four weeks of the project
- Prepare and present project update to management

### **Organizational Impacts on Projects**

- Organizational Definitions
- Traditional vs. Matrix Structures
- Surviving in a Matrix Environment
- Influence skills

### **Key Soft Skill**

- Influence
- How and Who to Approach
- 3-Step Strategy

### **Assignment #10**

- Prepare and conduct influence exercise
- What worked - What did not?

### **Assignment #11**

- Execute next three weeks of project and update control tools
- Prepare and present project update to management

### **Closing Processes**

- Contract Close-Out
  - Managing customer expectations
  - Delivery of end project/service
  - Scope verification
- Administrative Close-Out
  - Documentation of effort
  - Distribution of documentation
- Lessons Learned
  - Successes
  - Mistakes
  - Recognition of contributors

### **Assignment #12**

- Complete the Project and Update Control Tools
- Prepare and present final presentation

