



Project Assistants Newsletter

August 2008

Tips from the Chief

The Change Management Continuum: Turning Up the Heat to Drive Portfolio and Project Management Adoption

Effectively bringing together the people, processes and technology required to improve an organization's portfolio and project management maturity demands the use of a solid approach to change management.

Where does your organization sit on the following Change Management Continuum?



How can you "turn up the heat" to improve your ability to *make critical changes stick*?

The following summary provides a more detailed description of the levels of increasingly rigorous degrees of application of change management concepts:

Level 1: Off the shelf/Ad hoc

Offering Spotlight: Project Management Outsourcing

Is your organization dealing with any of these common portfolio or project management challenges:

- Lack of an early warning system to alert for and avert unfavorable outcomes
- Absence of standard processes and methodologies to ensure consistent delivery of project outcomes
- Organizational shortage of relevant project management experience or expertise
- Unprepared for transformational change management challenges
- Technology inappropriately matched to the organization's people capabilities, processes, and requirements
- Lack of rapid project throughput due to inability to execute with speed and efficiency

To help businesses overcome these obstacles, Project Assistants has developed a Project Management Outsourcing offering. This fixed-cost consulting service offers a cost-effective means of engaging outside expertise in a service level model to achieve an improvement in an organization's project management effectiveness.

The benefits of Project Management Outsourcing are significant:

- The predictable fixed price service level, with all efforts guided by industry-proven standards, **reduces overall project costs.**
- **Risk is mitigated** and **strategy throughput is achieved** as the right expertise is applied to obtain timely and accurate

- Off-the-shelf training
- Non-standard process
- Out-of-the-box technology

Level 2: Organization specific/Tailored

- Training reflects organization's process and is aligned with deployed technology
- Process reflects and integrates with client-specific methodology
- Technology is aligned to organization's level of process maturity

Level 3: Initial adoption driven by coaching

- Options include:
 - Ad-hoc (upon request)
 - More rigorous requirements include mandatory, regularly scheduled sessions
 - Individual or group follow-up
 - Curriculum for skill improvement
- Typically focuses on integration of technology and process
- Initial focus is on helping, not policing

Level 4: Adoption review and audit

- Overarching Portfolio Governance Process integrates with Project Execution Process
- Audit process exists and functions as a key component of improving project management maturity and adoption
- Impact is seen in the effectiveness of Project results as well as standardization of adoption

Level 5: Compliance management reporting/Escalation

- Builds on Adoption Review and Audit but includes project grading, reporting, and escalation
- Project health and process adoption reported to stakeholders and other relevant people
- Standards include connection to performance planning, evaluation, and compensation

Level 6: Intervention and corrective actions

- Stipulates specific actions that must be followed based on project health and overall

information that boosts confidence in portfolio decisions.

Our offerings consist of several components which can be selected individually or as part of a complete solution, including the following:

Project Management Delivery Service:

Project Assistants provides project managers to lead your projects based upon your existing supporting technology, methodology and PMO infrastructure.

PMO Governance and Reporting: Project Assistants serves as your trusted advisor while providing a central project management support role including but not limited to:

- Assisting with the selection, management, and monitoring of projects across your portfolio
- Customizing, maintaining and supporting your project management methodology to ensure its adoption and consistent use
- Defining and optimizing the supporting project management technology infrastructure
- Delivering training for project managers and support for the hiring of additional staff
- Supporting change management and continuous process improvement (ongoing maturation of project management capabilities)

Project Management Methodology: Project Assistants provides a commercial 'off-the-shelf' version of its branded, time-tested project management methodology, which consists of processes and procedures for project definition, planning, tracking, reporting and scope management.

Technology Infrastructure: Project Assistants develops and implements the right technology environment to support the effective execution of your portfolio of projects. This service layer includes a technology support component for set-up, configuration and maintenance of this environment.

Click [here](#) for more information about our Project Management Outsourcing options. And, if you have an existing need for a project and/or portfolio manager, [contact us](#) today – we can

standards adoption

- Can include project re-funding and/or cancellation process
- Incentive system tied to actual performance according to compliance management standards

Current Opportunities

Project Assistants is expanding due to its growing reputation for successfully transforming our clients' approach to Portfolio and Project Management to achieve a standard of excellence in execution that avoids the traditional pitfalls of cost overruns, missed schedules and suboptimal project benefits. We have differentiated ourselves from the competition by delivering our services in a manner that: reduces risk of failure; minimizes cost; delivers in a reasonable time frame; demonstrates incremental ROI during the transformation; and makes it stick!

Due to this current and forecasted growth, Project Assistants has an urgent need to add qualified professionals to our team. If you have the experience and qualifications we're looking for and are interested in a challenging and rewarding career opportunity, please forward your resume to careers@projectassistants.com.

Senior Project Management Consultants

These consultants typically work both remotely and at client sites. Travel to client sites is generally required.

Requirements:

- In depth knowledge of all aspects of project management and systems integration including task definition, planning and scheduling, staff planning and management, hardware/software resource planning, task assignment and tracking, and status reporting.
- Demonstrated global multi-million dollar program/project management and implementation experience a must.
- Expert level user of Microsoft Project and Project Server (Microsoft EPM) a definite must.
- PMP certification (or equivalent certification) is a plus.

help!

Project and Portfolio Management Webinar Series

Topic: Building a Strategy for Integrating Program Management, Project Management and Knowledge Management

Date: Thursday, September 18, 2008

Time: 3:00 pm EDT

Project Assistants is pleased to announce registration is open for the fourth webinar of our 2008 Webinar Series. On September 18 at 3:00 PM EDT, Project Assistants CEO Gus Cicala will address ***Building a Strategy for Integrating Program Management, Project Management and Knowledge Management***

Traditional project management theory defines successful project completion as completing a project on-time and on-budget. But first an organization needs to have a process for ensuring the selection of the right projects and then executing those projects to efficiently meet its goals according to specified standards. In this webinar, we will show how an effective combination of portfolio management, project management and knowledge management best allows an organization to accomplish its goals. In the process, we will discuss the following:

- The use of portfolio management to plan, select, measure and control a group of projects that together support an organization's goals.
- Project management techniques that enable appropriate business controls at the project execution level in order to complete the project on-time and on-budget.
- Project methodology lifecycles that guide the 'how' of delivering quality in the execution of the project, to provide deliverables that meet stakeholder expectations.
- Strategies and techniques to integrate Project, Portfolio and Knowledge Management.

This webinar, which is offered at no cost, will last for one hour and will include time for questions and answers. Please [contact us](#) with any

questions; you can register for this webinar [HERE](#). Visit our [website](#) for more information about our 2008 Webinar Series.

At Project Assistants we are THE EXPERTS in Project and Portfolio Management, devoted to effectively creating, enhancing and supporting our clients' project management infrastructures – the people, processes and technology that work together to help you reach your organizational goals.

Founded in 1996, Project Assistants is headquartered in Wilmington, Delaware with international delivery capability. A leading Microsoft Gold Certified Partner and Microsoft Office Project Premier Partner, Project Assistants was recently recognized in Inc 500 as one of "America's Fastest Growing Private Companies." On average, each member of our consulting team has over 20 years of project management and related business experience. The team also includes a significant number of published authors of the best-selling Microsoft Project publications and other leading Project Management publications. For more information about Project Assistants, Inc., please go to www.projectassistants.com or call us at 1-800-642-9259.

