

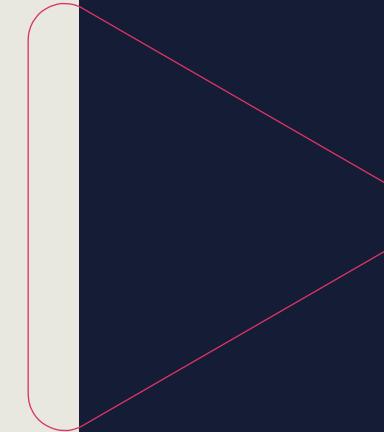


PMP® EXAM PREP

PMI Authorized Training Partner

BOOTCAMP

Session 1



Instructor: Priscilla Bakx-Kabai, MCE,
PMP®, ACP®, DASSM, LSSGB

Attendance Alert

Please make sure you log into Zoom with your correct first name and last name and enter the same information for every session.

PMP® Exam Prep

This course will assist learners in preparing for PMI's PMP Exam (2021 Update)

About Priscilla

- PMO Officer
- PMI-ATP Instructor
- Mindset Change Coach & Facilitator
- Education:
Master in Consultancy & Entrepreneurship, PMI-PMP® & ACP®, Disciplined Agile Senior Scrum Master & Lean Six Sigma Greenbelt
- Ambivert:
Books, Films, Nature
Dance, Dine, Travel
- Universalist and Possibilist

Putting People First, Today and Tomorrow.



RICOH
imagine. change.

GoROHO
outward minded project management

ArbingerNL

HOUSEKEEPING

Resources & Materials



This class will be recorded for quality assurance purposes.

For any issues regarding accessing resources via Percipio, please ask for support via the Q&A or by contacting Skillsoft.



Library ▾

What would you like to learn today?



English (US) ▾

My Profile ▾

Home

Need help? We're here.

What do you need help with?



Assignments

Compliance

Activity

Digital Badges

Playlist

Skills

Account Information

Help

Log Out



Get started



Knowledge Base



What's new?

Scheduled Breaks



We will have three(3) 10-minute breaks built into each session.



PMP® Learner Kit

- Please note that PMI requires each PMP student to have their own Learner Kit. This is also known as the “student kit”.
- The Learner Kit vouchers must be purchased through Skillsoft and redeemed through PMI. Please contact your corporate training staff for more information.



► Questions? Watch the 5-minute Information Video

WHAT IS THE LEARNER KIT?



PMI Authorized PMP Exam Prep

 Student Manual	 Post-Class Survey	
 Project Manager Checklists	 Spotlight Videos	
 Student Resources	 Self-Knowledge Check	
 PMI Choice Overview	 Certification FAQ	 PMI Events
 Previous Version		

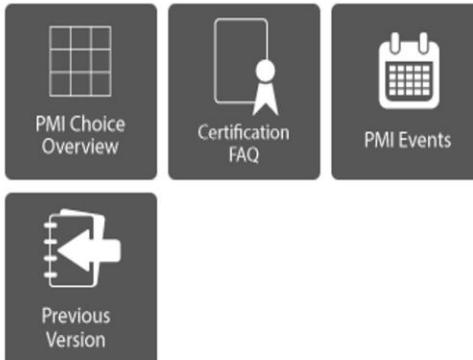
WHAT IS THE LEARNER KIT?



Project
Management
Institute.

PMI Authorized PMP Exam Prep

 Student Manual	 Post-Class Survey
 Project Manager Checklists	 Spotlight Videos
 Student Resources	 Self-Knowledge Check



PMP® Course Files

Organizational Process Assets (OPAs)



DEFINITION

Plans, processes, policies, procedures, and knowledge bases specific to and used by the performing organization. These assets influence the management of the project.



Course files contain standard PMI curriculum...

ORGANIZATIONAL PROCESS ASSETS (OPAS)

Files, paperwork, and reference materials that belong to your organization and were accumulated through experience and lessons learned

- Documents from previous projects
- Document templates
- Corporate knowledge base
- Past communications



Contracts



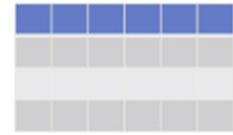
Schedules



Invoices



Archived communications



Past project documents

Project artifacts are also known as organizational process assets

...which is then enhanced with Skillsoft value-added content

IS THE LEARNER KIT REQUIRED?

The Learner Kit is required only for those who register for the PMP® Certification Exam

You do not need the learner kit to:

- take a course for Professional Development Units (PDUs)
- take a course to learn about project management
- complete your PMP application

You do need the learner kit to:

- follow the PMI and Skillsoft recommended steps
- demonstrate that you are working with an Authorized Training Partner (ATP)



Ordering Your Own Learner Kit

PMI/PMP LEARNER KITS

Congratulations on taking the next step in your career to get or renew your PMP Certification!

Purchasing the Learner Kit is one step in the right direction. Here are the required things you'll need to receive the Authorized Training Program (ATP) certification to qualify for the PMP exam:

- ▶ Project Management Institute Membership
- ▶ 35 hours of LIVE PMI training by taking the Skillsoft PMP Bootcamps
[request a certificate here](#) | [Find a LIVE PMP Bootcamp](#)
- ▶ A PMP Learner Kit

[BUY A PMP LEARNER KIT NOW ▶](#)

Click Here to
Order Your
Learner Kit

<https://www.skillsoft.com/pmp-voucher-offering>

Best Practices for attendance!



You are here!

PMI requires your **live attendance** in class.

DOs

- When entering the classroom, use your correct first and last name

DON'Ts

- Log in with a group of participants

IS Live ATTENDANCE REQUIRED?

- YES, if you are taking this training to register for the PMP exam live attendance is required. However, this is the exception rule for the 8 Day Bootcamp – You are allowed to miss up to two sessions if you make up the sessions by watching their replays.
- If you miss more than 15 mins at any time beyond the two sessions allowed, you will need to make it up by attending the live session in a different 8-day cohort*.

*Please see the Bootcamp calendar at <http://calendar.skillsoft.com/> for information about upcoming sessions.



IN CASE OF ABSENCE

You can request a replay for a previous session by asking in the Q&A or for a past/current session by emailing the Mentoring Team 48 hours after the session ends using the email address

mentoring@skillsoft.com

Please indicate the following in your request:

- The Bootcamp Cohort you are attending
- The Session Number
- The Date and Time Attended in New York Time Zone
- Example:

PMP ATP Bootcamp: 8 Day NA Cohort June/July/August 2022 Cohort
Session 7 Recording
Aug 2, 2022, 1:00 PM New York Time

REPLAY LIMIT:

There is no limit to request a replay for study purposes.

ATTENDANCE TRACKER

Session 1

Zoom Display Name (This should be your first and last name. Use the same name every time you log in. But if you used different ones add as necessary)	Date of Attendance	Log in Time (Eastern Time)	Log out Time (Eastern Time)

It is helpful to keep a record of every session. Don't rely on your memory!

Commonly Asked Question

Can you confirm my attendance for a certain date, time, or session?

Attendance is not verified on a per-session basis. If you are in class and logged in with your full name, the reporting from Zoom will be accurate.

Please track your attendance using the Attendance Tracker provided for your records. Your attendance will be verified at the end of the cohort, during the Certificate Request Process.

Certificate of Completion



The PMI application does not require that you attach a certificate of completion. You are not able to attach documents. You enter the information and confirm that it is accurate when you submit your application.

PMP® EXAM CONTENT OUTLINE (ECO)

- PMP® Exam Content Outline is the *syllabus* of the PMP exam.
- Context is important!

TIP: Print the PMP Exam Content Outline and identify your **STRENGTHS, AREAS OF IMPROVEMENT AND WEAKNESSES**

Domain I		People—42%
Task 1	Manage conflict	<ul style="list-style-type: none">• Interpret the source and stage of the conflict• Analyze the context for the conflict• Evaluate/recommend/reconcile the appropriate conflict resolution solution
Task 2	Lead a team	<ul style="list-style-type: none">• Set a clear vision and mission• Support diversity and inclusion (e.g., behavior types, thought process)• Value servant leadership (e.g., relate the tenets of servant leadership to the team)• Determine an appropriate leadership style (e.g., directive, collaborative)• Inspire, motivate, and influence team members/stakeholders (e.g., team contract, social contract, reward system)• Analyze team members and stakeholders' influence• Distinguish various options to lead various team members and stakeholders
Task 3	Support team performance	<ul style="list-style-type: none">• Appraise team member performance against key performance indicators• Support and recognize team member growth and development• Determine appropriate feedback approach• Verify performance improvements
Task 4	Empower team members and stakeholders	<ul style="list-style-type: none">• Organize around team strengths• Support team task accountability• Evaluate demonstration of task accountability• Determine and bestow level(s) of decision-making authority

REFERENCE LIST

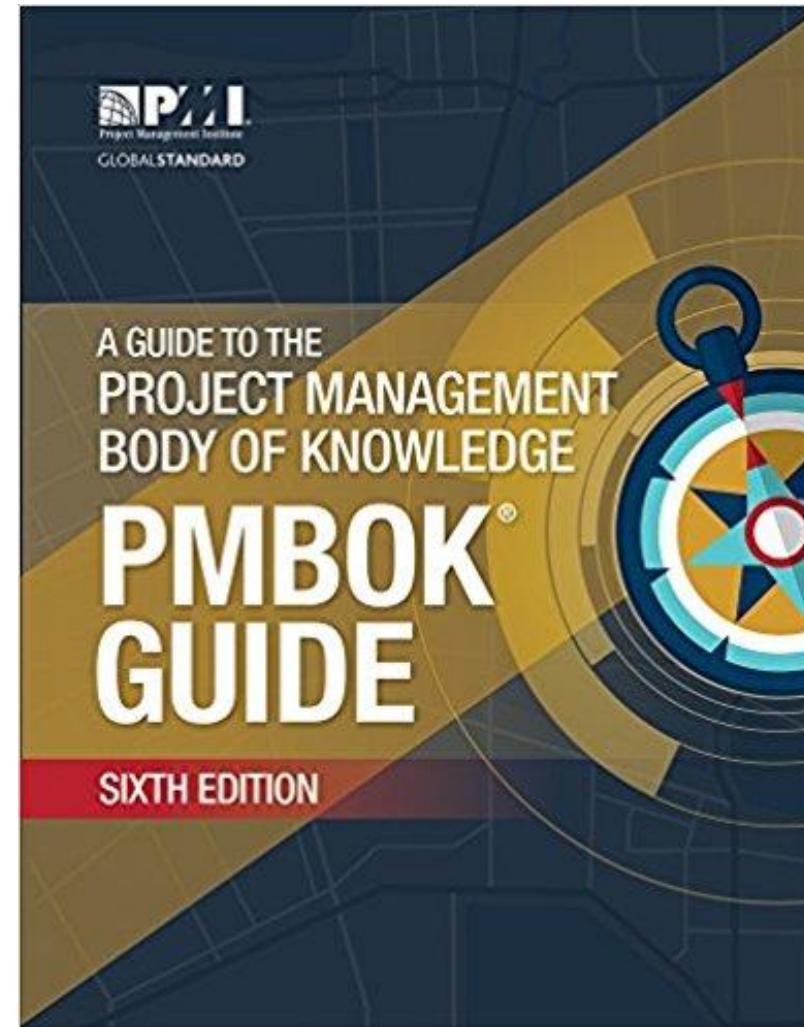
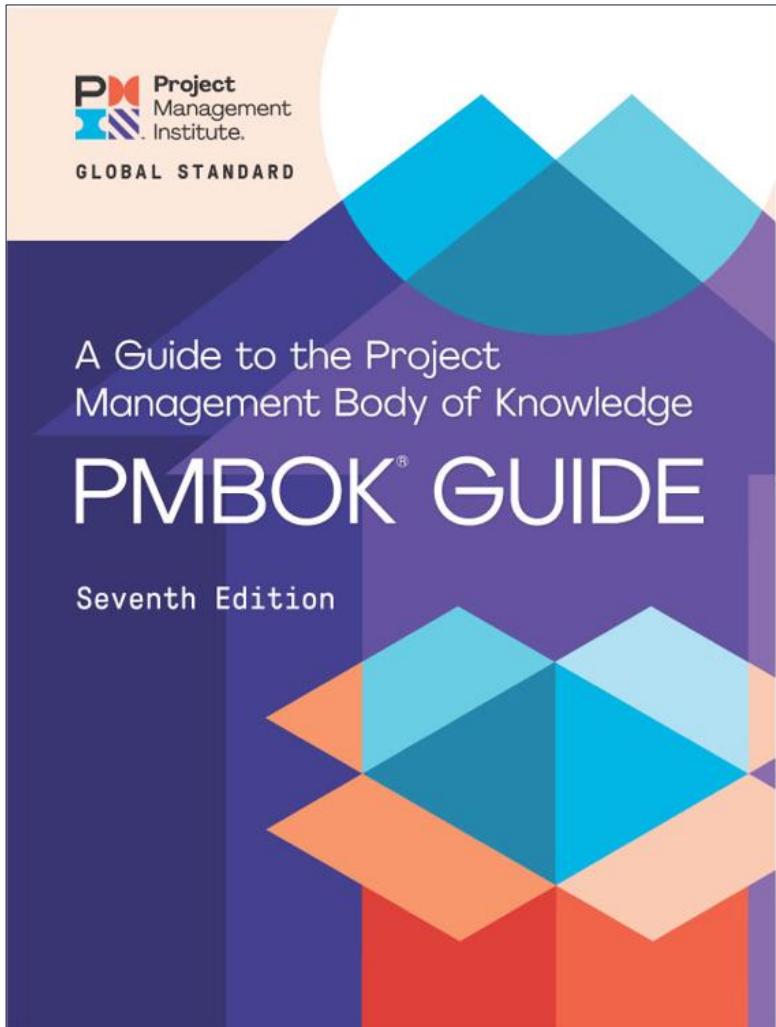
This list represents over 5,000 pages of reading! We will distill this information to include only what the learner needs to know. That is the value of working with an Authorized Training Partner.

The Project Management Institute states that, “it should also be noted that the references identified herewith are but one element of a broader set of educational resources and texts that might possibly be utilized for exam and study preparation”.

Book	Author
Agile Practice Guide	Project Management Institute
A Guide to the Project Management Body of Knowledge (PMBOK® Guide, 6th edition)	Project Management Institute
Project Management: A Systems Approach to Planning, Scheduling, and Controlling	Harold Kerzner
Effective Project Management: Traditional, Agile, Extreme, Hybrid	Robert K. Wysocki
Fundamentals of Technology Project Management, 2nd Edition	Colleen Garton, with Erika McCulloch
Project Managers Portable Handbook, 3rd Edition	David Cleland and Lewis Ireland
Information Technology Project Management, 7th Edition	Kathy Schwalbe
Essential Scrum: A Practical Guide to the Most Popular Agile Process	Kenneth S. Rubin
Project Management: The Managerial Process	Erik Larson
The Project Management Tool Kit: 100 Tips and Techniques for Getting the Job Done Right	Tom Kendrick

PMBOK GUIDE...NOT THE PMP® STUDY GUIDE

Exam questions can be sourced from *either* edition, or any of the references



Available for purchase until March 31st, then moving to
the PMI Standards+ digital platform

PMI STANDARDS+™

- The PMBOK Guide integrates with PMIstandards+™
- Included with PMI membership
- Access to PMI Standards and Guides
- Content that helps the user apply the PMBOK® Guide on the job.
 - “How To” articles
 - Case studies and videos
 - Downloadable templates
- PMIstandards+™ is a digital offering



BEST LEARNING OUTCOMES

Bootcamp,
Percipio, &
Exam Simulator

**Successful candidates spend 80-100 hours
preparing for the exam**

**Bootcamp
35 hours**

any order

**Percipio
“PMI 2021 Update”
35 courses**

**TestPrep
Learn Mode or Exam Mode**

Spotlight: Preparing for the PMP Exam

EXAM PREPARATION

For complete exam information, visit the

Project Management Institute at pmi.org

- Exam prerequisites
- Exam content outline
- Handbook





Please share your thoughts.

DAILY BOOTCAMP SURVEY

For each Bootcamp session, please let us know how we are doing. Your feedback helps us to continuously improve and offer the best possible Bootcamp experience.

Contents



Lesson 1

Creating a High-
Performing Team



Lesson 2

Starting the Project



Lesson 3

Doing the Work



Lesson 4

Keep the Team on
Track



Lesson 5

Keeping the
Business in Mind

Your PMP Bootcamp Course Syllabus

(Mapped to the PMP Student Manual)

Creating a High-Performing Team		Starting the Project	Doing the Work	Keeping the Team on Track	Keeping the Business in Mind
	Lesson 1	Lesson 2	Lesson 3	Lesson 4	Lesson 5
Topic A	Build a Team	Determine Appropriate Project Methodology/Methods and Practices	Assess and Manage Risks	Lead a Team	Manage Compliance Requirements
Topic B	Define Team Ground Rules	Plan and Manage Scope	Execute Project to Deliver Business Value	Support Team Performance	Evaluate and Deliver Project Benefits and Value
Topic C	Negotiate Project Agreements	Plan and Manage Schedule	Manage Communications	Address and Remove Impediments, Obstacles, and Blockers	Evaluate and Address Internal and External Business Environment Changes
Topic D	Empower Team Members and Stakeholders	Plan and Manage Budget and Resources	Engage Stakeholders	Manage Conflict	Support Organizational Change
Topic E	Train Team Members and Stakeholders	Plan and Manage Quality of Products and Deliverables	Create Project Artifacts	Collaborate with Stakeholders	Employ Continuous Process Improvement
Topic F	Engage and Support Virtual Teams	Integrate Project Planning Activities	Manage Project Changes	Mentor Relevant Stakeholders	
Topic G	Build Shared Understanding about a Project	Plan and Manage Procurement	Manage Project Issues	Apply Emotional Intelligence to Promote Team Performance	
Topic H		Establish Project Governance Structure	Ensure Knowledge Transfer for Project Continuity		
Topic I		Plan and Manage Project/Phase Closure			

Your PMP Bootcamp Course Syllabus

(Mapped to the PMP Student Manual)

Creating a High-Performing Team		Starting the Project	Doing the Work	Keeping the Team on Track	Keeping the Business in Mind
	Lesson 1	Lesson 2	Lesson 3	Lesson 4	Lesson 5
Topic A	Build a Team	Determine Appropriate Project Methodology/Methods and Practices	Assess and Manage Risks	Lead a Team	Manage Compliance Requirements
Topic B	Define Team Ground Rules	Plan and Manage Scope	Execute Project to Deliver Business Value	Support Team Performance	Evaluate and Deliver Project Benefits and Value
Topic C	Negotiate Project Agreements	Plan and Manage Schedule	Manage Communications	Address and Remove Impediments, Obstacles, and Blockers	Evaluate and Address Internal and External Business Environment Changes
Topic D	Empower Team Members and Stakeholders	Plan and Manage Budget and Resources	Engage Stakeholders	Manage Conflict	Support Organizational Change
Topic E	Train Team Members and Stakeholders	Plan and Manage Quality of Products and Deliverables	Create Project Artifacts	Collaborate with Stakeholders	Employ Continuous Process Improvement
Topic F	Engage and Support Virtual Teams	Integrate Project Planning Activities	Manage Project Changes	Mentor Relevant Stakeholders	
Topic G	Build Shared Understanding about a Project	Plan and Manage Procurement	Manage Project Issues	Apply Emotional Intelligence to Promote Team Performance	
Topic H		Establish Project Governance Structure	Ensure Knowledge Transfer for Project Continuity		
Topic I		Plan and Manage Project/Phase Closure			

Let's Get to Work!



LESSON 1

CREATING A HIGH-PERFORMING TEAM

- Build a Team
- Define Team Ground Rules
- Negotiate Project Agreements
- Empower Team Members and Stakeholders
- Train Team Members and Stakeholders
- Engage and Support Virtual Teams
- Build a Shared Understanding about a Project





Build a Team

TOPIC A

Deliverables and Tools



Skills list
Technology
Resource Management Plan
Rates
Resource assignment



RACI matrix
Pre-assignment tools
Virtual teams

Build a Team
LESSON 1
TOPIC A

Project Resource Management includes the processes to identify, acquire and manage the **human resources** needed to successfully complete a project.



Build a Team , LESSON 1, TOPIC A

Project Teams

To assemble your high-performing project team:

- ✓ Estimate, acquire, and manage teams of people as well as human resources required outside of the team - special skills.
- ✓ Create an effective team environment with excellent communication and talent development capabilities.
- ✓ Track team performance, create and execute improvements based on feedback, resolve issues, and manage team personnel changes.



Project Team Member Requirements

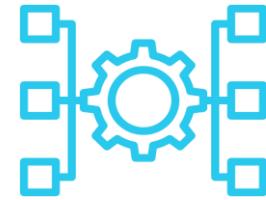


Ensure relevant skill sets to perform work and produce the desired results.

Avoid single-points-of-failure
e.g. a single resource has a required skill.



Leverage core competencies and skills of general specialists to support other areas of the project.



Adequate physical resources
e.g. equipment

Other requirements
e.g. access rights

Build a Team
LESSON 1
TOPIC A

Project Stakeholders



35

Build a Team
LESSON 1
TOPIC A

Spotlight: Leading Without Authority

Stakeholder Identification



Identify the People

- ✓ Usually done during project charter development; continues as needed.
- ✓ Analyze and document stakeholder interest, involvement, interdependencies, influence, and potential impact on project success.
- ✓ Look for additional stakeholders in change logs, issue logs, or requirement documents as work progresses.



Create the Register

- ✓ The stakeholder register may be affected by organizational environment factors.
- ✓ Project plans should describe stakeholders and the planned engagement model.
- ✓ Refer to stakeholder registers from previous projects.

Build a Team
LESSON 1
TOPIC A



Stakeholder Identification - Tools & Techniques

- ✓ Expert judgment
- ✓ Data gathering
 - Questionnaires and surveys
 - Brainstorming
- ✓ Data analysis
 - Stakeholder analysis
 - Document analysis
- ✓ Stakeholder mapping
 - Two-dimensional grids
 - Power/interest
 - Power/influence
 - Impact/influence
 - Stakeholder cube
 - Directions of influence
- ✓ Meetings

Build a Team
LESSON 1
TOPIC A

Stakeholder Register

STAKEHOLDER REGISTER

Name	Organization	Project Role	Major Requirements	Expectations	Influence	Areas of Interest	Internal/External	Supporter?
Linda Michaels	CEO	Sponsor	Budget, schedule, quality	Community involvement	Major	Community	Internal	Yes
Ron Gordon		Mortgage lenders		Growth	Major	Development	External	Yes
	Community		Neighborhood improvements		Minor	House	External	Yes
Andrews family		Homeowners		Engage family and friends				Yes
	Lumber warehouse	Vendor			Major	Locally sourced supplies		
		Project Manager		Project goes as planned	Major	All	Internal	Yes

Build a Team
LESSON 1
TOPIC A

Course: Building and Training the Project Team (2021 Update)

Video: Stakeholder Identification and Collaboration(4:25 run time)

More
about...

Stakeholder Identification and Collaboration

RACI Chart - Example

	Project Manager	Engineering Manager	Quality Assurance Manager	Purchasing Manager	Manufacturing Manager
Create blueprints	A	R	C		C
Manufacture circuit board	I	A	C		R
Test circuit board	I	R	A		C
Order components	C	C	I	R	A
Assemble	I	C	C		R

R = Responsible A = Accountable C = Consulted I = Informed

Spotlight on RACI Chart Creation

Course: Managing the Project Resources (2021 Update)

Video: RACI Chart Components (3:11 run time)

**More
about...**

RACI Chart Components

Team Skills Appraisal

Appraisals enable the team to **holistically identify its strengths and weaknesses, assess opportunities for improvement, build trust, and establish effective communication.**

Appraisals might identify:

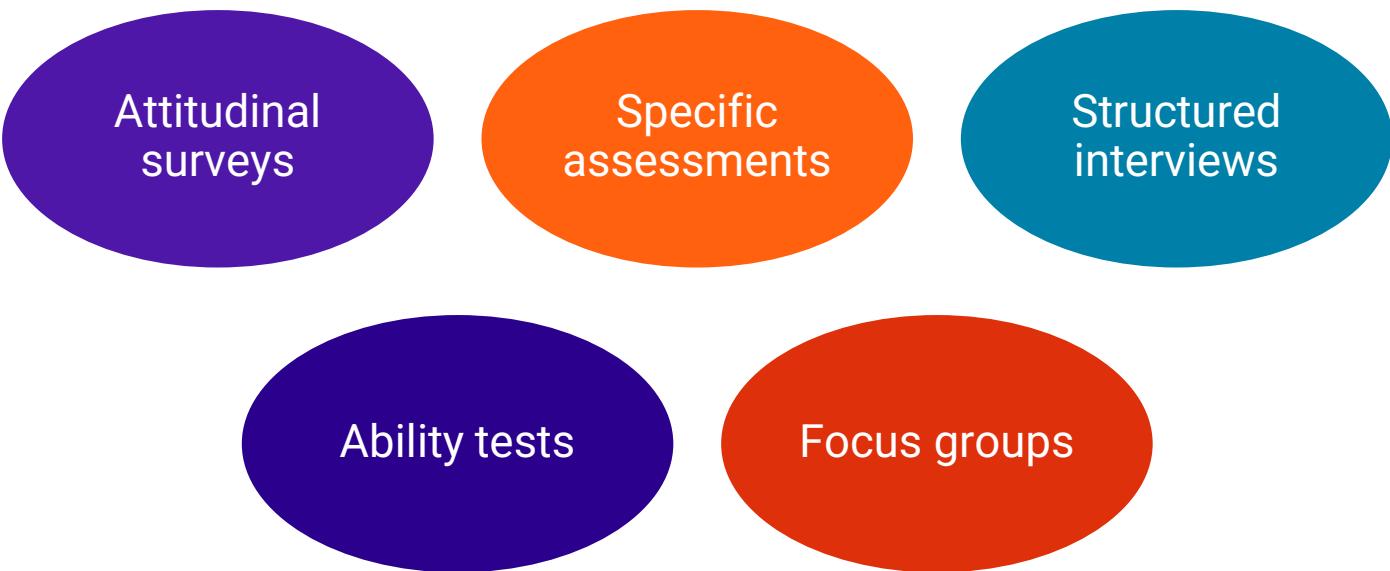
- ✓ Team preferences
- ✓ Aspirations
- ✓ Information processing and organization
- ✓ Decision making processes
- ✓ Interactions with other team members

Build a Team
LESSON 1
TOPIC A



Pre-Assignment Tools

Assess candidates before assigning and confirming team roles.



Build a Team
LESSON 1
TOPIC A

Diversity, Equity and Inclusion

Project teams are global and diverse in **culture, gender, physical ability, language**, etc.

Create an environment that **optimizes the team's diversity** and builds **climate of mutual trust**.

Team development objectives should:

- ✓ **Improve trust** to raise team morale, reduce conflict, and support teamwork.
- ✓ Create a **collaborative culture** to improve individual and team performance and facilitate cross-training and mentoring.
- ✓ **Empower the team** to participate in decision making and own the solutions they create.

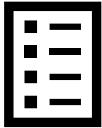


Resource Management Plan



Roles and Responsibilities

- ✓ Role – A person's function in a project
- ✓ Authority - Rights to use resources, make decisions, accept deliverables.
- ✓ Responsibility - Assigned duties
- ✓ Competence - Skills and capacities required



What's in the Plan

- ✓ Project Organization Chart – visualization of team and reporting relationships
- ✓ Project team resource management - Team resource guidance – How to define, staff, manage, and release.
- ✓ Training strategies and requirements
- ✓ Team development methods
- ✓ Resource controls – To manage physical resources
- ✓ Recognition Plan - To reward/recognize team members

Virtual Teams

- ✓ Team members share goals but spend little or no time meeting face-to-face.
- ✓ Addressing their needs takes some different skills.



Virtual Team Considerations



Build a Team
LESSON 1
TOPIC A

Spotlight: Virtual Teams

Assign Project Responsibilities

Tailor according to team, needs, project.

Consider **technical and “soft” factors**:

- Experience, knowledge, skills
- Attitude, global/regional representation

Agile - Self-organizing teams assess work requirements and determine who will do the work.

Traditional – You assign work to team members with a work breakdown structure (WBS).



Rates

The project manager is responsible for considering resource cost factors.

Meet resource requirements cost-effectively and based on:

- ✓ Project needs
- ✓ Suitability of the Resource
 - Availability
 - Experience
 - Knowledge
 - Skills
 - Attitude
 - Regional or linguistic representation





Resource Assignment

Create a project management plan that includes:

- ✓ Team members assigned to the project
- ✓ Their roles and responsibilities
- ✓ Project team directory
- ✓ Project organization charts
- ✓ Project schedules

Nurturing Team Performance

Ensure the team has the **knowledge, skills, attributes, and experience** required to produce positive project outcomes.

Gain a better understanding of customer needs and team capabilities to **identify gaps in the team's skill set**.

Check for these gaps frequently and seek to close them. Try:

- ✓ New or better resources
- ✓ Training to enable the team to develop missing skills
- ✓ Additional customer engagement to gather data



Knowledge Transfer In and Between Teams



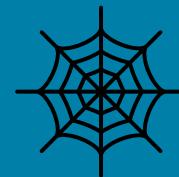
Facilitate collaboration and promote visibility of work.

Manage knowledge sharing among team members, especially on virtual teams.



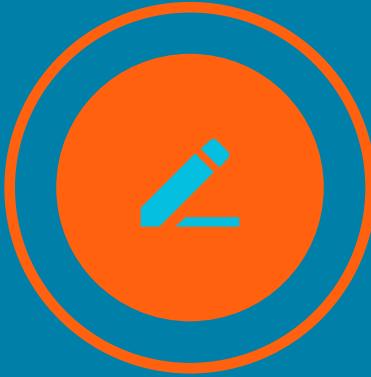
Check the team charter for knowledge sharing methods, including:

- ✓ Frequency of updates
- ✓ Version control
- ✓ Supporting tools and agreed approach to their use



Use information radiators to provide seamless visibility into project status across the stakeholder community.

Build a Team
LESSON 1
TOPIC A



Define Team Ground Rules

TOPIC B

Deliverables and Tools



Team charter
Team norms



Negotiation skills
Conflict management
Brainstorming
Ethics

Define Team
Ground Rules
LESSON 1
TOPIC B

Team Norms

Establish expected team behaviors at the beginning of the project.

Enable teams to handle challenges as the project progresses.

Include guidelines and techniques for:

- ✓ Meetings
- ✓ Communications
- ✓ Conflict management
- ✓ Shared values
- ✓ Decision-making

Align with PMI's Code of Ethics and Professional Conduct



Define Team Ground Rules, LESSON 1, TOPIC B

PMI Code of Ethics and Professional Conduct



Define Team
Ground Rules
LESSON 1
TOPIC B

Team Charter

Includes:

- ✓ Shared values
- ✓ Guidelines for communications and use of tools
- ✓ Decision-making guidelines
- ✓ Conflict resolution measures
- ✓ Meeting time, frequency, and channel
- ✓ Other team agreements e.g. shared hours, improvement activities





Ground Rules

Includes what's acceptable and unacceptable for team behavior

Benefits:

- ✓ Sets performance and communication expectations
- ✓ Decreases risk of confusion
- ✓ Improves team performance

Define Team Ground Rules, LESSON 1, TOPIC B

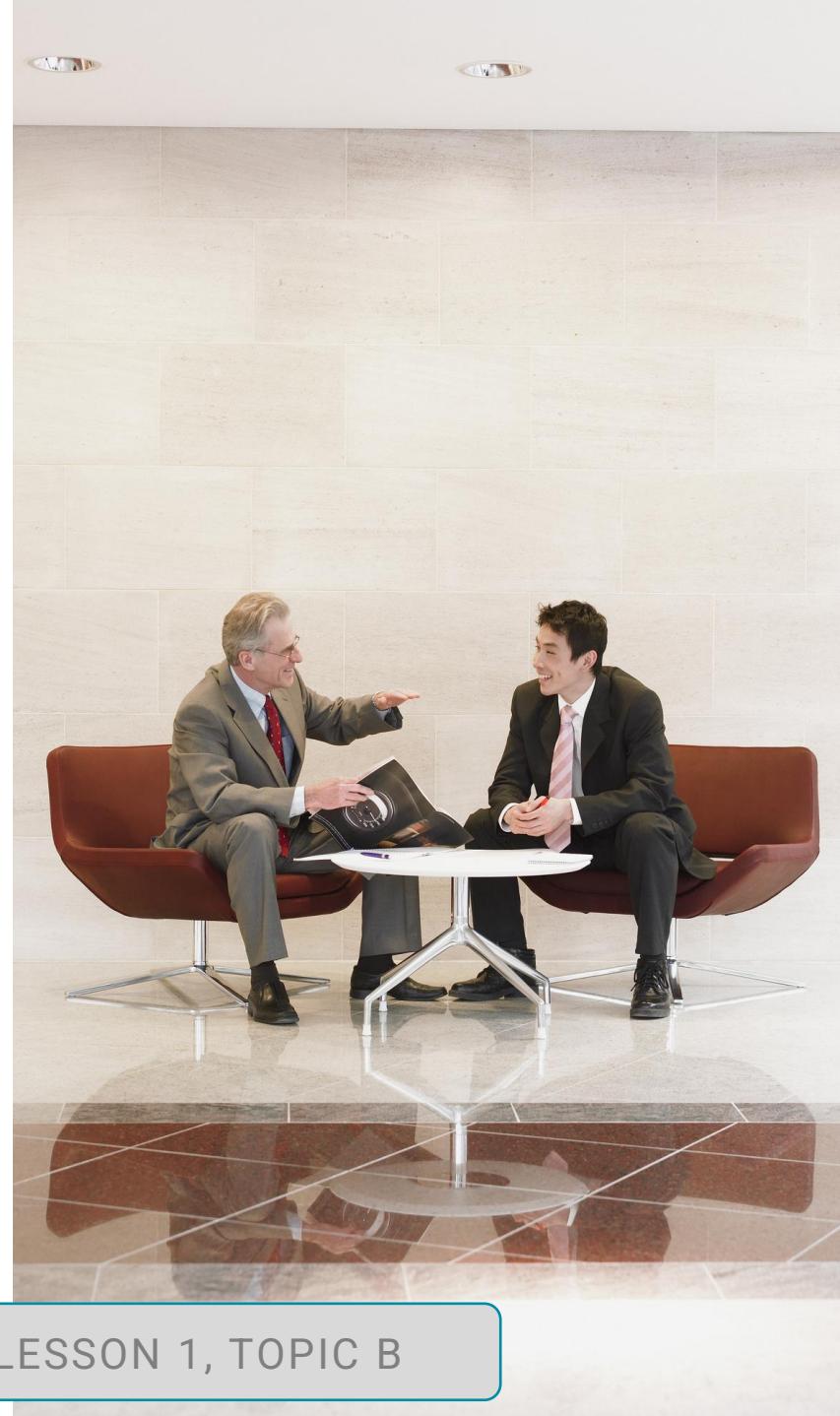
Negotiation Skills

Includes internal and external conversations towards reaching agreements.

Determine reliable methods to ensure communication is aimed at reaching consensus. This keeps the team culture healthy.

Team members might negotiate:

- ✓ Roles and responsibilities
- ✓ Priorities
- ✓ Assignments





Internal and External Team Member Communication

- ✓ Communicate **regularly**
- ✓ **Collaborate** between team and external teams or stakeholders
- ✓ **Manage expectations** effectively among stakeholders
- ✓ Include communication protocols in **Team Charter**:
 - **Internal**: team meetings, shared calendars, etc.
 - **External**: stakeholder feedback, dependency management, alignment with goals or expectations

Conflict Management

Apply strategies or resolution methods to deal with disagreements



Leads to improved understanding, performance, and productivity



Ineffective conflict management leads to:

- Destructive behavior
- Animosity
- Poor performance
- Reduced productivity



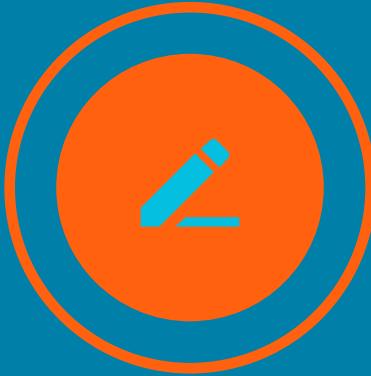
GUIDELINES

Manage and Rectify Ground Rule Violations

- Establish ground rules in the Team Charter. Focus on core values including accountability, shared expectations, and transparency
- Team and project manager respond to violations of the ground rules.
- For serious violations, you may need to remove or replace the offending team member.

Define Team
Ground Rules
LESSON 1
TOPIC B





Negotiate Project Agreements

TOPIC C

Deliverables and Tools



Service Level Agreement
Performance report
Resource calendars
Go-Live Blackouts



Negotiation skills
Expert judgment
Lessons learned

Negotiate
Project
Agreements
LESSON 1
TOPIC C

Project Agreement Objectives

Reporting and verification criteria for objectives are an important part of the project agreement.

Traditional – Identify each deliverable and objective acceptance criteria for each.

Agile – Deliverables will vary as the product backlog is added to, reprioritized, and so forth.

Each story needs to have clearly defined acceptance criteria approved by the customer.

The project may also specify a **Definition of Done** for the project, releases, iterations, and user stories.



Agreements

Agreements define **initial intentions** for a project. These can be:

- ✓ Contracts - used for external customers
- ✓ Memorandums of understanding (MOUs)
- ✓ Service level agreements (SLA)
- ✓ Letters of agreement or intent
- ✓ Verbal agreements
- ✓ Email

Sample Service Level Agreement

Service Scope and Description Statement

The agreement covers the provision and support of a Service, which provides end user computer support. The DESKTOP COMPUTING SERVICE consists of the hardware, software, and supporting infrastructure for user personal computers running the Windows operating system.

Service Availability

Desktop Service is required along with Network/Intranet for access to other services. Required availability for these services is 99.5 percent uptime not counting planned maintenance times. The 99.5 percent availability metric will be measured by a rolling 6-month period.

Reliability

The service is guaranteed not to break more than three times per year. A break is defined as the loss of access to a vital business function.

Service Performance

Designed for high performance, the desktop should not keep the user waiting for response to an input for more than two minutes out of any five-minute window. Any failures must be reported to the Service Desk for incident resolution.

Change Management Procedures

Any proposed change by the Customer must be submitted through the Service Desk for review. A notice of acceptance/denial and reason for such must be within five business days of the next CAB meeting for Normal changes or three days for Standard changes. Emergency changes will be dealt with immediately by the Service Desk Manager.

Service Reviews

Reviews of the service will be conducted by the Service Level Management in conjunction with the Customer at least annually as well as after a major outage or change.

A photograph showing a group of business professionals in a conference room. A man in a dark suit is gesturing with his hands while speaking. Several other people are seated around the table, listening attentively. The room has large windows in the background.

Always aim to reach an
agreement during
negotiations.

Negotiation Strategy

Procurement manager drives negotiations for the exact parameters of a contract.

Project manager and project teams engage in negotiations.

Agile - Exact deliverables will vary as the customer modifies, adds, and reprioritizes items in the product backlog. Therefore, define clearly delineated ways to ensure agreed performance levels.

Traditional – An important objective clearly designates the project's intended deliverables and how they will be measured and compensated.



Negotiations

Documents used either in reaching an agreement or produced as the result of an agreement:

- ✓ A statement of work or major deliverables
- ✓ A schedule with milestones and dates
- ✓ Performance reporting expectations
- ✓ Pricing and payment terms
- ✓ Inspection, quality requirements, and acceptance criteria
- ✓ Warranty and future support
- ✓ Incentives or penalties
- ✓ Insurance and performance bonds
- ✓ Subcontractor approvals
- ✓ Terms and conditions
- ✓ Change request handling
- ✓ Termination clauses and dispute resolution



Performance Reports



- ✓ Percentage of work completed
- ✓ Quality and technical performance metrics
- ✓ Start and finish of scheduled activities
- ✓ Change requests
- ✓ Defects
- ✓ Actual costs and durations



Work performance data is integrated and contextualized to:

- ✓ Generate decisions
- ✓ Raise issues, actions, and awareness



Agile projects, include:

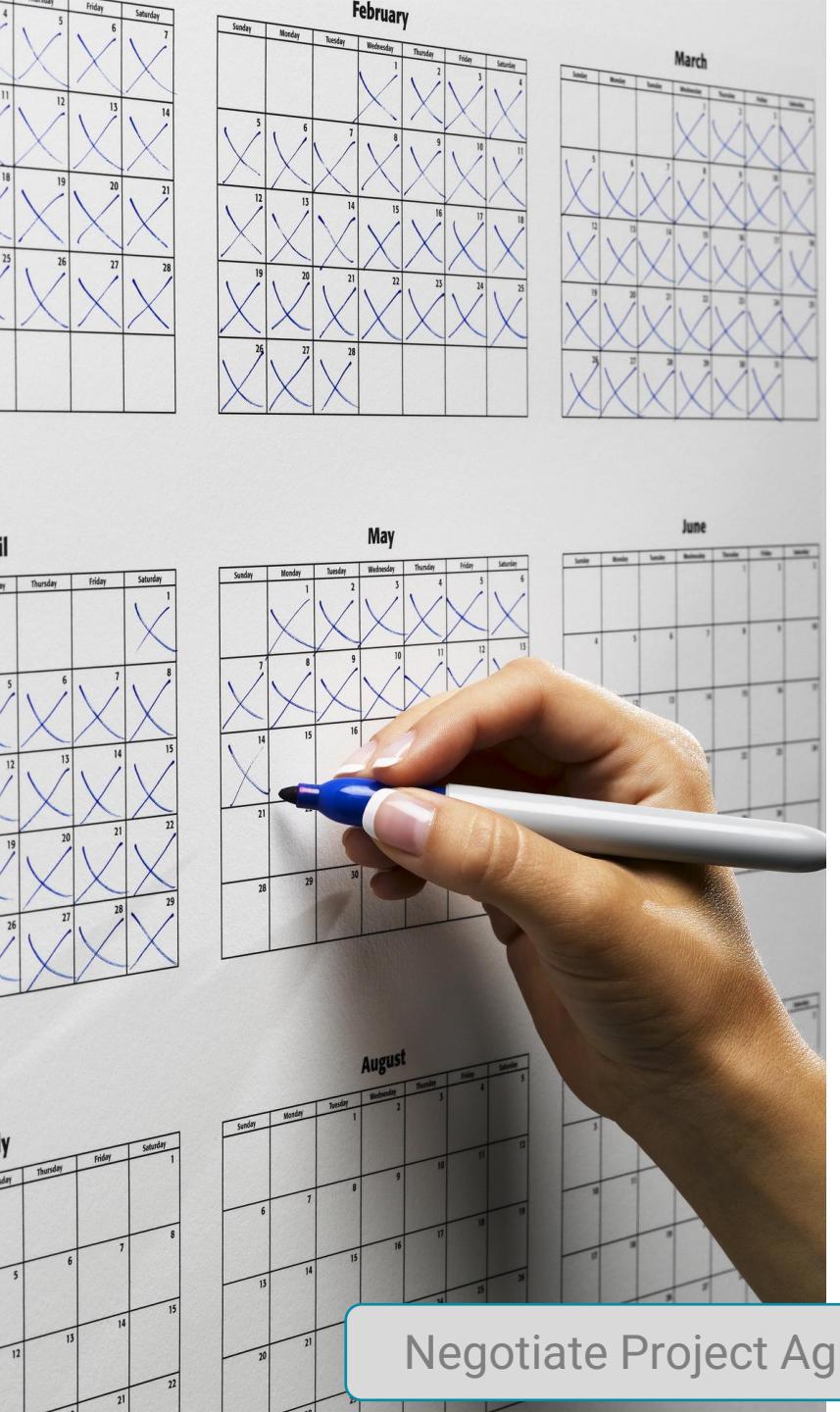
- ✓ Completed and accepted stories
- ✓ Product backlog progress
- ✓ Comparison of stories delivered and iteration plans

Experts

Experts who can provide judgment include:

- ✓ People from other areas of the organization
- ✓ Consultants
- ✓ Stakeholders
- ✓ Professional and technical associations





Resource Calendars

Determine **available resources** (people, equipment, material, etc.) during a planned activity period.

Use when **estimating project activities**.

Identify key resource attributes (skills and experience levels) to ensure that **appropriate and required resources will be available** for different aspects of the project.

Course: Building and Training the Project Team (2021 Update)
Video: Resource Estimates (4:38 run time)

More
about...

Resource Estimates





Review team performance and identify lessons learned regularly

Lessons Learned

Identify specific improvements that will **improve the team's overall efficiency and effectiveness.**

Agile teams hold a **retrospective** at the end of each iteration to identify potential issues, identify potential solutions, and improve the processes the team uses to improve its overall performance.





Special Intervals

Projects may require scheduled “down” time from work for various reasons. Negotiate how and when these will take place according to project and team needs.

For example:

Black-Out times when deliverables are handed over for implementation.

- ✓ Suspends changes
- ✓ Reduces risks as the solution is released to customers
- ✓ May be negotiated in advance based on the overall project schedule and timeline.

“**Go Live**” occurs at the end of the project timeline.

Agile – Uses iterations, or numerous releases of aspects of the solution over the project's timeline, and black-out times, if needed, will be negotiated as the project approaches a release threshold.



Empower Team Members and Stakeholders

TOPIC D

Deliverables and Tools



Decisions

Estimates



Team decision-making tools

Brainstorming

Fist of Five

Roman voting

Polling

Planning poker

Dot voting

Retrospective

Empower
Team
Members
LESSON 1
TOPIC D

Team Strengths

When forming teams, it's critical to understand the skills and competencies needed to perform project work and produce deliverables.

Identify team strengths and weaknesses to **organize around team strengths**.

As teams progress, leverage team members' skills to improve team performance.





Team Decision-Making Tools

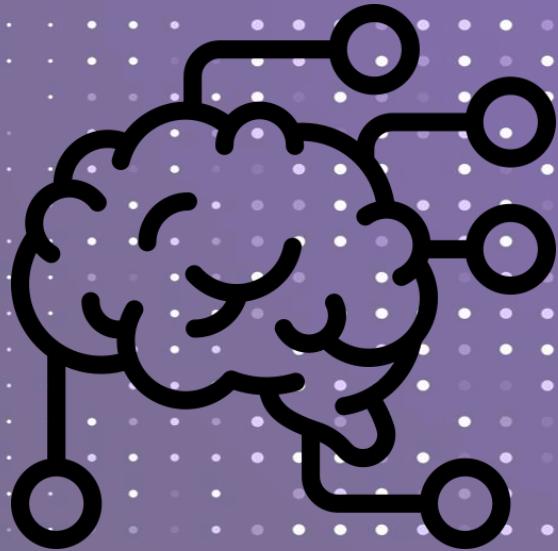
Deciding how you will work together is important. While the Team Charter addresses decision-making and conflict resolution criteria, the **team will establish their own norms**.

For example, seeking consensus may be highly desirable, but decide how to respond when consensus can't be reached.

The team can decide in advance to take the highest estimate in case of persistent disagreements.

Any project team should establish its own **Way of Working (WoW)**.

Brainstorming



An **ideation technique** for teams.

A facilitator works with the team to identify potential solutions to a given problem.

Team performs various types of analysis to select the most appropriate alternatives.

Empower
Team
Members
LESSON 1
TOPIC D

Estimates

People doing the work should be estimating tasks because they know:

- ✓ the risks
- ✓ the level of effort
- ✓ the potential pitfalls

Traditional - Use hours of effort.

- ✓ Three-point estimating asks the estimators to provide the most likely (tM); optimistic (tO); and pessimistic (tP) estimates then divide by three:

$$tE = (tO + tM + tP) / 3$$

- ✓ Other methods include analogous, parametric, bottom-up estimating

Agile - Avoid using absolute time estimates.

Story Point technique uses points, not time units, to estimate the difficulty of implementing a user story. It's an abstract measure of effort required to implement work.



Course: Deep Dive into Project Costs and Estimates (2021 Update)

Video: Three-point Estimating (6:34 run time)

[Watch from Start to 3:20](#)

More
about...

Three-point Estimating



Team Task Accountability

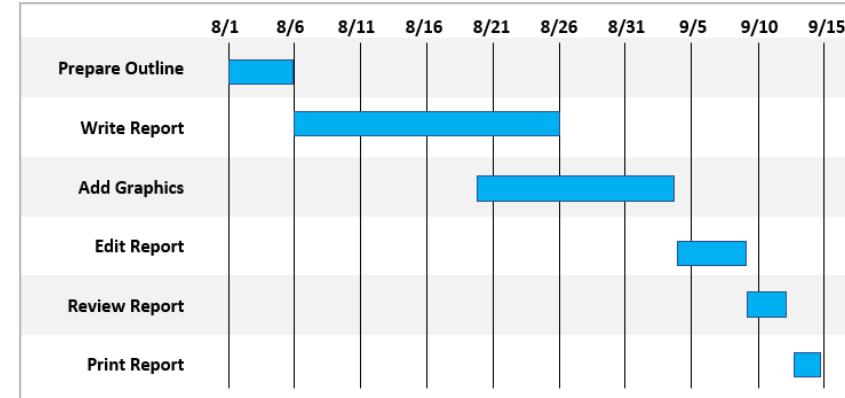
Encourage team members to self-organize in determining:

- ✓ What work needs to be done
- ✓ How to perform the work
- ✓ Who should perform it

Use Gantt charts and Kanban boards to promote visibility and collaboration.

Agile - Team commits to performing work in an iteration.

Empower
Team
Members
LESSON 1
TOPIC D



Gantt Chart



Kanban Board

GUIDELINES

Evaluate Demonstration of Task Accountability

- Determine how to track and manage task accountability.
- Use a Work Breakdown Structure (WBS) to identify the tasks needed to produce the deliverables.
- Identify, track, and manage relevant tasks and assignees with a WBS dictionary (or work package).
- Agile – The team handles task identification and tracking as part of iteration planning.

Empower
Team
Members
LESSON 1
TOPIC D



GUIDELINES

Determine and Bestow Levels of Decision-Making Authority

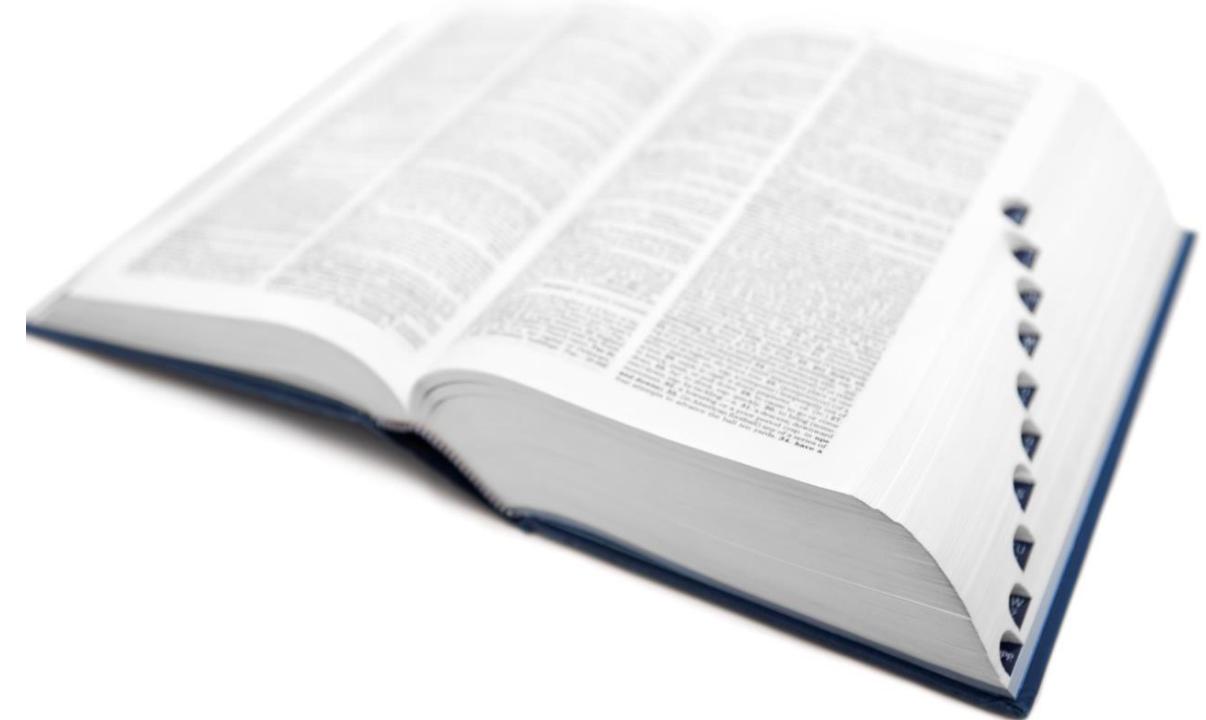
- Team members should identify, plan, and manage tasks
- Teams performing work should also perform estimates for the work
- Empower teams to drive their own improvement

Empower
Team
Members
LESSON 1
TOPIC D



VOCABULARY

FROM TODAY'S SESSION



Project Team



DEFINITION

A set of individuals who support the project manager in performing the work of the project to achieve its objectives.

Stakeholder



DEFINITION

An individual, group, or organization that may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project, programs, or portfolio.

Stakeholder Register



DEFINITION

A list of individuals or organizations who are actively involved in the project, whose interests may be negatively or positively affected by the performance or completion of the project and whose needs or expectations need to be considered.

RACI Chart



DEFINITION

A common type of responsibility assignment matrix (RAM)

Responsible, Accountable, Consulted, and Informed statuses define the involvement of stakeholders in project activities.

Resource Management Plan



DEFINITION

The project document that identifies resources and how to acquire, allocate, monitor, and control them.

Team Charter



DEFINITION

A document that enables the team to establish its values, agreements, and practices as it performs its work together.

Ground Rules



DEFINITION

As defined in the team charter, clear expectations set, regarding the code of conduct for team members.

Expert Judgment



DEFINITION

Judgment based upon expertise in an application area, knowledge area, discipline, industry, etc., as appropriate for the activity being performed. Such expertise may be provided by any group or person with specialized education, knowledge, skill, experience, or training.

Resource Calendars



DEFINITION

Identify working days, shifts, and when specific resources are made available to the project.

Lessons Learned Register



DEFINITION

A project document used to record knowledge gained during a project so that it can be used in the current project and entered in the lessons learned repository.

DAILY BOOTCAMP SURVEY

Please share your thoughts.

At the end of each Bootcamp session please let us know how we are doing. Your feedback helps us to offer the best possible Bootcamp experience.

Thank you for attending Session 1!