Performance Management Framework (PMF)
Extended Services

PMI Balance	Level	Service	Measure	Minimum Level	Survey Measure	Description	Branch	Chapter	Chapter with Branches	Virtual M2	Virtual M3	Evidence	ToolKit Reference
i.1.101	Extended	Link to the PMI Knowledge and Wisdom Centre	Link on web site	Updated Annually	N/A	The community web site has a link to the PMI Knowledge and Wisdom Centre in an easy to find location. Along with the link, is a brief description of the Knowledge and Wisdom Centre and the value that members can received from the Centre.		Yes	Yes	Yes	Yes		
i.1.102	Extended	Work with other chapters to address regional issues	Number of issues	1 per year	N/A	The community leadership actively works with the other leaders to address issues that effect the PMI members in the region or country to the benefit of the members in the region or country.		Yes	Yes				
i.1.103	Extended	Community Meeting Roundtable Events	Number of meetings	1 per year	N/A	The community facilitates roundtable events which brings together industry leaders to discuss various project management topics. This can be done in meetings or virtually.		Yes	Yes	Yes			
i.1.104	Extended	Focus groups	Number of groups	1 per year	N/A	The community supports temporary groups to focus on specific topics of interests by providing: - Discussion forum facilities and moderation - File storage and archiving - Promotion of the focus group		Yes	Yes	Yes			
i.1.105	Extended	Best Practices	Number of new or updated items	4 per year	N/A	The community will specifically provide best practices that have been reviewed and agreed to be subject matter experts.		Yes	Yes	Yes			
i.1.106	Extended	Templates	Number of new or updated artifacts	3 per year	Member satisfaction with artifacts	The community provides processes, procedures, tools, or templates to members. The community must own the IP for the artifact and there must be appropriate language governing the use of the artifact.		Yes	Yes	Yes			
i.1.107	Extended	Academic Research	Research spending	$15,000USD	N/A	The community provides funding to support research that has been approved by PMI GOC in Project Management.		Yes	Yes	Yes			
i.1.108	Extended	Knowledge Building Collaboration	Number of new or updated items			The community supports innovative thinking and exchange of items to develop new items or artifacts. This could be done using living meeting, wiki, SharePoint, etc.		Yes	Yes	Yes			
i.2.101	Extended	Multiple webiners, breakfast, lunch or dinner meetings in the same month	Number of meetings	2 per month	Member satisfaction with meetings	The community offers a variety of events, such as webiners, breakfast, lunch, dinner, etc., to chapter members during a month. The events should: - be offered at different times and days of the week to accommodate members schedules. - cover a variety of topics concerning project management, including soft skills - have a variety of speakers, including local industry and project management leaders		Yes	Yes				
i.2.102	Extended	PMI credentials examination preparation course offerings	Number of course offerings	1 per year	N/A	The community offers PMI credentials examination preparation courses. These courses can be offered by community volunteers or through a partnership with local REPs.		Yes	Yes				Professional Development and Education -> PMP Preparation
i.2.103	Extended	Mentoring for members and non-members	Number of participants		N/A	The community offers mentoring where senior project managers mentor new project managers. The mentoring must have a formal kick off meeting which includes an agreement between the mentor and mentee about what is expected.		Yes	Yes				Outreach -> Chapter Mentoring Program
i.2.104	Extended	Project management forum or symposiums	Event agenda	1 every two years	N/A	Organize and hold a 1 or 2 day event that is targeted at business leaders, academic leaders or government leaders.		Yes	Yes	Yes			
i.2.105	Extended	Multiple discussion topics	Number of topics		N/A	Discussion forums are offered to using a variety of tools, such as web, conference call, instant messages, message board, blogs, wiki, rss, etc.		Yes	Yes	Yes	Yes		
i.2.106	Extended	Ask the Expert	Number or responses	10 per year	Member satisfaction	Identify a recognized expert to review, compile, and provide responses to submitted questions.		Yes	Yes	Yes			
i.2.107	Extended	Reviews	Number of reviews	4 per year	N/A	The community publishes reviews of books or tools describing the benefit of the book or tool to members.		Yes	Yes	Yes			

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1.2.108	Extended	Networking event	Event hours	1 per year		The community provides an event for the sole purpose of allowing members to get together to meet each other. For example: Golf day, Reception at PMI Congress.		Yes	Yes	Yes			
i.2.109	Extended	Content Information FAQs	Number of new or updated FAQs	10 per year	Member satisfaction with FAQs	The community provides frequently asked questions (FAQs) that address questions of the members concerning the subject of the community.		Extended	Extended	Yes	Yes	Web site	Professional Development and Education -> Content Information FAQs
i.3.101	Extended	Extended calendar	Number of non chapter events in the calendar	10 per year	N/A	Published various networking opportunities in newsletters and on the communities web site. These could include events handle by REPs, other professional organizations, neighbouring chapters, and PMI.		Yes	Yes	Yes			
i.3.102	Extended	Joint, collaborative meetings with other PMI communities	Number of meetings	1 per year	N/A	The community holds events jointly with other PMI communities. This could be a forum, conference, or a dinner meeting. The communities work together in organizing and planning the events and share in the revenue and expenses of the event.		Yes	Yes	Yes			
i.3.103	Extended	Employment opportunities	Number of job postings	Updated monthly	N/A	Announce employment vacancies / opportunities to members via community's events, newsletter, subscribed email groups or its Web site.		Yes	Yes	Yes			
i.3.104	Extended	Supplier relations management	Number of suppliers		N/A	The community has a formal supplier relations processes which includes: - procurement policies - assigned prime for each supplier - require supplier meetings		Yes	Yes	Yes			Outreach -> Partner Program
i.3.105	Extended	Partnerships to provide member benefits	Number of partners	1 per year	N/A	The community has arrangements with provides for benefits to members such as discount for training, auto/home insurance, etc.		Yes	Yes	Yes			
i.3.106	Extended	Resume postings	Number of Resumes	Updated monthly	N/A	The community provides a facility for members to posting their resumes that can be reviewed by potential employers.		Yes	Yes	Yes			
i.4.101	Extended	Project of the Year	Project submitted		N/A	Hold a Project of the Year competition within the community that is aligned to PMI's Project of the Year award.		Yes	Yes				
i.4.102	Extended	Outreach to Industry Leaders	Number of contacts		N/A	The community has a formal outreach that includes: - targeted industries and why - community specific material to send to organizations - community specific presentation - material to leave with organizations after the meeting		Yes	Yes	Yes			
i.4.103	Extended	Local Executive Events	Number of meetings		N/A	The community has a local Executive Advisory Board or similar group where local executives can meet and discussion project management topics.		Yes	Yes				Outreach -> Executive Advisory Board
i.4.104	Extended	Outreach to university and colleges	Number of contacts	1 per year	N/A	The community has a formal outreach that includes: - targeted universities and colleges - community specific material to send to organizations - community specific presentation - material to leave with organizations after the meeting		Yes	Yes	Yes			
i.4.105	Extended	Participation in Congress events	Number of congress	1 PMI Congress / year	N/A	Community participates in PMI Congresses by one of the following: - Paid sponsorship - Paper endoresment		Yes	Yes	Yes			
c.1.101	Extended	Enhanced Web Site	Web site current	Updated monthly	Member satisfaction with web site	Web site contains the following features: - Members only pages, with login - Discussion groups - Networking opportunities from other organizations - Job opportunities		Yes	Yes	Yes			
c.1.102	Extended	Member directory	Available to members	Updated monthly		The community provides a list of members that can be accessed by members only		Yes	Yes	Yes	Yes		

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c.1.103	Extended	Member to Member communications	Available to members	Updated monthly		Providing a means for members to communicate with each other using e-mail, instant messaging, etc.		Yes	Yes	Yes	Yes		
c.1.104	Extended	Multi Language Web Site	Available to members	Same content in all languages	Member satisfaction with web site	The community web site is available in more than one language. The site must contain the same information in each language and be updated at the same time.		Yes	Yes	Yes	Yes		
c.1.105	Extended	Presense at PMI Congress	Booth at PMI Congress	1 PMI Congress / year	N/A	The community has a booth in the PMI Congress Exhibit hall that allow members and potential members meet the community leaders.		Yes	Yes	Yes			
c.2.101	Extended	Mentoring for PMI community leaders	Leadership Development Spending		N/A	The community has a formal process to develop community leaders to acquire the skills and knowledge to be an effective leader that compliments PMI Learn by addressing the local needs for leaders.		Yes	Yes	Yes			Volunteer -> Volunteer Orientation and Training
c.2.102	Extended	Attend Regional Meetings	Leadership Development Spending		N/A	A representative of the community attends the Regional meetings if offered by the Region. The community should be an active participant in the Regional meetings.		Yes	Yes	Yes			
c.2.103	Extended	Community volunteer recognition and awards	Leadership Development Spending		N/A	The community has formal process that at least once a year recognizes the community volunteers.		Yes	Yes	Yes			Volunteer -> Volunteer Recognition
c.2.104	Extended	Member recognition	Number of awards	1 per year	N/A	The community has a formal process to recognize exceptional contributions of members to Project Management in their area		Yes	Yes	Yes			
c.2.105	Extended	Attend PMI LIM Showcase	Presences in Showcase	1 PMI LIM / year	N/A	A representative of the community attends the Regional meetings if offered by the Region. The community should be an active participant in the Regional meetings.		Yes	Yes	Yes			
r.1.101	Extended	Sponsorship Management	Number of sponsors	1 per year	N/A	The community has a formal sponsorship process that has: - the level of sponsorships - clearly outlines the cost of the sponsorship and what is received - who is prime to support the sponsors		Yes	Yes	Yes			Marketing -> Marketing - Misc
r.1.102	Extended	Use of Paid staff to deliver member services	Number of Full Time Equivalent paid staff		N/A	The community has paid staff, either employees, contractors, or sub-contractor, to deliver member services that are best provided during normal business hours (responding to emails, phone calls, registration, web site maintenance, etc.).		Yes	Yes	Yes			
r.2.101	Extended	Annual Report to Members	Report completed	1 per year	N/A	An annual report to members which contains the following: - Report of component activities - Presentation of component financial results - Key activities planned for the next year - PMF results		Yes	Yes	Yes	Yes		