

The Dark Arts of Project Management Series (intermediate to advance)

1. The Dark Arts of Project Management: Influence and Politics (D,W,1)
2. How to be a Chameleon: The Key to Project Success (D,W,1)
3. Project Stakeholders: Dealing with Sleeping Giants to Saboteurs (K,D,W)
4. How to Train Your Dragon: a Project Sponsor Primer (K,D,W)
5. Situational Leadership: Up, Down and All-around (K,D,W)
6. Leading Strategic Initiatives: Managing Innovation Through Culture Change (D,W)
7. There are No Politics in Business (K,D,W)
8. Yes, and... Advanced Negotiations in a Project World (K,D,W,2)
9. Everyone is in Sales: Successful Tools & Techniques for Project Leaders (K,D,W,2)
10. Managing Innovation in a Project Management World (K,D,W,3)
11. Managing Change and Surviving to Talk About It (K,D,W,3)
12. Selling the Value of the PMO and Project Management (K,D)
13. Surefire Scheduling to Ensure Schedule Performance! (D,W,4)
14. Joeisms: Leadership Concepts and Other Sage Words of Advice (K,D)
15. Leadership: The Making of a Professional, Enterprise PM (D,W)



Project Management Essentials (beginner)

1. Ten Simple Ways to Screw-up a Good Project (K,D)
2. Q & A: Improving Project Success Through Better Listening (K,D,W)
3. Building Your Essential PM Soft skills (D,W)
4. Project Mechanics for the Beginner: the Minimum You Need to Know to Thrive (D,W)
5. Using MS Project: Just the Minimum You Really Need to Know (W,4)
6. Project Management for the BA (D,W)



Case Studies

1. Best Practices in Building out a Security Program (D)
2. Building out SCSU's PMO, and Other Tales of Success, Trial and Tribulation (K,D)
3. Running a Successful itSMF ITIL Deployment (K,D)

Professional Association Success Series (abstracts available upon request)

1. The Basics of Sales and Selling: Everyone's Job
2. Strategic Planning for Chapter Success
3. Setting Up a Sponsorship Program for Improved Financial Stability
4. Best Practices in Volunteer Recruitment and Engagement
5. Pulling-off a Great PDD or Chapter Meeting Program: Organizing, Attracting and Marketing
6. Successful Career Networking Groups: An Easy Key to Chapter Growth



Key

K=Keynote candidate

D=Dinner/Lunch/Breakfast candidate

W=Workshop or seminar candidate

1 = Often combined to make a full-day workshop Influence and Communications

2 = Often combined to make a full-day workshop Project Salesmanship and Negotiations

3 = Often combined to make a workshop on Innovation that leads to Managing Change

4 = Often combined to make a complete workshop in gathering good Schedule data and building out a Plan

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Presentation and Workshop Library

The Dark Arts of Project Management Series

Topic Title: The Dark Arts of Project Management: Influence and Politics – 60% Leadership/40% Strategy

Presentation Abstract

Successful journey from start to finish of a project is not linear, clean, forecastable or easy. Your interest is to deliver the project on time, on budget with a smile on everyone's face, but others have conflicting interests.



Armed with your System Development Life Cycle (SDLC), a planning tool of your choice and the innocence that always comes at the start of a project you think you are set to go. Then the plan that you have worked so hard to perfect shows a flaw, falls behind schedule or budget, gets amended or completely thrown out altogether. How you minimize these occurrences and provide the best chance to survive the project intact.

This presentation will start with the Top 10 Keys to Success which include Communicate, Communicate, Communicate; Managing Change and Expectations; Pace, Perfection and Price – pick 3. We then discuss how to become a Master Magician covering topics such as Winning at Politics; Controlling outcomes through Influence; Communicating & Motivating and Marketing your Project.

While it takes less than 8 hours to learn how to use a tool to manage a project it takes a lifetime to learn the art of successfully delivering a project. This presentation will focus on the soft-side of project management, having fun with the topic and using audience participation and exercises to share the community's intelligence.

Learning Objectives:

- ✓ Learn how to control outcomes through Influence
- ✓ How to communicate effectively to win allies and manage expectations
- ✓ Why you need to manage organizational change and hints on how to do it effectively
- ✓ How to use Pace, Perfection and Price – pick 3 to your advantage
- ✓ Understanding how to motivate your stakeholders

Topic Title: How to be a Chameleon: The Key to Enterprise Project Success – 100% Leadership

Presentation Abstract

Successful delivery of any project requires you to communicate with, manage and influence people at all levels, both inside and outside your organization. Yet they all speak different "languages". And worse yet there isn't a roadmap, translation guide or hint sheet to tell you how to relate to each so that you can be successful.



This presentation will discuss how to identify your target audience, determine the communication styles and methods that works best for them and how to adapt your message, motivations methods and your style for optimum success. We will also discuss how to build a relationship with your sponsor and leverage your influence with them to set your project up for success.

The major points to be covered include:

- ✓ Defining what a Chameleon is in the project world and why it is important
- ✓ Defining and discussing the various target audiences and the keys to success for working with each
- ✓ The skills and dos/don'ts a project manager will need to be a Chameleon and the typical roadblocks
- ✓ Examples you can use immediately to become more effective

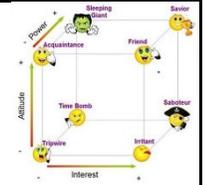
Learn how to recognize and adapt to everyone in your project world to optimize your leadership and messaging for project success.

Presentation and Workshop Library

Topic Title: *Project Stakeholders: Dealing with Sleeping Giants to Saboteurs – 100% Technical*

Presentation Abstract

All projects have their promoters and their detractors, people that can either make or break your project or your team. This presentation will give you practical advice on who you need to focus on, show you how to classify where each person sits on the “Interest, Attitude, and Power” axis of your Stakeholder chart and how to improve the attitude and interest of the power players in your world. The major points to be covered include:



- ✓ What is the Stakeholder Identification chart and how it will help you
- ✓ Using personality profiling to help you understand what makes people “tick” and where to place them on the chart
- ✓ Techniques and tools to help move people from “disinterested to involved” and “poor attitude to a champion”
- ✓ The key tactics of “Include, Influence, Ignore, Isolate”
- ✓ Adding advanced negotiation techniques for the most important stakeholder types

This presentation will cover the basics and then quickly move into advanced topics, using exercises and situational case studies to emphasize key points, to help you achieve the best win-win outcome for you, your team and your project.

Topic Title: *How to Train Your Dragon: A Project Sponsor Primer – 80% Leadership/20% Strategy*

Presentation Abstract

A successful journey from start to finish of a project is not linear, clean, forecastable or easy. Your interest is to deliver the project on time, on budget, and with a smile on everyone’s face. Hopefully it is your Sponsor’s agenda as well.



This presentation will discuss how to prepare your project for a successful journey, focusing on how to on-board your sponsor, the features of a good sponsor, and what to do if they are unengaged, uncomfortable in the role or at the wrong level of the organization. We will also discuss how to build a relationship with your sponsor and leverage your influence with them to set your project up for success. The major points to be covered include:

- ✓ How to prepare for a successful project
- ✓ Defining a “good Sponsor”
- ✓ On-boarding and training your sponsor
- ✓ Hints and tips for many of the problems you will face with your sponsor

Learn how to recognize the problem signs before it’s too late and make you and your sponsor a winning team.

Topic Title: *There are No Politics in Business – 50% Leadership/50% Strategy*

Presentation Abstract

Business people are faced with lots of data and have to make lots of decisions; and there are plenty of options and opinions about those decisions. If someone does not support your “project” or your “strategy” it is because they have a different perspective that is based on their experiences and priorities. Their lack of support for your idea is not politically based; it’s because *you* do not understand their perspective. It is up to you to listen better and try to appreciate an alternative view. Hopefully the other person or department will try to appreciate your good idea too.



The major points to be covered include:

- ✓ Its Win-Win, not Win-Lose
- ✓ “Walking a Mile in their Shoes” – understating the other perspective
- ✓ Building relationships to eliminate conflict
- ✓ Hints for when things get messy

This presentation will discuss how to take out (or at least reduce) politics in your project, program or portfolio, leaning on effective, pro-active approaches by altering your view of “politics” and improving your understanding of other perspectives.

Presentation and Workshop Library

Topic Title: Situational Leadership: Up, Down and All-around – 50% Strategy/50% Leadership

Presentation Abstract

Different situations demand the use of different tactics or approaches. Are you the boss, a peer or a subordinate? Do you have the necessary influence and know how to use it? Are you in a group or one-on-one meeting? Are you face-face, on a call or using a video presentation tool? In order to be successful in any situation you need a bag full of tools and techniques to minimize “noise”, focus on the situation and provide the necessary leadership.



The major points to be covered include:

- ✓ How to use Influence and survive Politics
- ✓ Knowing when to build rapport, gather information or lead a discussion – and how to do each
- ✓ Knowing when to let the other party “fail”
- ✓ Situational examples hints and tips

Whether you are a leader now or a leader-in-waiting, this presentation will provide practical content and follow-up with exercises and case studies to emphasize key points to help you achieve the best win-win outcome for you, your team and your project.

Topic Title: Leading Strategic Initiatives: Managing Innovation Through Culture Change – 50% Strategy/50% Leadership

Presentation Abstract

As project professional we continually leading strategic efforts to improve our organization’s ability to deliver our goods or services. Most of the efforts require creative innovative thinking and the ability to manage cultural change to be successful and avoid the landmines always present in our world. This presentation will combine concepts around managing innovative initiatives and how to plan for and deliver culture change management. The major points covered include:



- ✓ Understanding the need and making the case for Innovation and culture change
- ✓ Obtaining and effectively using influence and Politics
- ✓ The Spheres of Influence – stakeholder management tips and techniques
- ✓ Communication Musts
- ✓ Sales and Negotiations – when and how to use them
- ✓ Typical barriers or roadblocks

This workshop is designed to spur creative thinking, demonstrate strategies for success as well as techniques for providing leadership in your organization – no matter what level you are presently at in your org chart. I will present content with real-life examples and utilize interactive exercises to emphasize the key points throughout the session. Think Win-Win, not Win-Lose

Presentation and Workshop Library

Topic Title: Yes, and... Advanced Negotiations in a Project World – 60% Leadership/40% Strategy

Presentation Abstract

Everyone needs the ability to effectively negotiate, especially project managers, staff managers and business analysts. They are continually challenged with the need to negotiate with their stakeholders around managing project scope, resource utilization, executive stakeholder involvement, funding or a host of other topics. This presentation will cover the principals of negotiations and the keys to a win-win outcome. The major points to be covered include:

- ✓ Typical pitfalls to be aware of and avoid
- ✓ What are the Great Negotiator skills
- ✓ The top 10 negotiation Rules to Live by
- ✓ Techniques and Tools to add to your tool-belt
- ✓ Trust and Respect's impact on negotiations
- ✓ Using negotiations in a project "Sales" situation

This presentation will cover the basics and then quickly move into advanced topics, using exercises and situational case studies to emphasize key points, to help you achieve the best win-win outcome for you and your project.



Topic Title: Everyone is in Sales: Successful Tools & Techniques for Project Leaders – 100% Leadership

Presentation Abstract

Whether it is convincing a reluctant subject matter expert, an inexperienced sponsor, your boss or some other stakeholder to look at a situation differently every project leader needs to be able to influence others so that good decisions are made. To accomplish this feat everyone needs some level of "sales" capability. No one is asking you to turn into a "used car salesman", but a lack of sales related skills and/or comfort level at influencing and negotiating impacts your ability to move from surviving to thriving in the project and business world.

The major points to be covered include:

- ✓ What is meant by selling, correcting many common misconceptions
- ✓ How everyone can embrace salesmanship, overcoming any concerns they might have
- ✓ Proven tips and techniques for turning a "layman" into a "good enough" salesperson
- ✓ Identify the stakeholders in the business world most in need of being "sold" and how to handle them
- ✓ Mentoring project teammates and others in your organization so they can join you as "good enough" salespeople

This presentation will offer several practical ways to improve your ability to convince that Sponsor to engage, help you gain approval for an important proposal, assist you with selling those pesky HR or Finance folks on why it is in their best interest to accommodate you by giving you the confidence and tools needed. The presentation will make extensive use of case studies and success stories from my 20+ years of sales, negotiations and marketing.



Presentation and Workshop Library

Topic Title: *Managing Innovation in a Project Management World – 60% Strategy/40% Leadership*

Presentation Abstract

As project, program or portfolio managers we continually leading efforts to improve our organization's ability to deliver our goods or services. Many, if not all, of the efforts require creative innovative thinking, yet the path to success is often littered with landmines. This presentation will discuss the need for innovation and how to instill it in your projects. By covering these major points:



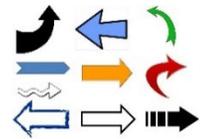
- ✓ Understanding the need – making the case for innovation
- ✓ What skills are required for success
 - Bottom-up vs. top-down approaches
 - Gaining team involvement
 - Promoting the cause
 - Tools to utilize
- ✓ The Spheres of influence
- ✓ Key elements to consider
- ✓ Typical barriers or roadblocks that can hinder innovation

This workshop is designed to spur creative thinking from the audience on how they can lead others to innovate in their project world, providing leadership and forethought to generate an environment for a successful project outcome. I will utilize presentation content, interactive training exercises and real-life examples to emphasize the key points required to lead innovative initiatives and finish up with several case studies to reinforce the lessons learned during the session.

Topic Title: *Managing Change and Surviving to Talk about it – 60% Strategy/40% Leadership*

Presentation Abstract

Project, Program and PMO Mangers are in the business of improving the organization they work for. This improvement often leads to the need to change the organization, a department or some people's job.



The major points to be covered include:

- ✓ Understanding the need
 - Why it is important to make a change
 - Visioning the future
- ✓ Differences between individuals and groups
- ✓ Issues, roadblocks and pitfalls
- ✓ Foundations for success
 - Profiling: advocates and detractors
 - Building buy-in
 - Continuous feedback
- ✓ Tips and tricks
- ✓ How to know when you are "Done"

While most project professionals are taught how to run a project from kick-off to lessons learned many either are unaware or struggle with the side effect of the culture change that follows the deployment of most enterprise level projects. This presentation will key in on how to survive the aftermath of your Go-live.

Presentation and Workshop Library

Topic Title: Selling the Value of the PMO and Project Management – 80% Leadership/20% Strategy

Presentation Abstract

Most organizations have a steady stream of projects they need to execute on to meet organizational goals. To consistently deliver results from those projects they utilize project managers, often establishing a Project, Program or Portfolio Management Office (PMO) along the way. So why do those same organizations struggle with seeing the value of the PMO and their project managers and why is the life expectancy of a PMO so short?



This presentation focuses on the pitfalls many organizations fall into when evaluating their project managers and PMOs. We will then discuss proactive actions and best practices for placing the project management and PMO in a positive light

The major points to be covered include:

- ✓ Survey results from regional organizations on this topic
- ✓ The traditional detractors and supporters and what to do with each
- ✓ Why setting up a PMO requires different skills than running it
- ✓ Comparing selling the value of a project manager vs. the PMO – how are the same/how are they different
- ✓ What Sr. Management wants – and you need to deliver
- ✓ What you need to do before you are asked the “big question” of what’s your organizational value

This presentation will offer a thought-provoking view of why organizations have a love/hate relationship with project managers and the PMO and what you can do to shine a positive light on yourself and your department and manage relationships within your organization.

Topic Title: Surefire Scheduling to Ensure Schedule Performance! – 70% Technical/30% Strategy

Presentation Abstract

Have you ever developed the perfect project plan just to have it all go south before the end of the 1st month? In this presentation we will discuss more than just how to use a tool, but also the keys on how to work with your sponsor, Subject Matter Expert (SME) and other important stakeholders to gathering the right data points before even booting up your computer.



The major points to be covered include:

- ✓ The top common mistakes that derail your plans
- ✓ What are all the pieces of information needed for your plan and why you need them
- ✓ Interviewing techniques for gathering project data points
- ✓ How to build out your plan for easy on-going maintenance

No matter what tool you use learn to work with your team to build out an immediately functional, maintainable and easily shareable plan using this effective approach.

Presentation and Workshop Library

Topic Title: Joeisms – Leadership Concepts and Other Sage Words of Advice – 50% Leadership/50% Strategy

Presentation Abstract

This presentation will lean on quotes, sayings and observations that Joe has gathered in his 30+ years of leadership, staff supervision, project/program management and dealing with people in all walks of life, punctuated with real-life examples to reinforce key points. The major points to be covered include:

- ✓ Leadership, relationship growth and management “truths and constants”
- ✓ Communication principles
- ✓ Sales and Negotiations nuggets for leaders
- ✓ Best practices and general sage advice when leading others and/or projects



This fun and informative session is certain get you to think about or remind you about ways to strengthen your soft skills around the office, improve interpersonal relationships and make you a more confident and effective leader.

Topic Title: Leadership – The Making of a Professional, Enterprise PM – 100% Leadership

Presentation Abstract

All projects have 1 thing in common – they require leadership to be successful. This workshop will present the skills needed, using real world examples, to successfully lead projects of any size and for any industry or application. The major points to be covered include:



- ✓ Leadership attributes – what it is and what it isn't
- ✓ Knowing yourself and your stakeholders
- ✓ Successfully leading your Sponsor
- ✓ Communication keys and why they are so important
- ✓ When and how to negotiate – with anyone
- ✓ Managing outcomes through influence
- ✓ How to prepare yourself and grow as a leader

This seminar will use case studies and interactive activities to practice the lessons learned and review alternative approaches to multiple scenarios. Learn to analyze your own strengths and weaknesses, and those of your team and everyone with a stake in your project. Use that information to build strong, trusting relationships with mentors, peers and team.

Presentation and Workshop Library

Project Essentials

Topic Title: Ten Simple Ways to Screw-up a Good Project – 80% Technical/20% Leadership

Presentation Abstract

Ever wonder what the most common, often simple things that happen during a project that can make or break its success? In this presentation we will discuss the ten most common ways a project could go wrong, and some lessons learned on how you might change that. From communications and sponsorship to political landscape, risk management and good planning, learn how you might help correct the course of a project gone wrong.



The major points to be covered include:

- ✓ The top 10 most common mistakes that derail your projects
- ✓ Joe's Truisms - how to overcome the common mistakes
- ✓ How to learn from "Dilbert" – the keys to repeatable, consistent project success
- ✓ Communications - what you need to know and practice

Learn to take your "game" to the next level by accepting and practicing these common sense, yet often overlooked, principals.

Topic Title: Q & A: Improving Project Success Through Better Listening – 100% Technical

Presentation Abstract

Success in all areas of work and at all levels require 1 common skill – good communications. A key element to effectively communicating with someone is the ability to ask a question, and then listen and understand their reply.

This presentation will offer and approaches to. This presentation will offer multiple concepts and situational techniques, emphasizing the lessons with relevant stories and interactive exercises. The major points to be covered include:



- ✓ 3 major scenarios to keep in mind when asking a question
- ✓ "Listening to Understand"
- ✓ Clarifying and Validating
- ✓ What to do when the other person is only listening to reply
- ✓ How to lead the other person or group to the best/right decision, and have them feeling good about it

This concept may sound simple, but how many times have you been in a conversation where one party or another is thinking or saying "they just aren't hearing me"?

Topic Title: Building Your Essential PM Soft skills – 80% Technical/20% Strategy

Presentation Abstract

Successful completion of a project is 80% art and 20% science. This seminar will focus on learning the soft skills required to be an "artist" – delivering projects on time, on budget, meeting all requirements while leaving a smile on everyone's face. The major points to be covered include:



- ✓ The top 10 most common mistakes a project manager makes
- ✓ Joe's Truisms - how to overcome the common project mistakes
- ✓ Communications - what you need to know and practice
- ✓ Personality profiling yourself and your stakeholders to successfully achieve project goals
- ✓ Winning at Negotiations – with your team, your sponsors and any external resource

This seminar will use case studies and interactive activities to practice the lessons learned and review alternative approaches to troublesome scenarios. Learn to take your "game" to the next level by accepting and practicing these common sense, yet often overlooked, principals.

Presentation and Workshop Library

Topic Title: Project Management for the Beginner: The Minimum You Need to Know to Thrive – 80% Technical/ 20% Leadership

Presentation Abstract

Whether you and your boss have made a conscious decision to have you manage a project, or it happened organically, you now need to do more than your “normal” daily job. In addition, you now need to lead a project – so what does that mean?



This presentation will discuss the basics for successfully delivering a project on-time, on-budget with the desired scope, what artifacts are really needed vs. “optional”, as well as building a right-sized project plan. The major points to be covered include:

- ✓ The top 10 most common mistakes a project manager makes, and how to overcome the common them
- ✓ Project Charters – your savior
- ✓ Communications - what you need to know and practice
- ✓ How to build out your right-sized plan for easy on-going maintenance
- ✓ Interviewing techniques for gathering project data points

Successful completion of a project requires knowing the art and science of project management. This seminar will deliver the blend of skills you will need to be a Project hero.

Topic Title: Using MS Project: Just the Minimum You Really Need to Know – 100% Technical

Presentation Abstract

This workshop is a key for any project manager that needs to utilize a planning tool for projects that are too big to manage with a napkin or a spreadsheet. We will learn the basics of MS Project to develop, maintain and report project status. We will also cover the best practices for project plan management from start-up, through on-going maintenance to project closure. The major points to be covered include:



- ✓ Getting started – options, set-up and Navigation
- ✓ Building out the plan
- ✓ Resource and Dependency management
- ✓ Views, reporting, on-going validation and maintenance

This workshop will teach you everything you need to know to successfully build out and manage basic to complex project plans and is reinforced throughout with real-life examples and simple to follow exercises.

Topic Title: Project Management for the BA – the Minimum You Need to Know to Thrive – 80% Technical/ 20% Leadership

Presentation Abstract

Whether you and your boss have made a conscious decision to have you manage a project, or it happened organically, you now need to do more than develop workflows, functional design specs, screen mock-ups or create other BA artifacts. In addition to doing your analysis work you now need to lead a project so what does that mean? This project is similar to “Project Management for the Beginner”, but customized with examples and case studies specifically for the Business Analyst.



This presentation will discuss the basics for successfully delivering a project on-time, on-budget with the desired scope, what artifacts are really needed vs. “optional”, as well as building a right-sized project plan. The major points to be covered include:

- ✓ The top 10 most common mistakes a project manager makes, and how to overcome the common them
- ✓ Project Charters – your savior
- ✓ Communications - what you need to know and practice
- ✓ How to build out your right-sized plan for easy on-going maintenance
- ✓ Interviewing techniques for gathering project data points

Successful completion of a project requires knowing the art and science of project management. This seminar will deliver the blend of skills you will need to be a BA/PM hero.

Presentation and Workshop Library

Custom/Combined sessions

Topic Title: Surefire Scheduling Using MS Project: Just the Minimum You Really Need to Know – 70% Technical/30% Strategy

Presentation Abstract

Do you need to lead projects that are too big to manage with a napkin or a spreadsheet? Have you ever developed the perfect project plan just to have it all go south before the end of the 1st month? This workshop we will blend the use specialized interviewing techniques and the key features of MS Project to help you effectively manage any size project plan.



The major points to be covered include:

- ✓ Understanding all the pieces of information needed before you boot up your computer
- ✓ Interviewing techniques for working with even from the toughest SME: How to work with sponsors, subject matter experts (SME) and other stakeholders
- ✓ Getting started with MS Project – options, set-up and navigation
- ✓ Building out the plan, including Resource and Dependency management
- ✓ Tips and tricks for on-going validation and maintenance
- ✓ Outputs for everyone using the most frequently used views and reports in MS Project

This workshop will teach you everything you need to know to successfully build out, manage and share basic to complex project plans and is reinforced throughout with real-life examples and simple to follow exercises.

Presentation and Workshop Library

Project Case Studies

Topic Title: Best Practices in Building out a Security Program – 100% Strategy

Presentation Abstract

With the ever-increasing reliance on technology, data, cloud solutions, overseas outsourcing and new applications all organizations have an increasing exposure to hackers, internal mischief and other security concerns. To counter these increased risks Security Programs continue to pop-up and/or grow across all industries. This presentation focuses efforts needed to set-up and maintain a Security Program in today's world.

The major points to be covered include:

- ✓ What Sr. Management wants – and you need to deliver
- ✓ The traditional detractors and supporters and what to do with each
- ✓ What the Program should include/exclude
- ✓ The skills required to set-up vs. on-going execution of the program
- ✓ How to provide, and explain your organizational value

It is no longer just the organizations in health care, credit card/finance that need to protect their data and systems. Any organization with assets worth protecting should have a Security Program so that they can protect themselves against the risk of cyber-attacks, ransomware and other malicious actors.

Topic Title: Building out SCSU's PMO, and Other Tales of Success, Trial and Tribulation – 60% Strategy/40% Technical

Presentation Abstract

St Cloud State University (SCSU) has been embarking on an effort to improve their ITS departments ability to manage projects throughout the life cycle and provide optimum value to the University. In addition, ITS has been challenged with doing more with less resources and improving transparency to the campus stakeholders. To accomplish this SCSU set-out on a 12-month effort to define the Project Manager Office's (PMO) charter, set-up the policies, processes and artifacts and then execute on their charter. To date SCSU has taken the steps to organize the PMO, define and create the required artifacts, determine resource availability, communicate and get buy-in from the major stakeholders and then complete the process for intake and project kick-off for their first cycle.

This presentation will discuss the project as it has unfolded from the beginning through the first intake cycle and the kick-off of projects, discussing the strategy and tactics used as well as the things that went well and lessons learned along the way.

Topic Title: Running a Successful itSMF ITIL Deployment – 70% Technical/30% Strategy

Presentation Abstract

This presentation will go through the ups and downs of a successful deployment of a 3 year, multi-phase enterprise project to improve a company's operational efficiency by implementing itSMF ITIL.

The major points to be covered include:

- ✓ Goals, scope and approaches taken
- ✓ Key success factors identified early on
- ✓ Important tools used
- ✓ Timeline and project planning
- ✓ What worked, and what could have been improved upon