

Sample Of Project Charter Documents

Project Management Communications Bible John Wiley & Sons Enterprise Project Management Using Microsoft Office Project Server 2007 : Best Practices for Implementing an EPM Solution J. Ross Publishing

Zero in on key project-initiation tasks—and build a solid foundation for successful software development. In this concise guide, critically-acclaimed author Karl E. Wieggers fills a void in project management literature by focusing on the activities that are essential—but often overlooked—for launching any project. Drawing on his extensive experience, Karl shares lessons learned, proven practices, and tools for getting your project off to the right start—and steering it to ultimate success. Lay a foundation for project success—discover how to: Effectively charter a project Define meaningful criteria for project success and product releases Negotiate achievable commitments for project teams and stakeholders Identify and document potential barriers to success—and manage project risks Apply the Wideband Delphi method for more accurate estimation Measure project performance and avoid common metrics traps Systematically apply lessons learned to future projects Companion Web site includes: Worksheets from inside the book Project document templates Resources for project initiation and process improvement

This book exposes the reader to a comprehensive overview of instructional design using the Instructional Systems Design (ISD or ADDIE) model and project management techniques based on the framework and standards of the Project Management Institute and the Project Management Body of Knowledge (PMBOK) Guide best practices. Throughout the book, ADDIE and project management are united in a four-step combo. Readers are taught to groove two disciplines to one beat. Project Management Skills for Instructional Designers is intended to captivate the interest of the following audience: instructional designers, training managers and directors, training consultants, human resources managers, performance consultants, and project managers. This practical guide uses the creative approach of storytelling to present the content in a way that is realistic and sequential to the way an instructional designer may work. A case scenario where an instructional designer is given a mandate by the boss to design, develop, and deliver automated sales management training is the story line around which the two disciplines are applied in the four-step combo.

Are you reinventing the wheel each time you create a training project? Organize your way to efficiency with project management templates and tools specifically designed for training professionals. This book is at its core a bank of training knowledge. Each customizable template is practical to use on training-related projects or ongoing operations. In this book you will find: forms to help you manage all aspects of your training project helpful information to guide you as you institute an information system for your training department templates that help you deliver business results and business success. Using good forms correctly can greatly increase productivity and consistency within a distributed network of project team members. Whether you are a project manager who has training responsibilities, or a trainer responsible for managing projects, this guide offers tools you need to maximize efficiency.

Discover exciting behind-the-scenes opportunities and challenges in technology today with Schwalbe's unique INFORMATION TECHNOLOGY PROJECT MANAGEMENT, REVISED 7E. This one-of-a-kind book demonstrates the principles distinctive to managing information technology (IT) projects that extend well beyond standard project management requirements. No book offers more up-to-the minute insights and software tools for IT project management success, including updates that reflect the latest PMBOK Guide, 5th edition, the global standard for managing projects and earning certification. The book weaves today's theory with successful practices for an understandable, integrated presentation that focuses on the concepts, tools, and techniques that are most effective today. INFORMATION TECHNOLOGY PROJECT MANAGEMENT is the only book to apply all ten project management knowledge areas to IT projects. You master skills in project integration, scope, time, cost, quality, human resource, communications, risk, procurement, and stakeholder management as well as all five process groups--initiating, planning, executing, monitoring and controlling, and closing. Intriguing examples from familiar companies featured in today's news, a new Agile case, opportunities with MindView software, and a new chapter on project stakeholder management further ensure you are equipped to manage information technology projects with success. The REVISED Seventh Edition has updated Appendix A for Microsoft Project 2013. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This book discusses the opportunities and conditions that digital technology provides to extend, innovate and differentiate the services offered by consulting companies. It introduces suitable artefacts like web-based consulting platforms, consulting applications, semantic technologies and tools for data mining and collaboration. Furthermore it examines concepts to evaluate the virtualization of consulting processes and showcases how solutions can be developed to blend traditional and digital consulting models. Presenting state-of-the-art research and providing a comprehensive overview of the methods and techniques needed for digital transformation in the consulting industry, the book serves as both a guide and a roadmap for innovative consulting companies.

The most comprehensive PMP Exam study package on the market Prepare for the demanding PMP certification exam with this Deluxe Edition of our PMP: Project Management Professional Exam Study Guide, Fourth Edition. Featuring a bonus workbook with over 200 extra pages of exercises, this edition also includes six practice exams, over two hours of audio on CD to help you review, additional coverage for the CAPM (Certified Associate in Project Management) exam, and much more. Full coverage of all exam objectives in a systematic approach, so you can be confident you're getting the instruction you need for the exam Bonus workbook section with over 200 pages of exercises to help you master essential charting and diagramming skills Practical hands-on exercises to reinforce critical skills Real-world scenarios that put what you've learned in the context of actual job roles Challenging review questions in each chapter to prepare you for exam day Exam Essentials, a key feature in each chapter that identifies critical areas you must become proficient in before taking the exam A handy tear card that maps every official exam objective to the corresponding chapter in the book, so you can track your exam prep objective by objective Featured on the CD

SYBEX TEST ENGINE: Test your knowledge with advanced testing software. Includes all chapter review questions and bonus exams. **ELECTRONIC FLASHCARDS:** Reinforce your understanding with flashcards that can run on your PC, Pocket PC, or Palm handheld. **AUDIO INSTRUCTION:** Fine-tune your project management skills with more than two hours of audio instruction from author Kim Heldman. Also on the CD, you'll find the entire book in searchable and printable PDF. Study anywhere, any time, and approach the exam with confidence.

This text describes global best practices, competencies, and standards of superior project organizations based on research conducted by the Top 500 Project Management Forum. It details the results of seven years of benchmarking and the bottom line value of project organizations in large functional enterprises. The text also highlights enhancements in professional image, job performance, and personal earnings.

Identity and Access Management: Business Performance Through Connected Intelligence provides you with a practical, in-depth walkthrough of how to plan, assess, design, and deploy IAM solutions. This book breaks down IAM into manageable components to ease systemwide implementation. The hands-on, end-to-end approach includes a proven step-by-step method for deploying IAM that has been used successfully in over 200 deployments. The book also provides reusable templates and source code examples in Java, XML, and SPML. Focuses on real-world implementations Provides end-to-end coverage of IAM from business drivers, requirements, design, and development to implementation Presents a proven, step-by-step method for deploying IAM that has been successfully used in over 200 cases Includes companion website with source code examples in Java, XML, and SPML as well as reusable templates

Mastering Project Management Integration and Scope gives managers powerful insights and tools for addressing the most crucial success factor in any project: completely and accurately defining project objectives and deliverables, and transforming your definitions into effective requirements and an integrated project plan. This book is part of a new series of six cutting-edge project management guides for both working practitioners and students. Like all books in this series, it offers deep practical insight into the successful design, management, and control of complex modern projects. Using real case studies and proven applications, expert authors show how multiple functions and disciplines can and must be integrated to achieve a successful outcome. Individually, these books focus on realistic, actionable solutions, not theory. Together, they provide comprehensive guidance for working project managers at all levels, as well as indispensable knowledge for anyone pursuing PMI/PMBOK certification or other accreditation in the field.

Types of Organizational Change -- Procurement Planning -- Statement of Work -- Vendor Solicitation -- Vendor Selection Criteria -- Types of Contracts -- Partner and Vendor-centric Documents -- Agile Project Management -- Sprint Planning -- Daily Standups or Scrum Meetings -- Scrum Retrospective -- Other Methodologies -- Summary -- Exam Essentials -- Key Terms -- Review Questions -- Chapter 10 Project Tools and Documentation -- Project Management Tools -- Charts -- Dashboards and Status Reports -- Knowledge Management Tools -- Using Performance Measures -- Key Performance Indicators -- Key Performance

Parameters -- Balanced Score Card -- Project Endings -- Characteristics of Closing -- Types of Project Endings -- Steps in Closing Out a Project -- Obtaining Sign-Off -- Transferring the Product of the Project -- Releasing Team Members -- Closing Out the Contract -- Administrative Closure -- Archiving Project Documents -- Documenting Lessons Learned -- Preparing the Project Close Report -- Summary -- Exam Essentials -- Key Terms -- Review Questions -- Appendix Answers to Review Questions -- Chapter 1: Initiating the Project -- Chapter 2: Project Team Roles and Responsibilities -- Chapter 3: Creating the Project Charter -- Chapter 4: Creating the Work Breakdown Structure -- Chapter 5: Creating the Project Schedule -- Chapter 6: Resource Planning and Management -- Chapter 7: Defining the Project Budget and Risk Plans -- Chapter 8: Communicating the Plan -- Chapter 9: Processing Change Requests and Procurement Documents -- Chapter 10: Project Tools and Documentation -- Index -- Advert -- EULA

Why you need this PMP guide: • Coverage of the 100% of the exam content • Lots of figures and tables for faster preparation • ITTO-made-easy with diagrams and built-in text • Simple explanations for difficult concepts • Synopsis and formulas section ... for reference before the PMP exam • Easy-to-follow layout • 400+ sample questions with detailed explanations • Full-length practice exam • Tips for practical project management • How-to for Microsoft Project (MPP) application This book is a must-have for those preparing for PMP certification. It is different than existing books because we believe that PMP preparation can be quick and efficient. We have read the existing books and taken the PMP exam and we have found that most books contain unnecessary content. • Reduce your preparation time: There are several books in the market that have pages of painful and irrelevant text that would just be a waste of your time. This book has text that is concise and relevant for the exam. • Figures and tables: There are 200+ figures and tables in the book. When text is needed to explain the figure, the text is embedded into the figure, rather than forcing you to read long paragraphs and pages of commentary to find relevant material. • Personalized, conversational style: When possible, we use conversational style to make for easier reading. • Active learning: We believe that learning is best when the reader is involved (instead of doing a show and tell). Wherever applicable (e.g. for schedule, cost, quality, risk, procurement), there are workbook-style exercises. • Examples: You will find lots of examples followed by its underlying concept or generalized step-by-step procedure. This sequence makes it easier to understand concepts. REVIEW FROM CONTACT 1: I have studied various PMP guides and tutorials in the market. But this book is different, stands out and would be the best companion guide to the PMBOK. Difficult concepts are presented in a style that is easy to follow. The content is concise and supported by illustrative figures and tables. This will save you from wasting your time on irrelevant or copious content. In my opinion, this is the ONLY book you will need to pass the PMP exam. Other printed books and online sites have questions that are easier than the PMP exam and some wrong and answers and explanations. The 400+ questions are at the same level of rigor as you will find in the PMP exam. I wish I had this guide when I prepared for the PMP exam. - Andrew Anderson, PMP, Los Angeles, CA

In the second edition of Understanding Project Management, skilled expert Dave C. Barrett offers a well-updated, practical real-world guide for current and aspiring project managers. Using concise and approachable language, the second edition features

new concept illustrations, a greater consistency with the Project Management Body of Knowledge terminology, and additional case studies in the updated instructor resources. Taking the reader through an ongoing case study from initiation to completion, the text reinforces the importance of managing key aspects of a project, including its scope, quality, schedule, and budget, and explores the less tangible challenges that can often derail a project or lead to its success. This newly updated edition offers authentic project management documents produced alongside the project case study and equips readers with a solid understanding of why specific processes are used, why certain decisions are made, and how pieces of project management fit together. Suitable for any discipline or industry, *Understanding Project Management, Second Edition*, promises to be an engaging and worthwhile read.

FEATURES: - Additional key terms, illustrations, practical examples, and references to the Project Management Body of Knowledge, Sixth Edition - Readers follow an ongoing case study, gaining insight into the thought processes and resulting actions of a project manager, including the creation of project documents - Robust instructor resources include new case studies that can be used for in-class activities and case study extensions of additional situations and problems to discuss with students

This book is a concise step-by-step guide to building and establishing the frameworks and models for the effective management and development of software requirements. It describes what great requirements must look like and who the real audience is for documentation. It then explains how to generate consistent, complete, and accurate requirements in exacting detail following a simple formula across the full life cycle from vague concept to detailed design-ready specifications. *Mastering Software Project Requirements* will enable business analysts and project managers to decompose high-level solutions into granular requirements and to elevate their performance through due diligence and the use of better techniques to meet the particular needs of a given project without sacrificing quality, scope, or project schedules. J. Ross Publishing offers an add-on at a nominal cost — Downloadable, customizable tools and templates ready for immediate implementation.

The workplace can be a complex and often treacherous place to be, especially for project managers. Many project managers are ill-prepared for organizational intricacies and office politics; in fact, dealing with them can sometimes seem like a project in itself. In this solutions-oriented, narrative guidebook, David, the central character navigates the confusing landscape of project management and learns how to be a successful project manager. Join him on his journey and discover how to • initiate a project and see it through—from start to finish; • seek out information that will help you manage projects; • manage projects even with little experience or direction; and • hire and develop the right team members to support your efforts. This guide also provides many templates commonly used in project management in a completed format, creating a simulated learning experience in which concepts are well anchored. What's more, these tips and strategies can help you reduce the stress and anxiety that go along with managing projects in the workplace. From analyzing goals and identifying stakeholders to managing expectations and improving communication, you'll discover everything you need to stay on top of your game with *Project Management at Work*.

The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts

and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability. Standard service products enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning. Controls over consumption of services are enhanced. The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects.

Readers discover exciting opportunities and challenges in technology today with Schwalbe's INFORMATION TECHNOLOGY PROJECT MANAGEMENT, 8E. This unique book demonstrates principles distinctive to managing information technology (IT). No book offers more insights and tools for IT project management success, including updates that reflect the latest PMBOK Guide. This edition weaves theory with successful practices for an integrated focus on the concepts, tools, and techniques that are most effective today. This is the only text to apply all 10 project management knowledge areas to IT projects. Readers master skills in project integration, scope, time, cost, quality, human resource, communications, risk, procurement, and stakeholder management as well as all five process groups -- initiating, planning, executing, monitoring and controlling, and closing. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Successful projects need not be elusive. Simple, practical, and tangible techniques yield excellent and repeatable results. The How To Project Manage series strips away the air of complexity of project management and examines the simple concepts that make it work. This first book in the series examines the most important aspect of managing projects - setting goals and expectations. This book not only presents the tricks and tools that make projects successful, it shows you how to execute them. It examines the techniques for gathering and understanding clients' and stakeholders' objectives. Learn how to present your project to senior managers, how to cost-justify your projects, and handle disagreements among stakeholders. Then see how to gather support for your projects and align all stakeholders behind you. You and your organization will know what to expect before committing major resources and time. Real-world examples, extensive graphics, the situation index, and the Wise Project Manager [trademark] index make this book invaluable. Read cover-to-cover or simply as a reference, this book is an essential tool for any project manager.

To support the broadening spectrum of project delivery approaches, PMI is offering A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition as a bundle with its latest, the Agile Practice Guide. The PMBOK® Guide – Sixth Edition now contains detailed information about agile; while the Agile Practice Guide, created in partnership with Agile Alliance®, serves as a bridge to connect waterfall and agile. Together they are a powerful tool for project managers. The PMBOK® Guide – Sixth Edition – PMI's flagship publication has been updated to reflect the latest good practices in project management. New to the Sixth Edition, each knowledge area will contain a section entitled Approaches for Agile, Iterative and Adaptive Environments, describing how these practices integrate in project settings. It will also contain more emphasis on strategic and business

knowledge—including discussion of project management business documents—and information on the PMI Talent Triangle™ and the essential skills for success in today's market. Agile Practice Guide has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

Essential project management forms aligned to the PMBOK® Guide—Sixth Edition A Project Manager's Book of Forms is an essential companion to the Project Management Institute's A Guide to the Project Management Body of Knowledge. Packed with ready-made forms for managing every stage in any project, this book offers both new and experienced project managers an invaluable resource for thorough documentation and repeatable processes. Endorsed by PMI and aligned with the PMBOK® Guide, these forms cover all aspects of initiating, planning, executing, monitoring and controlling, and closing; each form can be used as-is directly from the book, or downloaded from the companion website and tailored to your project's unique needs. This new third edition has been updated to align with the newest PMBOK® Guide, and includes forms for agile, the PMI Talent Triangle, technical project management, leadership, strategic and business management, and more. The PMBOK® Guide is the primary reference for project management, and the final authority on best practices—but implementation can quickly become complex for new managers on large projects, or even experienced managers juggling multiple projects with multiple demands. This book helps you stay organized and on-track, helping you ensure thorough documentation throughout the project life cycle. Adopt PMI-endorsed forms for documenting every process group Customize each form to suit each project's specific needs Organize project data and implement a repeatable management process Streamline PMBOK® Guide implementation at any level of project management experience Instead of wasting time interpreting and translating the PMBOK® Guide to real-world application, allow PMI to do the work for you: A Project Manager's Book of Forms provides the PMBOK®-aligned forms you need to quickly and easily implement project management concepts and practices.

A Practical Guide to Project Management is a clear, concise tool for busy managers to help them plan, organize and execute projects. Written by an experienced and successful project manager, it offers insight into how to lead a group through a defined process and reach the desired goals. While the book focuses on the corporate environment, the concepts presented are applicable to any project situation. Topics include goal definition, team structure, the importance of a Project Charter, developing a plan, establishing a budget, organizing and facilitating meetings, monitoring progress, project documentation, communication, staying on schedule, resolving conflict and evaluating the project when complete. The book includes document templates and a sample project. There are "games" that can be used to develop plans, suggestions on communicating meeting results without meeting minutes and methods to streamline project documentation. A Practical Guide to Project Management provides what managers need to complete initiative on time, on budget and with the desired results.

Incomplete or missed requirements, omissions, ambiguous product features, lack of user involvement, unrealistic customer expectations, and the proverbial scope creep can result in cost overruns, missed deadlines, poor product quality, and can very well ruin a project. *Project Scope Management: A Practical Guide to Requirements for Engineering, Product, Construction, IT and Enterprise Projects* describes how to elicit, document, and manage requirements to control project scope creep. It also explains how to manage project stakeholders to minimize the risk of an ever-growing list of user requirements. The book begins by discussing how to collect project requirements and define the project scope. Next, it considers the creation of work breakdown structures and examines the verification and control of the scope. Most of the book is dedicated to explaining how to collect requirements and how to define product and project scope inasmuch as they represent the bulk of the project scope management work undertaken on any project regardless of the industry or the nature of the work involved. The book maintains a focus on practical and sensible tools and techniques rather than academic theories. It examines five different projects and traces their development from a project scope management perspective—from project initiation to the end of the execution and control phases. The types of projects considered include CRM system implementation, mobile number portability, port upgrade, energy-efficient house design, and airport check-in kiosk software. After reading this book, you will learn how to create project charters, high-level scope, detailed requirements specifications, requirements management plans, traceability matrices, and a work breakdown structure for the projects covered.

Asking tough questions about the current state of project management, *The 12 Pillars of Project Excellence: A Lean Approach to Improving Project Results* provides groundbreaking techniques to achieve excellence in project leadership that can result in six sigma type results or failure-free projects. It unveils novel solutions and breakthrough concep

A field manual on contextualizing cyber threats, vulnerabilities, and risks to connected cars through penetration testing and risk assessment *Hacking Connected Cars* deconstructs the tactics, techniques, and procedures (TTPs) used to hack into connected cars and autonomous vehicles to help you identify and mitigate vulnerabilities affecting cyber-physical vehicles. Written by a veteran of risk management and penetration testing of IoT devices and connected cars, this book provides a detailed account of how to perform penetration testing, threat modeling, and risk assessments of telematics control units and infotainment systems. This book demonstrates how vulnerabilities in wireless networking, Bluetooth, and GSM can be exploited to affect confidentiality, integrity, and availability of connected cars. Passenger vehicles have experienced a massive increase in connectivity over the past five years, and the trend will only continue to grow with the expansion of The Internet of Things and increasing consumer demand for always-on connectivity. Manufacturers and OEMs need the ability to push updates without requiring service visits, but this leaves the vehicle's systems open to attack. This book examines the issues in depth, providing cutting-edge preventative tactics that security practitioners, researchers, and vendors can use to keep connected cars safe without sacrificing connectivity. Perform penetration testing of infotainment systems and telematics control units through a step-by-step methodical guide *Analyze risk levels surrounding vulnerabilities and threats that impact confidentiality, integrity, and availability* Conduct penetration testing using

the same tactics, techniques, and procedures used by hackers From relatively small features such as automatic parallel parking, to completely autonomous self-driving cars—all connected systems are vulnerable to attack. As connectivity becomes a way of life, the need for security expertise for in-vehicle systems is becoming increasingly urgent. Hacking Connected Cars provides practical, comprehensive guidance for keeping these vehicles secure.

Even though Six Sigma programs have successfully been implemented in practice, many IT departments remain skeptical of the process or are unaware of how the tools can be used to improve system development. Removing the mystique surrounding this technique, *Six Sigma Software Development, Second Edition* demonstrates how Six Sigma tools and concepts can be used to enhance the system development process. Revised and updated, this second edition clearly explains Six Sigma concepts and their application, maps Six Sigma concepts and tools to all aspects of system development, and proposes the use of Six Sigma tools to evaluate and improve the overall performance of the IT department. In addition to classic Six Sigma, the book introduces Design for Six Sigma (DFSS) and illustrates when and how its tools and techniques can be used to increase the robustness and reliability of a new system. It also shows how the judicious application of lean tools can reduce the complexity of IT processes, thus shortening the time needed to translate customer requirements into completed systems and increasing customer satisfaction. Aimed at helping business and IT managers clearly communicate with each other, this helpful book addresses concerns straight-on and provides practical methods to building a collaborative data warehouse . You'll get clear explanations of the goals and objectives of each stage of the data warehouse lifecycle while learning the roles that both business managers and technicians play at each stage. Discussions of the most critical decision points for success at each phase of the data warehouse lifecycle help you understand ways in which both business and IT management can make decisions that best meet unified objectives.

Many of the millions of medieval charters surviving in European archives and repositories were written without any reference to a date of issue. The proliferation of undated charters in England and Normandy indicates that the custom was especially peculiar to lands under Norman rule, but charters issued by major religious houses are often also undated. The DEEDS Project at the University of Toronto has developed a computerised methodology for dating charters, relying on analysis of vocabulary, syntax and formulae. In this volume an international group of scholars concerned with the problem of charter chronology consider the potential of the computerised methodology compared to other more traditional methods of dating, such as identification of names, changing in wording and address, and handwriting. Discussion also touches on regional differences in the production, use and distribution of charters, and on ways both manual and mechanical to date and analyse the content of large numbers of them.

MICHAEL GERVERS is Director of the DEEDS Project at the University of Toronto, Canada. Contributors: MICHAEL GERVERS, RODOLFO FIALLOS, MARJORIE CHIBNALL, VRONIQUE GAZEAU, BENOIT-MICHEL TOCK, NICHOLAS VINCENT, GEORGES DECLERCQ, ZSOLT HUNYADIR, ATTILA ZSOLDOS, MARIA HILLEBRANDT, TREVOR CHALMERS, LAZSLO VESZPRMI, P.D.A. HARVEY, ANDRAS GRYNÆUS, JOZSEF PALFY

This exciting new resource guides readers through a step-by-step process on how to deliver quality, robust products and services

while strengthening teams and customer relationships. Drawing on the author's extensive knowledge in aerospace and defense contracting, Practical Project Management for Engineers shares real world examples to recover schedule, cost and performance, explaining the tools, techniques, and methodologies to ensure success. It compares NASA, Department of Defense (DoD), and Project Management Institute (PMI) processes and provides best practices that work in the real world to deliver quality products on time and on budget. This book applies the Pareto Principle, which focuses on the 20% of the material that contributes to the majority (80%) of success to help engineering managers to move a project from contract award to delivery while increasing productivity tenfold. This book is a "how-to" manual for those struggling to get their projects under control as well as for new project managers looking who need a holistic view of project management.

This is the first book to provide instruction on how to implement an EPM solution in an organization based on the Project Management Institute's standardized processes and how to configure the supporting tools from Microsoft products and solutions. Many organizations are looking for that magic tool or methodology that will suddenly transform them into outstanding organizations. Unfortunately, there is no one right answer for all organizations or even for a single organization. Successful organizations skillfully integrate the appropriate improvement approaches with honesty, commitment, and constancy of purpose across all levels of management. This book, part of The Little Big Book series, discusses the most common set of tools and methodologies used in managerial, strategic planning, project selection, and organizational improvement projects that are referred to throughout The Little Big Book series. It presents, in a concise no-nonsense format, the concepts and techniques that must be mastered by project managers and anyone tasked with managing an improvement project. The tools covered in this book include affinity diagrams, brainstorming, cause-and-effect diagrams, the Kano model, organizational process improvement, Pareto analysis, project management, risk management, root cause analysis, storyboarding, value propositions, and workflow diagrams. Because of the large number of tools and techniques covered, the book supplies concise operating guidance for each tool that is adequate to prepare readers to understand and use that tool. It also includes examples of how the tools are used. The book provides a basic understanding of the tools you need to improve the processes you are currently using to manage your organization and, ultimately, to improve the quality, productivity, and agility of the products or services you are delivering to your customers. The tools presented in this book are the essential tools that all organizations should be using. By understanding and using the tools covered in this book, you will possess a better overall understanding of the way your organization needs to function in today's increasingly competitive environment. This book is designed to supplement and provide additional direction in the use of the methodologies defined in the other books in The Little Big Book series

An information security architecture is made up of several components. Each component in the architecture focuses on establishing acceptable levels of control. These controls are then applied to the operating environment of an organization. Functionally, information security architecture combines technical, practical, and cost-effective solutions t

This extensively revised second edition of the acclaimed and bestselling book, Workflow Modeling serves as a complete guide to

discovering, scoping, assessing, modeling, and redesigning business processes. Providing proven techniques for identifying, modeling, and redesigning business processes, and explaining how to implement workflow improvement, this book helps you define requirements for systems development or systems acquisition.

Let's face it — who among us has only a single project? Multiple projects are the norm, not the exception, and there are very good reasons why this is so. A lot of projects simply aren't big enough to justify the investment of a full-time project manager: having only one is impractical. Depending on the availability of resources, a multiple project environment can accomplish substantial work while lowering the overhead burden of project management by consolidating processes. In this book, you will learn how to recognize the characteristics and to manage effectively in each of these situations, how to plan and organize your work, how to influence other people who may not report to you in an official supervisory capacity, and how to get results. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.org or purchase an online version of the course through www.flexstudy.com.

The Internet Encyclopedia in a 3-volume reference work on the internet as a business tool, IT platform, and communications and commerce medium.

The purpose of this book is to provide practical process guide for technical support centres. It is based on the ITAL processes covered in 'Service Support' (ISBN 011330952X) and 'Service Delivery' (ISBN 0113309503) but also includes additional processes as well as a Balanced Scorecard Service Model. Processes covered in the book are: Financial and Operations Management; Knowledge Management; Configuration Management; Change Management; Release Management; Incident Management; Problem Management; Service Level Management; Capacity and Workforce Management; Availability Management; IT Service Continuity Management; and Customer Satisfaction Measurement. Gido/Clements's best-selling SUCCESSFUL PROJECT MANAGEMENT, 6E presents everything you need to know to work successfully in today's exciting project management environment, from the organization and management of effective project teams to planning, scheduling, and cost management. Revised chapters closely align with the PMBOK (Project Management Body of Knowledge) framework to ensure that you are mastering today's best management practices. Coverage of the latest business developments and challenges introduce issues such as project constraints, the project charter, and how projects relate to an organization's strategic plan. You even gain experience working with the latest version of today's most popular project management software--Microsoft Project 2013--using the trial version that is available to download on the student companion site. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

When software development teams move to agile methods, experienced project managers often struggle—doubtful about the new approach and uncertain about their new roles and responsibilities. In this book, two long-time certified Project Management Professionals (PMPs) and Scrum trainers have built a bridge to this dynamic new paradigm. They show experienced project managers how to successfully transition to agile by refocusing on facilitation and collaboration, not “command and control.” The authors begin by explaining how agile works: how it differs from traditional “plan-driven” methodologies, the benefits it promises, and the real-world results it delivers. Next, they systematically map the Project Management Institute’s classic, methodology-independent techniques and terminology to agile practices. They cover both process and project lifecycles and carefully address vital issues ranging from scope and time to cost management and stakeholder communication. Finally, drawing on their own extensive personal experience, they put a human face on your personal transition to agile—covering the emotional challenges, personal values, and key leadership traits you’ll need to succeed. Coverage includes

Relating the PMBOKR Guide ideals to agile practices: similarities, overlaps, and differences
Understanding the role and value of agile techniques such as iteration/release planning and retrospectives
Using agile techniques to systematically and continually reduce risk
Implementing quality assurance (QA) where it belongs: in analysis, design, defect prevention, and continuous improvement
Learning to trust your teams and listen for their discoveries
Procuring, purchasing, and contracting for software in agile, collaborative environments
Avoiding the common mistakes software teams make in transitioning to agile
Coordinating with project management offices and non-agile teams
“Selling” agile within your teams and throughout your organization

For every project manager who wants to become more agile.

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“Leading companies that are positioning themselves for the future rather than the present are asking the project managers to participate in project selection, scoping, and estimation as well as management. Delivering Exceptional Project Results offers a glimpse into the future role of the project manager.” —Harold Kerzner, Ph.D., Best-selling Author,

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