

PM NEWS



Sep-2010 Issue 1



“Only after disaster can we be ressurected.”

Dear Member,

Pakistan has been hit by the worst natural disaster in its history. As a result of unprecedented floods vast areas have been destroyed in Khyber-Pakhtoonkhwa, Punjab, Baluchistan and Sindh. Almost 10% of the population, 20 million people have been displaced along river Indus. The immediate response to this calamity has been relief efforts in which several members have participated individually and collectively through various NGOs and organization.

In the medium to long term the focus will move to reconstruction and rehabilitation. In this phase, the affected areas/communities will seek quick and effective implementation of efforts. PMI has developed a Post Disaster Reconstruction Methodology (PDRM) based on its experience in various natural disasters.

On 9th August, 2010 PMI Lahore Chapter scheduled a seminar on the topic of "Post Disaster Reconstruction Methodology ".I, along with Director at Large, Masood Said PMP gave a presentation on Post Disaster Rebuild Methodology developed and invited chapter members to join a volunteer team of master trainers who would help take this training to NGOs and other organizations who will be involved in reconstruction.

Also during the 9th August seminar a representative of Concerned Citizens of Pakistan (CCP), Mrs. Ayesha Khan gave a presentation on relief efforts being carried out by them in Khyber-Pakhtoonkhwa. Mrs. Ayesha was supported by a group of volunteers from LGS, Mahira Khan, Shahbano Khan, and Shanze Pirzada. The chapter committed to helping CCP in its relief and reconstruction efforts.

Over 18 volunteers committed to join the PDRM team. To help improve coordination Mr. Adeel Mumtaz, PMP was appointed as the team coordinator for this effort. In the coming months the chapter will be concentrating reaching out to NGOs and other organizations to help them to realize more effective management of their efforts through the use of PDRM.

Best regards

Khalid

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Your opinion, suggestions and feedback will be very much appreciated.

Editor's Email: nomana.waas@pmilhr.org.pk

Managing Stakeholder Expectations



By James T. Brown, PhD., P.E., PMP

Successful project managers know that success goes beyond the triple constraint deliverables to include managing stakeholder expectations.

Three aspects of managing stakeholder expectations are:

1. Know your stakeholders
2. Know what you are supposed to deliver from the perspective of the stakeholder
3. Hold your stakeholders accountable to the realities of the project

1. Know your stakeholders.

First, identify all stakeholders. The customer is obviously a stakeholder, but good stakeholder management also includes team members, suppliers and leadership. **Here is a checklist to identify stakeholders.**

- Who is paying for the project?
- Who will receive savings or pay additional costs?
- Who provides resources to the project such as labor, facilities, services and equipment?
- Who is the recipient of the product or service, at any level?

Additionally, ask team members, customers and any other confirmed stakeholder to help you identify additional stakeholders.

Once stakeholders are identified, analyze them. Know their likes and dislikes, especially when it comes to communication. Understand how you, and others, can leverage stakeholders' support for or against the project.

2. Know what you are supposed to deliver from the perspective of the stakeholder.

Ensure that you understand the objectives from the stakeholders' perspectives. Do not communicate objectives in highly technical terminology — communicate with words the stakeholders would use to describe their objectives. Depending on the stakeholder, this may or may not include technical jargon.

Stakeholders' expectations often increase, or are perceived to increase, because they were not adequately defined or understood upfront. Writing down expectations is necessary to understand them. **If they are not written down, there is no understanding.**

As project manager, do your team members understand your expectations? Is the customer's expectation of the project understood? This need for understanding refers not just to the deliverable, but includes all of the interaction that takes place during all phases of the project.

As project requirements are base lined (are signed off and agreed upon), it is important to baseline stakeholder expectations. **If expectations are not documented, expect pressure to increase.**

3. Hold your stakeholder accountable to the realities of the project.

As change occurs, and it will, make sure your stakeholders are aware of the risks and the consequences. Make sure they don't expect something for nothing, or more than was defined when expectations were baselined. Some stakeholders are oblivious to the fact that a cut in budget or a reduced schedule can mean that the scope originally planned may not be delivered.

As project manager, even if you are at lower level than your stakeholders, you must lead them and hold them accountable to reality. It is important to **use data to demonstrate reality** to stakeholders. You must find a way to communicate the circumstances that allow you to set or reset expectations to what can actually be achieved. This means not yielding to unrealistic expectations.

When you are the project manager, stakeholders expect you to lead. And leading means you must manage expectations even if the stakeholders are more powerful than you are. The three steps above will help ensure positive outcomes from stakeholders, regardless of their power level.

Dr. James T. Brown is president of a project management training company, [SEBA Solutions Inc](#), and of a Web-based provider of Professional Development Units (PDUs) for PMI credential holders, [OnePdu.com](#). He is a keynote speaker on project management topics. Please send your questions or comments to [Dr. Brown](#).

This article was published originally on 9 January 2009 in *PMI® Community Post*, a publication of Project Management Institute, Inc.

NW: Please tell us about yourself?

KH: I have been involved in the profession of project management for more than 8 years. I have done Electrical Engineering from UET Lahore and also completed M.B.A from L.U.M.S (Lahore University of Management Sciences).

I have conducted various big scale projects including the first SCADA of Pakistan (WAPDA telemetry), also had the opportunity to work for renowned companies of World like Siemens, ICI and Warid, being a PMP, RMP (Risk Management Professional) has helped in effective management all the projects.

I am presently working in Warid telecom as Manager Project Management Office looking after the commercial and technical projects.

Since 2007 I have worked in a centralized PMO gaining valuable experience of departments like CS, Engineering, IT and Commercial, also got the opportunity to work for the launch of Warid in Bangladesh and Uganda.



NW: Can you please tell us about RMP Certification briefly?

KH: Risk is a key area in project management. PMI seeing the importance of this area has launched a certification by name of Risk Management Professional (RMP). They are approximately 450 certified Risk Management Professionals currently in the world. Risk Management Professional covers important areas of risk communication, risk analysis, risk response planning and risk governance.

Middle East has the highest population of individuals certified with RMP and working in the areas of Oil & Gas sector, Telecoms, consultancy etc.

NW: Why do you prefer this certification?

KH: This is new area which has immense potential to provide an individual with opportunities across the world. Companies have started to focus on this area in west and there are specifically departments which only handle risk identification, risk communication, risk assessments, risk strategies and risk monitoring and control, working in a PMO department also made me realized the importance of this area.

NW: People usually ignore the area of Risk Management in Pakistan, what are your views on this?

KH: Yes, it is very true but as the time passes by the importance of this area will be recognized. Planning is one of the most important stages and proper planning reduces the risk in a project.

Every project has certain risk; risk can be an opportunity or threat. If risk can be managed in a proper way it can result in effective management of projects resulting in adding value to the organization.

NW: Any Suggestions for Professionals who are in interested RMP?

KH: Project managers interested in doing Risk Management Professional should focus on PMBOK and Standards pertaining to risk management.

NW: Mr. Kamil Thank you for sharing your thoughts with us.

KH: It has been a pleasure.

★ **Mr Kamil Hassan** ★ is the first Risk Management Professional from Pakistan.
Congratulations, We are proud of you.
From PMI Lahore Chapter

Post Disaster Reconstruction Methodology

On 9th August, 2010 PMI Lahore Chapter conducted a seminar on the topic of "**Post Disaster Reconstruction Methodology**".

Vast areas of Pakistan had been devastated by the unprecedented floods. As these floods subside the will be need to major reconstruction efforts to rebuild areas affected by this natural disaster. The pace/quality of the reconstruction effort will depend on availability of resource, manpower and good management skills.

It's very difficult to manage projects in the affected areas due to some critical factors, like shortage of resources, financial and communication issues, and other unforeseen problems.

PMI has developed a Post Disaster Reconstruction Methodology that is designed for helping to improve the management of reconstruction efforts.

Speakers:

Chapter President, Khalid Ahmad Khan, PMP

Director at Large, Masood Said, PMP

Mr. Masood Said presented the Post Disaster Rebuild Methodology developed by PMI.

Give 30 minutes to help Pakistan

Enabled by a global outpouring of support for the Pakistani people, relief aid and resources have been immediately dispatched to the affected areas. But access to relevant, timely, and up-to-date information about the flood remains elusive in this emergency context. PakReport is a centralized database for gathering information on disaster-related variables, using information communicated through SMS and reports available in the media. With your help, PakReport can create a useful map of the crisis, available and accessible to all. All it takes is a simple **text message to 3441** relating your observations of the flood. Pakreport urgently needs volunteers to process the massive influx of data they're receiving from the field, through SMS direct reports, media monitoring, and partnerships with humanitarian organizations.

All it takes is a few minutes and a few clicks to get this key data ready for the map. With your help, we can make sure relief reaches those who need it most. People from anywhere in the world can volunteer for this effort!

<http://pakreport.org/ushahidi/page/index/2>



By Cornelius Fichtner, PMP (Helping you prepare for the PMP Certificate)

If you are working toward a Project Management Professional (PMP) certification, you may have wondered “What is the difference between Contact Hours and Professional Development Units (PDUs)?”

The main difference between Contact Hours and PDUs is that Contact Hours are accumulated prior and PDUs after your PMP Exam. Before the exam you need 35 Contact Hours and after you become a certified PMP, you will need to accumulate 60 Professional Development Units (PDUs) every three years to keep your certification current. However the content of the training can be identical.

The Contact Hours Requirement:

Only 35 Contact Hours are a required to apply for the [PMP certificate](#). One Contact Hour is equivalent to 60 minutes of relevant project management instruction. You must complete all 35 hours prior to submitting your PMP Certification application. In order to be “relevant,” the training must cover one or more of the following:

- Project Quality Project Scope
- Project Schedule Project Budget
- Project Communications Project Risk
- Project Procurement Project Integration Management

Accumulating and Tracking Your Contact Hours:

Contact Hours are earned by attending Project Management relevant instruction. Unlike the Project Management Experience hours, there is no specified time period prior to your PMP application in which you had to complete your 35 Contact Hours. Any class you took at any age could be counted as Contact Hour so long as it had some project management practices

For example, if your company provided training to use their project management software such as MS Project, Primavera, QTask, or Prolog, you could claim Contact Hours. Ideally, it is easier to track Contact Hours accumulated from “Project Management” focused instruction. However, any course that includes some project management instruction, the time spent specifically on project management concepts and practices, is eligible, even if it was not the main theme of the course.

Remember that anything on your PMP Exam Application is subject to audit. So, it is a good practice to only include training for which you are prepared to submit proof. As you accumulate training, document the training’s relevance by retaining copies of the course syllabus, class catalog page and other materials. For each course claimed, also document your successful completion by retaining copies of certificates, exam results, and/or class transcripts.

Contact Hours Education Providers:

Training is available in many formats. The course work might be presented in live classes, workshops or webinars. They might also include prerecorded podcasts or video.

In the PMP Handbook, the Project Management Institute (PMI) suggests that Contact Hours be obtained from one of the following types of education providers:

- PMI Registered Education Providers (R.E.P.s)*
- PMI component organizations *
- Employer/company-sponsored programs
- Training companies or consultants (e.g., training schools)
- Distance-learning companies which include end-of-course assessments
- University/college academic and continuing education programs

Preapproved Sources:

Contact Hour eligible training courses are preapproved when they are provided by PMI R.E.P.s, PMI components organizations (e.g. local PMI chapters, specific interest groups), or PMI itself.

However, there are caveats. For example, PMI chapter meetings are not Contact Hours. Only the portion of the meeting that conducts a learning activity can be counted toward Contact Hours.

Basically, any resource offering relevant subject matter qualifies so long as it’s not “self-directed learning.” For example, reading books, watching instructional videos or sessions with coaches or mentors, are not eligible as Contact Hours.

Contact Hour programs:

PMP Prep Workshops are offered in a mix of timelines, media and sources. Most PMI Chapters and many training companies offer instructor-led PMP Exam workshops. There is a variety of self study programs which are delivered via the internet, DVD and Podcast. What most of these courses have in common is that they are specifically designed to give you the best preparation for your PMP Exam as well as your 35 Contact Hours in one offering.

Online PMP Exam Prep Classes with Contact Hours:

Here is probably the most important tip for you when it comes to earning your pre-exam Contact Hours online: If you take an online class, live or prerecorded, the provider must give you an "End of course assessment" exam before they give you the certificate for the hours. If they don't test you then any certificate or other proof of completion is worthless for your PMP Exam.

Congratulations to All New PMPs !

Mr. Muhammad Usman Fareed

Welcome to All New Members

Mr. Amir M Siddiqi, PMP

Mr. Abaidullah Khan, PMP

Mr. Basit Tansir

Mr. Nazir Ahmed

Mr. Aman ul-Haque Khan, PMP

Mr. Irslan Khawer

Mr. Faraz Shafiq

Mr. Amir Yaqoob

Mr. Muhammad Bilal Ahmad

Mr. Abu Bakar Asif

Mr. Mujeeb Haq Khawaja

Mr. Kashif Siraj, P.E.

Mr. Ameer Hamza Janjua

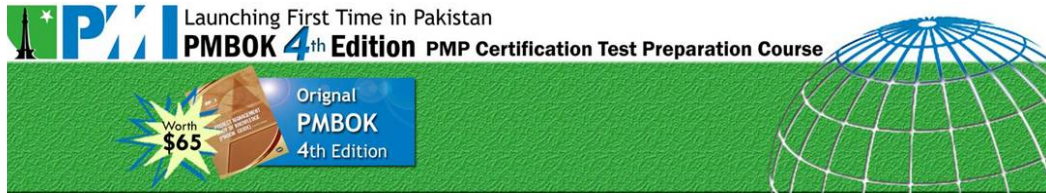
Mr. Shoukat Raza

Mr. Faisal Khalid

Smile of the Month



“I’m pleased to report that our project is ahead of schedule and under budget... not bad for the first hour!”



Project Management Institute (PMI) Lahore Chapter has arranged Project Management Professional (PMP®) Certification Test Preparation courses during February, March, 2010. The PMP® Certification Test Preparation Course prepares the participants to pass the Project Management Professional (PMP®) examination. These courses are in complete compliance with the Project Management Institute (PMI®) Guidebook: the Project Management Body of Knowledge (PMBOK™) 4th Edition, and PMI Lahore Chapter is a Registered Education Provider (REP) for PMI®.

These courses are targeted for experienced professionals interested in passing the PMI® Project Management Professional (PMP®) examination through a combination of lectures, group work, test examples, "exam tips" and actual timed tests.

The PMP® Certification Test Preparation courses are scheduled as follow:

SN	Courses (PMBOK 4 th Edition)	Dates
1	PMI-LHR PMP Certification Test Preparation Course	27 th -Sep – 1 st -Oct 2010

Course Fee:

1. Course fee is 30,000/- per participant. PMI Lahore Chapter members will be provided discount of 3,000/- and for them the course fee is 27,000/- per participant.

Training includes the following deliverables:

1. A Guide to Project Management Body of Knowledge (PMBOK™) 4th Edition worth of \$65
2. PMP® Exam Questions Booklets
3. PMI Lahore Resource Book
4. Participation Certificate by PMI Lahore Chapter as a Global Registered Education Provider (REP) of PMI
5. 35 Professional Development Units (PDUs) accepted by PMI, USA

Training Venue:

421-22, 7th Floor, Mega Tower, Main Boulevard, GIII, Lahore

Nomination may be sent to:

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