

VALUE:

- Lower cost
- Shorter schedules
- Improved staff utilization
- Better control
- Fewer changes
- Fewer issues
- Continuous improvement
- Consistency
- Targeted improvement activity

INSIDE THIS ISSUE:

Organizational insanity	1
ISACA — IT Governance	3
Roles and Responsibilities—the Project Customer	4

It is not our intent to send unwanted email.

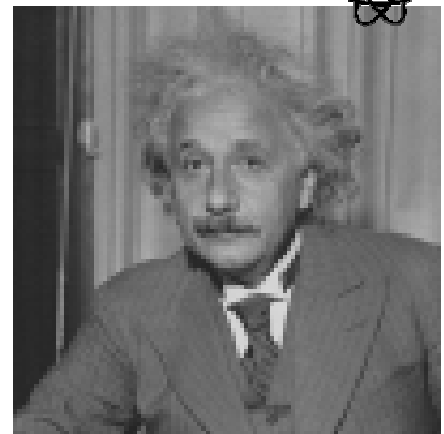
To unsubscribe from this newsletter, send an email to newsletter@pmmaturity.com with "unsubscribe" in the subject line

organizational insanity

Einstein said it best when he defined insanity as **doing the same things over and over but expecting different results.**



How does improvement happen? What are the conditions needed for real, tangible and sustained performance improvement? How do you get your staff on the road to continuous improvement? How do you add value?



Will Rogers said **even if you're on the right track you'll get run over if you just sit there.**

The only way to significant and lasting project performance improvement is to regularly review what happens and take appropriate action — reinforce success and remedy failure.

You'll make the right decisions only when you have all the information. When have your decisions been wrong? When a key piece of information was missing.

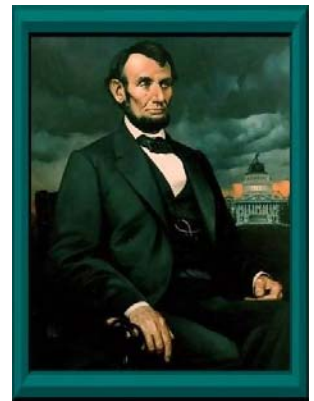
- ◆ How about faster, cheaper projects that actually give the clients what they want...
- ◆ How about finally getting your boss off your back...
- ◆ How about seeing your family this Saturday instead of catching up on your email...
- ◆ How about finally being appreciated...
- ◆ How about getting the recognition you deserve...
- ◆ How about leaving the competition in your dust...
- ◆ Do you remember the term "positive ROI"...
- ◆ Do you know the difference between your practices and "best" practice...
- ◆ Would you like to manage a project team instead of a project mob?

" They that refuse to learn from the past are doomed to repeat it. "

Lincoln didn't think much of people who weren't wiser today than they were yesterday.

Do you agree or disagree?

- ◆ You can do your personal best via the status quo.
- ◆ You will take risks to find new and better ways of doing things.
- ◆ You recognize and adopt good ideas no matter who they are from.
- ◆ You have the desire to make things better.
- ◆ You have the confidence to improve execution.
- ◆ You believe that collaboration should be encouraged.
- ◆ You think that the key is to learn from successes and failures.



The key to improved project performance is simple, yet difficult at the same time. The secret to continuous performance improvement is to approach it as a journey. As in all journeys, there's a path that should be followed. Paths are evolutionary, not revolutionary. Steps build upon each other and different paths can lead to the same goal. Techniques have been developed by others who have taken the journey. You can learn from their experience.

The destination is a state of continuous improvement. Once everyone in an organization begins continually searching for ways to do the project better, faster and cheaper – is the journey over.

Einstein would characterize not learning from the past as organizational insanity.

Bring sanity into your organization. Get on the path to continuous improvement.

Wisconsin Technology Network

www.wistechnology.com

Michael J. Weymier, PMP, founder of pmMaturity, has joined the Wisconsin Technology Network as a columnist. He will be exploring the various aspects of project management as part of a WTN-exclusive series.



302 Park Street
Theresa, WI 53091
920-488-2061 b
920-296-0368 c
920-227-0020 f
info@pmMaturity.com
www.pmMaturity.com

pmMaturity has a simple goal...

... to help you improve the performance of the projects you perform.

... and we do it by offering a unique set of service and product offerings:

- [projectAudIT®](#)
- [project management knowledge area improvement](#)
- [project methodology implementation](#)
- [team competence building - training and education](#)
- [organizational maturity enhancement - PMO](#)
- [project team staffing](#)
- [IT governance](#)
- [maturity model audits](#)
- [program management](#)
- [portfolio management](#)

Significant and Permanent Improvement in Project Performance

ISACA

Information **S**ystems **A**udit and **C**ontrol **A**ssociation began in 1967 when a group of individuals sat down to discuss the need for a centralized source of information and guidance in the field. In 1969, the group formalized, incorporating as the EDP Auditors Association.

Today, ISACA's membership is more than 35,000 strong, in more than 100 countries, in nearly all industry categories, including financial and banking, public accounting, government and the public sector, utilities and manufacturing.

One of ISACA's strengths is its chapter network. ISACA has chapters in more than 60 countries worldwide, and those chapters provide members education, resource sharing, advocacy, professional networking and a host of other benefits on a local level.

ISACA's auditing and control standards are followed by practitioners worldwide. Its research pinpoints professional issues challenging its constituents. Its Certified Information Systems Auditor (CISA) certification is recognized globally. Its Certified Information Security Manager (CISM) certification uniquely targets the information security management audience. It publishes a leading technical journal in the information control field, the *Information Systems Control Journal*. It hosts a series of international conferences focusing on both technical and managerial topics pertinent to the IS assurance, control, security and IT governance professions.

IT Governance

Corporate Boards and business managers understand the need for enterprise and corporate governance. Many are beginning to realize that there is a need to extend governance to information technology as well and provide the leadership, organizational structures and processes that ensure IT sustains and extends the enterprise strategies and objectives.

Project Customer

(Reprinted from [projectMethodology](#)[®], pmMaturity's, PMI based Project Management Methodology.)

Customers are responsible for ensuring that their needs are expressed and for verifying that a completed project meets those expressed needs. These are also the people who may need to be trained in the new process or product created as a result of the project.

General Functions

- ◆ *Articulate customer requirements.*
- ◆ *Ensure that requirements are met.*
- ◆ *Ensure that the staff is trained and “ready to accept” the new product.*
- ◆ *Be proponents of the new product to other business area staff.*

Project Initiation

- ◆ *Clearly define customer needs and requirements to the project manager and project team.*

Project Planning

- ◆ *Review and approve the Project Plan.*
- ◆ *Review project status reports.*
- ◆ *Assign customer personnel as project points of contact.*
- ◆ *Provide written agreement on requirements and qualifying criteria.*
- ◆ *Identify personnel who will need to be trained.*

Project Execution

- ◆ *Attend training sessions.*
- ◆ *Assist in product testing, if needed.*
- ◆ *Approve delivery and installation procedures.*
- ◆ *Review current business practice and the impact the new product will have on it.*
- ◆ *Develop procedures, policies, and systems to support the new product.*

Project Control

- ◆ *Attend requirements reviews.*
- ◆ *Review designs as needed.*
- ◆ *Assist in resolving requirements problems.*

Project Closeout

- ◆ *Provide representatives to attend lessons-learned meeting.*



a complete list of project team member roles and responsibilities are contained in [projectMethodology](#)[®]