

Training Course Description

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| Title: | Project Management for Process Owners |
| Course Purpose: | To be able to demonstrate the project management capabilities that efficiently allow participation and commitment to projects for the Process Owner role. |
| Course Description: | <p>Utilizing the project process will help teams better structure projects, reduce surprises, plan the work, clarify project structure and responsibilities, handle risks more easily, estimate work plan, plan resource use better and make project execution easier. The project process helps Process Owners and Performers by improving communication and clarifying expectations and focuses on the project facilitations that are most relevant to their role.</p> <p>Process Owners will more effectively participate in projects that deliver business results to the organization by better understanding their role, understanding project success criteria, project requirements, deliverable definition, deliverable ownership, project reporting responsibilities, and the project change management process.</p> |
| Target Audience: | <p>The student will be performing or preparing for the one of the following positions:</p> <ul style="list-style-type: none"> • Process Owners – A Process Owner is responsible for a functional area’s work or work stream (Accounts Payable, Application Development, Research, Product Safety, etc.). They have the responsibility of the delivered work on projects and for the people who produce it. • Senior Performers – A Senior Performer reports to a Process Owner and provides expertise in a portion of the Process Owners work. Often, Senior Performers are assigned responsibility of the work on a project as delegated by the Process Owner to represent the team. |
| Student Job Aids: | <p>The student will be provided with the following job aids and class materials:</p> <ul style="list-style-type: none"> • Student Guide • Key Reference Materials: <ul style="list-style-type: none"> ○ <u>Project Process Overview Chart</u> – A chart describing the key facilitations and deliverables on a project. ○ <u>Project Process Chart</u> – A chart describing the processes within each project facilitation ○ <u>Project Roles & Responsibilities</u> – A document describing project key roles and their key responsibilities ○ <u>Project Management Guides</u> – A chart for each facilitation that describes the inputs, processes steps, and outputs ○ <u>Project Process Step Guides</u> – A chart for each process step that describes the objective, inputs, scope, and potential agenda ○ <u>Glossary of Project Terms</u> – A document describing key project management definitions. |
| Objective: | <p>Following this session the student will be able to:</p> <ul style="list-style-type: none"> • Demonstrate how to build a plan that resources can be committed to. Describe how projects aid in transforming business process results |

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| | <ul style="list-style-type: none"> • Demonstrate how to control a project when the plan needs to change • Describe the project process • Describe the roles of the Process Owner on a project • Describe the project processes and which are most impacted by the Process Owner and which by their Performers. • Describe the best way to forecast Process Owner resource needs • Participate or lead specific project processes • Describe and participate in the project risk process • Describe the project escalation process • Describe and participate in the project change process • Describe how to gain Process Owner improvements through the application of lessons learned |
| Benefits: | <p>Employing these new skills will result in:</p> <ul style="list-style-type: none"> • Better resource forecasting • Earlier inclusion of all Process Owners in the project • Clearer identification of deliverables (work) on a project • Clearer definition of responsibilities on a project • Improved project communications • Quicker decision making on projects • Identification of Process Owner and project process improvements |
| Requirements: | <p>Prior to the course, the student, should have:</p> <ul style="list-style-type: none"> • Read the project role descriptions • Reviewed the example project information • Completed any pre-class exercises • Been familiar with any standard work deliverables that their process owner team would normally produce on a project <p>Student should bring to class:</p> <ul style="list-style-type: none"> • A laptop capable of accessing the project management process and template documents |
| Duration: | 1.5 days of classroom training |
| Agenda Outline: | <p>The course outline is as follows:</p> <ul style="list-style-type: none"> • Project process overview • Initiate Process Group <ul style="list-style-type: none"> ○ SMART Objective ○ Identification of Process Owner Impacts ○ Review of Project Roles and structure ○ Project Definition • Plan Process Group <ul style="list-style-type: none"> ○ Deliverables based planning including the key outputs of Schedule, critical path, work assignments and risk register ○ Task definition and development to transfer work defined to a team commitment • Execute Process Group |

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| | <ul style="list-style-type: none"> ○ The completion and monitoring of project deliverables, identification of project corrective and preventative actions and the development of a project change ● Close Process Group <ul style="list-style-type: none"> ○ The discovery of a few valuable implementable ideas that can lead to future efficiencies. ● Course Recap |
| <p>Instructor:</p> | <ul style="list-style-type: none"> ● Mark Swiderski, PMP ● Marlene Dryja, PMP ● Lee Young, PMP |