

RobustPMSM's mission is to identify IT project, program and portfolio management process vulnerabilities and the elimination or mitigation thereof through the integration of clearly-defined, practically-implemented and optimized project management processes, via appropriate tools and techniques, for the delivery of successful project services or products on time, within budget and of high quality.

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Executive Overview

RobustPMSM is a well-seasoned consultancy business which provides quality information technology Project Management (PM) services that

- increase the effectiveness with which IS/IT projects, programs and portfolios are managed;
- identify PM vulnerabilities;
- remediates those vulnerabilities through the integration of clearly-defined and practically-implemented PM processes.

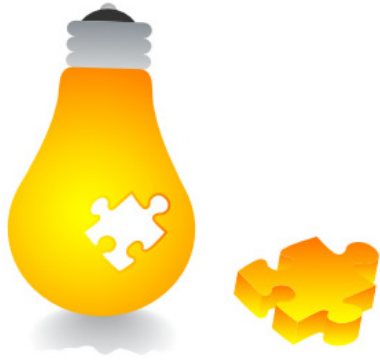
It is **RobustPMSM**'s experience that, although significant PM approaches such as the PMI PMBok exist (to which RobustPM subscribes, amongst others), many organizations have difficulty implementing the key PM processes, as identified in these approaches, in a real-world (practical, non-theoretical) context.

Furthermore, many PM Service providers are often employment agencies hiding behind a project management façade, more concerned about the *quantity* of PM resources they can place through employment or contract than the value that their services provide. In contrast, **RobustPMSM**'s services will add immediate value to your organization's PM environment (PMOs, etc.) by way of the practical PM processes that your organization can continue to use going forward.

RobustPMSM does not sell computer hardware or software systems, it does not endorse any vendor products and it does not receive financial reward from any such vendor. This enables **RobustPMSM** to perform an unbiased review of its client's currently deployed suite of software products, i.e. both those being used for PM purposes, as well as those that are not but could be used to improve PM process effectiveness. In addition, **RobustPMSM** makes its client aware of other available technologies that could further improve process effectiveness.

RobustPM Advantage

What sets **RobustPMSM** apart from the competition - and thereby provides the **RobustPMSM AdvantageSM** - is the fact that, as opposed to typical PM service providers which are often glorified employment agencies hiding behind a project management façade and which are more concerned about the *quantity* of PM resources its clients employ or contract, rather than the *quality* thereof, **RobustPMSM** focuses its services on the practical implementation (theory-to-practice) of effective and repeatable PM processes, tools and techniques to enable effective project management environments (PMOs, etc.). **The result being that the integrity of these processes are maintained across all projects and programs going forward, irrespective of employee/contract staff turnover.**



Additional advantages of **RobustPMSM** services are:

1. Potentially fewer project management resources needed due to improved PM effectiveness, repeatability and automation.
2. Reduced client costs by providing the requested PM services in the most time-effective manner possible.
3. Currently deployed IS/IT systems, that the client organization has previously invested in, are utilized where possible to enable effective PM processes at no or minimal cost.

Services Overview

Through its consulting services, **RobustPMSM** identifies IT project, program and portfolio management process vulnerabilities and the elimination or mitigation thereof through the integration of clearly-defined, practically-implemented and optimized project management processes, via appropriate tools and techniques, for the delivery of successful project services or products on time, within budget and of high quality.



RobustPMSM facilitates the appropriate implementation and integration of well researched PM processes, tools and techniques to eliminate the mystery of project successes and to produce reliable and repeatable outcomes, i.e. the delivery of products or services that meet customer requirements on time, within budget and which provide added value to the customer.

Note that the degree/extent to which a highly effective project management environment can be established is dependent on the willingness of an organization to adopt and implement effective processes, tools and techniques as recommended by **RobustPMSM**.

Information that is provided within the follow service links (below), regarding what the various services involve, is of a very high-level. Additional information is provided during meetings between **RobustPMSM** and its potential clients for the purpose of providing a more detailed overview of the services. **RobustPMSM** withholds full disclosure of the processes, tools and techniques associated with these services until a formal agreement has been entered into between **RobustPMSM** and its client.

An overview of core RobustPMSM services follows. For all services, refer <http://www.robustpm.com/services/services.aspx>

PM Troubleshooting Service

If your organization is currently experiencing failed, delayed and/or over-budget projects, and/or the reasons are currently unknown, or known but the potential resolution is unknown, your organization is in need of this **RobustPMSM** consulting service.

RobustPMSM troubleshoots an organization's existing project/program/portfolio



management environment for the purpose of identifying vulnerabilities that are likely to impact project success. The result of this service is the documentation of a remediation plan and facilitation of its implementation.

The PM troubleshooting service involves initial vulnerability analysis of all existing PM aspects currently implemented by the organization using the PMI PMBok-defined project "knowledge areas" as a baseline, in addition to reviewing existing Organizational/PM Roles and Responsibilities, Processes and Technologies in use. All PM aspects identified as vulnerable are then subject to further analysis resulting in the development of the said remediation plan.

RobustPMSM has identified Cost Management, Human Resource Management, Communication Management and Earned Value Management (performance metric) as the aspects of PM that pose the greatest challenge to organizations and as such typically places additional focus on facilitating adoption/implementation of these aspects.

PM Technologies Service

If your organization is not currently taking advantage of technologies/systems to enable effective project management, your organization is in need of this **RobustPMSM** consulting service.



This **RobustPMSM** service evaluates an organization's existing technologies/systems used for project management. The outcome is a *vulnerability analysis* and *remediation/implementation plan* regarding existing or new technologies/systems.

Technologies/systems include, but are not limited to:

1. Microsoft Project Server, Professional and PWA 2003/2007 and Microsoft Project and Portfolio Server 2007.
2. Custom Views, Tables, Filters for Microsoft Project Server, Professional and PWA 2003/2007.
3. Project Dashboards via Microsoft SharePoint Server 2003/2007 and SharePoint Services.

Cost Management Implementation Service

If your organization's projects are often cancelled due to uncontrolled spending or budgets being exceeded, your organization is in need of this **RobustPMSM** consulting service.



This service facilitates the planning and implementation of processes that enable effective management of project costs. To this end, **RobustPMSM** evaluates the corporation's existing project cost estimating and cost control processes and, where vulnerabilities are identified, will recommend specific improvements to both the processes and the associated technology.

In addition, the **RobustPMSM** *Cost Management Implementation* service facilitates the implementation of project cost management based on:

1. The organization's method of accounting - i.e. "cash accounting", whereby cash flow of financial events is considered, or "accrual accounting", whereby economic activities (rather than cash flow) of financial events are considered.
2. Cost categories - i.e. General Expenses, Capital Labor versus Expense Labor, Capital Purchases, etc.

This service addresses the Cost Estimating and Cost Control processes (refer the Cost Management knowledge area), as per PMI PMBok.

Earned Value Performance Monitoring Implementation Service

If project performance metrics within your organization are limited or non-existent, resulting in delays, cost overruns or project cancellations, etc., your organization is in need of this **RobustPMSM** consulting service.

The **RobustPMSM** *Earned Value Performance Monitoring Implementation* service enables effective performance reporting and cost/schedule control processes by means of correctly implemented and configured project/portfolio management systems to accurately (with minimal manual input) provide performance information regarding variances in schedules and cost when compared to planned and actual project information. In addition, this **RobustPMSM** service facilitates the implementation of performance monitoring related to 3rd-party suppliers, including on- and off-site (and off-shore) human resources.

This service addresses the performance reporting and cost control processes (refer Communication management and Cost Management knowledge areas, as per PMI PMBok).



Human Resource Time Management Implementation Service



If your organization does not know what the true, actual real-time costs or performance of its project HR resources are, or if the organization cannot accurately relate 3rd-party invoices to actual hourly work completed by 3rd-party resources on a project, your organization is in need of this RobustPM consulting service.

The **RobustPMSM** *Human Resource Time Management Implementation* service addresses the Manage Project Team process by facilitating the implementation of HR time entry, monitoring and reporting processes, e.g. via Microsoft Project Web Access (PWA), etc.

In addition, this service, in conjunction with the **RobustPMSM** performance reporting service, facilitates the development of resource time tracking reports.

The Manage Project Team process is associated with the HR Management knowledge area, as per PMI PMBok.

Communication Management Implementation Service

If your organization's project services/products are often delivered behind schedule or are over budget due to a lack of performance information being communicated to appropriate resources, therefore not enabling timely corrections to be made, your organization is in need of this **RobustPMSM** consulting service.

This service facilitates the planning and implementation of processes that enable effective management of project communications. **RobustPMSM** evaluates the potential effectiveness of using a corporation's existing information technology to provide the mechanism/transport used to distribute project information and performance reporting. However, based on this evaluation, it may also recommend that the technology be updated.



Examples of technologies/tools that **RobustPMSM** regularly facilitates the implementation of include (but are not limited to):

1. Microsoft Project Server, Professional and PWA 2003/2007 and Microsoft Project and Portfolio Server 2007.
2. Custom Views, Tables, Filters for Microsoft Project Server, Professional and PWA 2003/2007.
3. Project Dashboards via Microsoft SharePoint Server 2003/2007 and SharePoint Services.

This service addresses the Communications Planning, Information Distribution and Performance Reporting processes (refer the Communication Management knowledge area), as per PMI PMBok.

Risk Management Implementation Service

If your organization does not typically identify and monitor/control project risks, does not plan responses to potential risks and/or does not, if a risk is realized, know the extent to which the project, or other dependent projects, will be impacted, your organization is in need of this **RobustPMSM** consulting service.



This **RobustPMSM** service facilitates the implementation of PM risks and issues management through the implementation of technologies/systems, including Project Web Access (PWA) 2003/2007, etc.

This service addresses the Risk Identification, Qualitative Risk Analysis, Quantitative Risk Analysis and Risk Monitoring and Control processes (refer the Risk Management and Integration Management knowledge areas), as per PMI PMBok.

The above services represent the core **RobustPMSM** consulting services only. For all services, refer <http://www.robustpm.com/services/services.aspx>

Consulting Service Execution

RobustPMSM typically provides the aforementioned consulting services both on- and offsite, depending on the particular service and the stage within the service.

RobustPMSM provides its employees with the following hardware, software and reference materials needed to provide onsite services:

1. **Hardware:** Notebook PCs, LCD projector, printer and Verizon Wireless Broadband National Access, etc.
2. **Software:** Microsoft Office Suite, Adobe Acrobat Pro, project mapping s/w, whiteboard acquisition s/w and transcription s/w, etc.
3. In addition to the above equipment, the **RobustPMSM** employee has access to **RobustPMSM**-based server environments for the purpose of demonstrating project management systems that the client may not currently have deployed, or appropriately configured, but which the client may be keen to evaluate.

Contact Information

To request additional information regarding services not shown in this document, or to schedule an initial meeting, contact George Loudon (President) at:

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Web Site: <http://www.robustpm.com>

This brochure: <http://www.robustpm.com/brochure/brochure.pdf>

