



AUSTRALIAN PROJECT &
CONSULTING SERVICES



Projections

making concept reality...

ISSUE 10

Welcome to Projections!

4 October 2005

WELCOME TO
PROJECTIONS

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THE FIRES

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ZIEMELIS

THANKS FOR ALL the congratulatory emails and phone calls following our Melbourne 2006 Commonwealth Games announcement. The team really appreciates your support and we look forward to updating you on progress over the coming months.

Work on designing and implementing the Games Data Network is well underway, having commenced during January this year. When complete the GDN will extend to more than 30 competition and non-competition venues and will incorporate 90+ Windows servers, 160+ network switches and 1200 PCs. At games time the project team will swell to well in excess of 120 staff who will be primarily responsible for delivering rapid response technical support.

While on the topic of the Games, we recently participated in a series of Commonwealth Games Infrastructure Workshops in India that coincided with the arrival of the Queens Baton. Delhi is hosting the 2010 Commonwealth Games and we, along with a number of other organisations, are looking for opportunities to assist local businesses deliver an exciting and vibrant event that will leave a lasting legacy for the local community and India as a whole.

In this months Projections:

Greg White introduces Prince2 – a project management methodology that was developed by the UK Government and has been widely embraced by the Australian public sector and the broader business community.

Senior and executive management teams are often concerned about underperforming IT – but don't know how to manage the issues effectively. Paul Flintoft suggests a method of better managing IT investments – and ensuring that IT is aligned with the business.

Would you like to be a part of the biggest sporting event that Melbourne has ever experienced? A limited number of opportunities remain for suitably skilled technologists to join the Melbourne 2006 Commonwealth Games Volunteer program.

Selling your project is essential for its on-going success. This month Scott Coleman explains why in Part 10 of his 12 Project Management Principles.

Finally, as promised last month, we spend 5 minutes with Kate Ziemelis – our new office manager.

Until next time

Craig Dennis

Introducing Prince2

By Greg White
Senior Project Manager

PRINCE2, THE 2nd version of PROjects IN Controlled Environments originally saw the light of day during 1996. The methodology is the de facto standard used by the UK government and is continually under development by its Office of Government Commerce (OGC). Prince2 is in the public domain although the OGC retains copyright.

Prince2 does not try to reinvent the wheel by reworking established aspects of project management. Nor does it try to describe budgetary control via Earned Value techniques or scheduling through Gantt charts - but does interface with these techniques.

What Prince2 does is cover the management of the project and its resources. It endeavours to provide a minimum, but complete, set of concepts and processes that can be applied to properly run and manage a project. The way in which it can be applied can be tailored for each project.

By definition projects are new endeavours; they have not been done before and, at the outset, can be difficult to plan in detail from beginning to end. Prince2 provides the concept of breaking the project into manageable stages - the next stage is only planned and costed in detail as the current stage comes to an end and the lessons learned have been applied. At the end of each stage the business case is re-evaluated and the next stage will only be authorised to start if there is still a benefit to be gained from the complete project.

The Project Board in Prince2 consists of three groups: The Executive, the User and the Supplier who act together to ensure the successful project outcome. The Executive is the sole owner and business decision maker for the project (the Board is not a democracy). The User represents the interests of the group using the end product and the Supplier represents the groups providing any resources (skills, tools, facilities, items) used in the production of the product. The input of the User at the Board level ensures the end product will be accepted and fit for purpose, while the input of the Supplier ensures the product can be realistically built without surprises. The Project Board is responsible for project assurance and ensures that appropriate monitoring and control mechanisms are in place.

In summary, Prince2 provides a proven model that is repeatable, teachable, builds on experience, provides all parties with what-where-how-when, provides early warning of problems and is proactive but able to accommodate the unexpected.

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Kick the Tyres, Light the Fires - Part 2

By Paul Flintoft M.Bus, FAIBF
Sales & Marketing Manager

Part II - How can I manage something I don't understand?

IT IS COMMONLY said that business leaders need to be computer-savvy and not delegate the ownership and governance of their business' key technology functions to IT people. In the SME world, it often seems that IT does not always adequately support smooth

business operations. As a result, I have come to believe that business savvy IT consultants have a role to play in accelerating your business growth by providing "plain language" business and IT advice and leadership.

In the previous article I discussed how, with the help of a good IT consultant, business leaders can understand and manage the impact of failed IT systems without being snared by technobabble. Today I look at how to broaden understanding without being buried in detail.

How can I manage something I don't understand?

You don't want to have to understand IT - it doesn't seem to directly generate revenue. You do understand your business though; you wouldn't be successful otherwise!

Often in the SME world, business leaders engage highly technical IT staff who are good at running the daily detail of IT operations. Unfortunately, these people seldom have the time, the experience or the business acumen to design and implement systems that could fundamentally improve your customer service experience.

A good business-savvy IT consultant will talk both business and IT language to business and IT people. He or she can walk the line to bring potential benefits into reality by getting both groups of people to work well together.

Not only will a good business-savvy IT consultant bring broad industry experience to identify and develop opportunities for service improvement, but he/she will also provide a level of leadership in managing the direction of your IT investments, letting you shine a light into the black hole of expense which you see as IT.

Australian Project & Consulting Services is an SME whose people are good business savvy IT consultants and project managers. We work with the leaders of SME businesses to make their IT investments work properly.

No tyre kicking needed. No time burnt.

Stay tuned; in Part III we'll look at a third commonly held view - "I have a specialist IT Manager who should know my business. That means I'm paying for the same outcome twice if I engage IT skill externally".

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Become a Commonwealth Games Technology Volunteer

By Margaret Selianakis
Business Development Manager

Throughout March 2006, Melbourne will be alive with the energy, passion and smiles of up to 15,000 Volunteers skilled, united and determined to deliver a great and unique Commonwealth Games in Melbourne. The Melbourne 2006 Commonwealth Games will be a celebration of all those proud to be associated with Melbourne, Victoria and Australia; and passionate about sport. The contribution of thousands of Volunteers is critical to the success of the Melbourne 2006 Games.

A limited number of opportunities exist for IT/Technology skilled people to get involved with the Games as an official Melbourne 2006 Commonwealth Games Volunteer in the following capacity:

- Venue Technology Coordinators
- Helpdesk/Desktop Team Leaders
- Timing, Scoring & Results – Results System Assistants
- Web Developers/Site Content Editors

This is a terrific opportunity for you, or someone that you know, to get involved in this once in a lifetime event.

Applications close on the 9th of October - so if you're interested please download the [IT/Technology Volunteer Requirements](#) information pack or visit the Melbourne 2006 [website](#).

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12 Project Management Principles

By Scott Coleman
Managing Director

Number 10

PROJECTS TYPICALLY must be sold, and resold. There are times when the Project Manager must function as salesperson to maintain the commitment of stakeholders and sponsors. With project plans in hand, project managers may need to periodically remind people about the business requirements that will be met and that their contributions are essential to help meet these needs.

Next Month: The importance of resourcing.

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5 Minutes with Kate Ziemelis

By Craig Dennis
Director - Consulting Services

What do you do at APCS?

I'm the office manager. I do everything from answering the phones to preparing the monthly accounts.

Who are you?

Most people call me Katie, so I guess that's who I am. I love to run, and can be found pounding the treadmill, then the cross trainer, and then the stepper every morning at the gym. More so, I love being outside, and am for some reason or another drawn to anything active. From hiking to surfing and to mountain bike riding, if it's on offer, I'm there (no matter how silly I look doing it).

What do you bring to APCS?

Prior to APCS I worked with a biotech company for 3 years, where once again I was the Office Manager. I have a Commerce degree background with Majors in Accounting and Management, and alongside that, I was in the defence force, where I was trained as an Intelligence Officer, but ended up being a Personal Trainer at the gym.

Pick three people who you would invite to dinner.

A monk, Jack Johnson, and my gorgeous boyfriend of course.

A monk because after spending a month in Thailand, I was and remain, amazed and in awe at their perspective on life, they just seem to have it all right; Jack Johnson for his groovy tunes, and my

boyfriend because he rocks!

How would you spend your last \$50?

Now this is hard... The first bit would be spent on camping fees at Wilson's Prom (can't get enough of this place) & I suppose the rest would be put towards a very very cute pink mini-malibu!



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