



President's Report

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Greetings fellow members,

Our hard working president is currently overseas taking a much deserved break and, from what little correspondence we have heard from him at AIPM, he is having a "brilliant time" and very much enjoying the Guinness—which would give a clue as to where he was when writing that particular email!

So, in Peter's absence, I am 'ghost writing' his column.

Submissions have now closed for this year's Project Management Achievement



Awards and we have had a very good response, both from corporate submissions and also from individuals. So, the pressure is now on the judges to evalu-

ate all those submissions and come up with their recommendations for the awards. The awards evening is on August 26 at the Realm and we are looking forward to a great evening to celebrate some of the excellent work being done in Project Management here in the ACT. As a matter of interest, Peter is the chief judge and so I will be waiting on the tarmac—or at least soon after—to give him his copies as soon as he arrives back in Australia this week! So, the pressure will be back on him very quickly now his holiday is over!

In addition to PMAA which is a very busy time of year for those council members involved, there is still plenty happening in

the local chapter. This month's forum will be a joint one with the Australian Computer Society (ACS) at the Canberra Club and this promises to be a very big event with John Sheridan talking on the implications of the Gershan Report—something of great interest to many here in the ACT.

Next month, we will be looking at a very different aspect of project management, namely the Not For Profit (NFP) area and how people in our industry can assist in areas where they cannot normally afford professional help. AIPM itself would not operate without the help and great work done by its many councillors and other volunteers. Such work is recognised within the CPD area and this type of voluntary work is encouraged within our profession.

Earlier this year, we had our first sponsored forum at the Canberra Club. Next month's forum (i.e. the July forum) will see the first of the sponsored forums whereby the sponsor—in this case, Air services—host the forum. There will be more details in next month's newsletter.

On a personal note, the local AIPM chapter Treasurer, Pal Sadasivan, became a father last week when his wife, Kalpana, gave birth to a son. Congratulations to mum and dad!

Yours in project management

Roger Birch on behalf of

Peter Dechaineux

UPCOMING EVENTS AND ACTIVITIES

June Forum – Wednesday 24 June Joint AIPM/ACS Forum Presented by John Sheridan

This month's forum will be a joint one with the Australian Computer Society (ACS). AIPM tries to work closely with like-minded organisations and our goal is to have at least one joint forum with such organisations each year. Last year, we held a joint forum with PMI and two years ago, held one with ACS.

The topic of this month's joint forum is:

"Walking the walk - the governance and progress of the Government's ICT Reform Program" by John Sheridan.

John Sheridan, Division Manager Business Improvement Division at AGIMO in the Department of Finance and Deregulation, will provide an outline of the progress of the Government's ICT Reform program which is implementing the recommendations of Sir Peter Gershon's Review of the Australian Government's Use of Information and Communication Technology.

Mr Sheridan will describe the structure of the program, outline the projects involved, and summarise results to date. He will provide details of the risk management approach inherent in the new processes for Agency Capability Assessment and discuss the management and progress of the ICT Business as Usual budget reduction project and the companion reinvestment pool.

John Sheridan joined the Australian Public Service in 1999, after 22 years in the Australian Army. He was the Defence IT architect from 2002 until 2007. From April 2007 until July 2008, he led Information Systems Division and was responsible for the design and development of Defence's IT systems.

In August 2008, John joined the Australian Government Information Management Office to negoti-



John Sheridan

ate the whole of government Microsoft Volume Sourcing Agreement. Since January 2009, John has led Business Improvement Division. He is responsible for ICT business as usual budget reductions across government.

He graduated first in his class from both the Officer Cadet School, Portsea in 1980 and the Australian Army Command and Staff College in 1994. He has a BA(Hons) degree, Graduate Diplomas in Computing Studies and Management Studies, and a Master of Defence Studies.

When: Wed 24 June 09

5.30-6.10 Drinks & Nibbles

6.10-6.20 Chapter Admin

6.20- 7.15 Presentation & questions

Where: Canberra Club, 45, West Row, Civic

Cost: Free to members

RSVP by Tues 23 June 09 to

Act_Chapter@aipm.com.au

July WIPM – Thursday 2 July Project Management Research in Australia and its Implication for Practice –Presented by Jill Owen

The topic of this month's joint forum is:

"Project Management Research in Australia and its Implication for Practice" by Jill Owen.

Jill joined the School of Business at UNSW@ADFA as a lecturer in project management in December 2005 and currently convenes the Project Management Steering Group. Jill has also lectured in project management at Monash University within the Faculty of Information Technology and taught across a wide range of subjects including Knowledge Management, Business Information management, Systems Analysis and Design and CRM Analytics.

Jill has also worked at a senior management level across a number of organisations in the project and program management of both business and information technology projects. In addition, Jill was also a member of the leadership teams of two major Australian organisations. Jill has worked across a wide range of

industries including: financial services, airline, health, insurance and credit industries.

Jill is currently undertaking her PhD within the Faculty of Information Technology on The Role of Knowledge Based Practices in Effective Project Delivery. In addition, Jill is starting to research the role of informal practices in facilitating Project Success in Policy Implementation.

Although WIPM focuses primarily on the issues for women in project management, many of the topics are of potential interest to men as well and the forums are open to men if they wish to attend.

When: Thurs 4 June 09

7.00—9.00am

Where: University House

Cost: \$25 (AIPM members),

\$35 (Non-AIPM Members)

RSVP by Wed 3 June May 09 to

Act_Chapter@aipm.com.au

June SIG – Thursday 16 June

Unfortunately, by the time of producing this newsletter, the June PMO SIG has already been held.

For those who are interested in this SIG which meets every month at differing locations, please contact:

mike.kennedy@fahcsia.gov.au

Mike maintains a separate mailing list for this SIG and so the best way to be kept informed of these events is to contact him and get onto that SIG mailing list.

LAST MONTH'S FORUM REPORTS

May Forum

“Early Recognition of the Deteriorating Patient” –By Heather McKay from ACT Health

Heather McKay kindly agreed to speak at both the May WIPM function and also the May general forum. Her topic was the management of the very successful ACT Health project “Early Recognition of the Deteriorating Patient” or simply ERDP for short.

This project won both the ACT Community Service and/or Development and also the Community Benefit (which is ACT only) awards at the ACT PMAA ceremony and then went on to take the National Community Service and/or Development award.

The problem that the project was trying to solve was to recognise deteriorating patients at an early stage with the objective of establishing a system to overcome this problem.

A series of Quality Measures were put in place to measure the success. These included: a 50% reduction in late and missed MET calls from pilot wards, a 10% reduction in patient/client/family complaints from pilot wards and 75% of staff in pilot areas using the new system.

Part of the problem was the complexity of the organisation. There were health professionals from numerous fields, different priorities in different areas, teams working across services and streams and numerous projects in competition.

One of the major challenges was that it was a complex project and the solution was not known at the start of the project. This necessitated maintaining enthusiasm and the project profile throughout the analysis and development phase. On a personal level, Heather was also completing her Masters at the time of the project.

Heather identified 5 success factors in her project:

1. Robust Project Planning.

This included Project Planning training, Project documentation, a Clear Scope document; Defined measurable quality targets measuring the impact on patients, as sustainability plans from the beginning.

2. Communication. There were progress reports to all relevant stakeholders, quarterly newsletters, posters, team & steering committee meetings and presentations ‘ad nauseam.’

3. Change Management. There was stakeholder involvement from the start with an emphasis on “what’s in it for me?” Sessions were geared to the audience and there was persistence and patience—always backed up by evidence, evidence and more evidence!

4. Look outside the box. The “What we always do” concept was not going to work and so education experts were called in for 2 meetings

5. Finally, there was executive support, clinician support at the bedside and clinical lead support.

The success achieved was highly impressive. Taking the 3 examples listed earlier, the reduction in late and missed MET was 80%, there was a 57% reduction in complaints and 91% of the staff in the target areas used the system.



Heather McKay

June WIPM—“The Current Economic Crisis” by Bob Backer from Ord Minnett

The June WIPM was unusual in a couple of ways— firstly it had a male presenter in Bob Backer from Ord Minnett (a first for WIPM in the ACT) and secondly focused on more personal issues relating to finances rather than project management per se.

However, in looking at ones personal situation, project management skills and issues quickly come to the fore. For example, Bob suggested a six-point approach:

1. Understand your current situation
2. Identify specific needs & goals
3. Identify the issues, problems, gaps, etc
4. Identify appropriate solutions
5. Implement agreed strategy; and
6. Review and monitor

He suggested a simple planning sheet which had timeframes from zero to 20+ years in which you considered your objectives: at work (e.g. what do I **really** want to do? Own a business, study, etc); at home (e.g. where do I **really** want to live?); your lifestyle (How much do I need to live on?); and your children (How will they affect your plans?)



Bob Backer

Bob essentially then went through a series of options available to people in different circumstances and at different ages thus giving very practical advice for those present.

A lot of the focus was on superannuation and the impact that the recent changes by the Rudd Government will have on individuals in differing groups.

OTHER CHAPTER NEWS

Community Network Program

Last year, the Community Network Program (CNP) initiative got underway here in the ACT. The CNP essentially allows project managers to volunteer some time to help develop their own skills and also to give something back to community organisations, most of whom cannot afford professional PM services.

Whereas these projects may not be as ‘sexy’ as the \$100 million plus ones, they can impact people’s lives in just the same way.

The local Chapter supports this initiative and is publishing a promotion for CNP (see next page) and we will also be devoting the July forum to this topic.

Many project managers are very busy, but equally, many will be members of organisations such as Rotary which do some great voluntary work.

So, this CNP Program is commended to our members and we hope you will look at the current opportunities listed on the next page and also come to the July forum to learn even more about this area,

Community Network Program

Get Involved!



What is it?

AIPM members volunteering their PM services to Community Organisations and Not-for-Profits. The CNP provides the 'matchmaking service', identifying projects and then linking the organisation with the right volunteer or volunteer company/org.

What are the Benefits?

To you:

Build your PM skills & experience
 Enhance your CV
 Develop a wider network
 Earn CPD points
 And all this whilst doing something good for yourself and the community!

To the community organisation:

Access to PM resources they don't normally have – or couldn't afford
 Improve the execution of their projects
 Have confidence to take on more projects, and make a greater contribution to the community

What are the Projects?

In 2008 we:

Assisted Outward Bound plan for the redevelopment of their National HQ
 Managed a facility/warehouse relocation for Lifeline ACT
 Advised Arthritis ACT on the procurement of database software

We are currently looking for:

IT PM to assist Volunteering ACT with a review of their enterprise IT architecture & service arrangements
 IT PM to assist Marymead with the development of an Intranet
 Facilities/Property PM to assist Marymead scoping the development of vacant land in their possession

Contact us now if you want to learn more about these projects. We currently need 3 x PMs to lead these projects, and we expect that there will be more projects coming soon ...

Can we make a difference?

Yes, of course we can! The ACT Chapter has over 1500 members!
If only 1% of our membership volunteers in this capacity, AIPM can make a huge contribution to the ACT community in a professional capacity.
 Don't be daunted. Get involved. The time commitment is not significant and is flexible to meet your work & life arrangements. The benefits from working on a great volunteer project will far outweigh the time given working on it.

How do you get involved?

Contact Derek Stevens, ACT Chapter CNP Coordinator on derekjohnstevens@hotmail.com or M: 0413 764 246

Or, contact other members of the ACT Chapter CNP team: Chris Huet at chuet@smsmt.com or Virginia Shaw at Virginia.Shaw@health.gov.au

The three of us are working together to establish this programme in the ACT, and also, a framework that can hopefully be rolled out to the other AIPM Chapters in other States.

Project Management Achievement Awards 2009—26th August

One of the objectives of AIPM is to promote excellence in Project Management, and one of the ways this is done is to recognise such excellence through the annual PMAA.

This year, we have had a very good response and the submissions are now in the hands of the judges who have a fairly substantial task of sifting through a large volume of material.

The winners of these awards provide a rich source of feedback to other members on how they ran their particular projects, what challenges they faced, what they would have done differently given the same

challenge again, etc. The AIPM council try to get a number of these people to speak at the forums and share their insights with other members which becomes part of the overall Continuous Development Program aspect of being a member of a professional body such as AIPM.

So, even if you haven't made a submission, why not consider coming to this year's PMAA which will be held at the Realm on 26th August?

Not only are you supporting your professional body, you are also supporting the concept of promoting excellence which can only be to the bene-

New Members

The following people have become members during the past month—welcome one and all

Members

Mr Charles Bishop
Mr Paul Hiscock
Ms Emma Leahy
Mr Jason Mogg
Mr Christopher Moon
Mr Steven Moore
Mrs Meena Richardson
Mr John Robbins
Ms Julie Summerfield
Mr Pax Taylor
Mrs Rachel Wright

Associate

Ms Nicolle Burt
Mr Colin Campbell
Mr Andrew Carstens
Mr Michael Cuddihy
Mr Dan Murray
Ms Juli Anne Poole
Mr Grant Rannard
Mr Andrew Reichstein
Mr Aaron Sanders

Student

Mr Justin Brady

New CPPD, CPPM and CPPP

The following members have also been awarded CPPD/MPD, CPPM/RegPM or CPPP status – so congratulations to each of those below



CPPD

Ms Judith Connelly
Mr Gino Martiniello
Mr David Purser
Mr Glen Searson

CPPM

Mr Paul Bilcich
Miss Martine Griffiths

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