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18th September 2009
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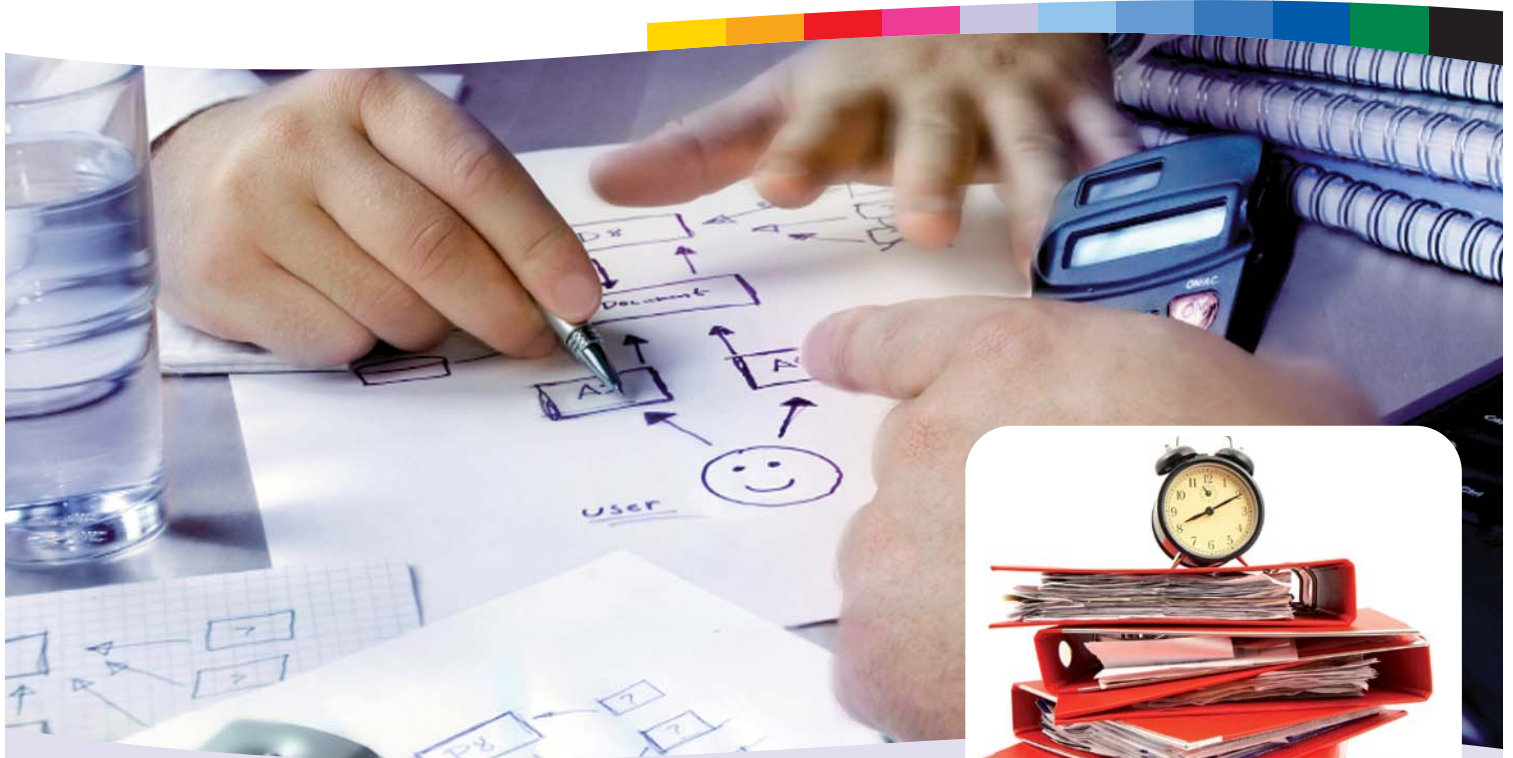
Project Management Tools for Project Managers

2 - 6 November 2009
Suva, Fiji



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

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Overview

This 5-day course is aimed at providing participants with industry best practice tools and techniques on managing projects, and is based on the Project Management Body of Knowledge (PMBOK) and Project Management Institute (PMI) principles. The course is also aligned towards the framework for project management of the South African Qualifications Authority (SAQA).

- The strategies specially designed for anyone working in a project team environment
- Necessary skills applicable to any field of work including engineers who face increasing management responsibilities in their work, and those with a high technological focus
- Workable tools and techniques to equip participants with general project management skills
- Some key elements include planning, risk management, estimates and contracts, quality management, procurement management, cross-functional teams
- Exercises based on actual demonstrations and simulations on Microsoft Project 2000

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Project Management Tools for Project Managers

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Learning outcomes

On course completion, participants will have:

- Acquired tools and techniques on project management tools and techniques based on PMBOK and PMI principles
- Sharpened their skills through simulations on MS Project software
- Built appreciation of the importance of planning, time and scope management, including feasibility studies
- Understood how to control change and manage risk
- Gained insight on the role of cross-functional teams
- Learnt how to delegate work and manage resources across different project units
- Gained insight into monitoring and quality management

Key objectives

This course will equip participants with the necessary knowledge and tools to:

- Understand PMBOK and PMI principles and knowledge areas
- Review a project life cycle
- Understand portfolio management
- Understand integration management
- Effectively scope and manage projects
- Efficiently manage time
- Effectively manage human resources
- Scope, control and manage costs
- Understand risk management
- Effectively manage communication between teams
- Put into place quality checks
- Manage procurement of resources

Who should attend

- Project administrators
- Project managers
- Project team leaders
- All role-players functioning in cross-functional project environments
- Role players functioning in sub or main projects

Learning environment

Laptops pre-installed with MS Project 2000 or 2003 on facilitation premises. The course delivery will be supported by class exercises and case studies. A Meccano set will be supplied by the trainer.

Pre-requisites

- It is a requirement for each candidate to have a laptop or access to a desktop with pre-installed MS Project 2000 or 2003 software.
- No prior knowledge required for the above mentioned course

Course Outline:

Section 1:

Project management introduction

- Overview
- Why project management?
- Components of a project life cycle
- Project manager leadership styles

Section 2:

Project integration management

- Overview
- Developing a project plan
- Project plan execution
- Overall change control

Section 3:

Project scope management

- Overview
- Conception: initiation & feasibility
- Major project document
- Feasibility study
- Stages of a feasibility study
- Project manager selection
- Project team selection
- Project manager's authority
- Project statement of work (SOW) and objectives
- Project economic evaluation

Section 4:

Time management

- Overview
- Activity sequencing
- Activity duration estimation
- Schedule development
- Gantt charts
- Microsoft Project elements of Critical Path and Float

Section 5:

Portfolio management

- Overview
- Types of project portfolios
- Building a matrix of portfolio goals
- Portfolio dashboard
- Allocating resources to different projects/units

Section 6:

Human resource management

- Overview
- Organisational planning
- Staff acquisition
- Team development
- Resource planning
- Microsoft Project 2000: Resources
- MS Project 2000: setting a work-schedule for a resource

Course Outline:

Section 7:

Cost management

- Overview
- Estimating costs
- Microsoft Project elements of estimating and costing

Section 8:

Risk management

- Overview
- Risk management strategies
- Risk management process

Section 9:

Quality management

- Overview
- Quality planning
- Implementing quality
- Continuous improvement

Section 10:

Communication management

- Overview
- Communication process and approaches
- Performance reporting
- Microsoft Project elements of monitoring and control

Section 11:

Procurement management

- Overview
- Solicitation
- Contract types
- Source selection
- Contract statement of work
- Contract administration
- Contract close-out
- Procurement process

Section 12:

Additional Microsoft Project functions

- Dealing with multiple projects
- Earned value
- Outline numbering
- Inserting gridlines
- Timescales for projects
- Colouring of non-working time
- Duration of time lines
- Exporting projects into Excel
- Using a project template
- Drawing in network view
- Changing network layout view

Course leader



Hendrik Kotze

Hendrik is a highly experienced learning and development specialist with over 20 years of experience, with a focus on project management. Hendrik also has vast experience on actual projects such as organisational design of learning and development of system application processes (SAP).

Hendrik has shared his valuable knowledge and experience with operational to specialist staff in various telecommunication organisations and business environments. His project management training courses are widely recognised and attended by senior telecoms staff from across Africa, the USA and France.

Hosted by:

FINTEL

In partnership with:

Telkom South Africa

About the CTO

The Commonwealth Telecommunications Organisation (CTO) is an international development partnership between Commonwealth and non-Commonwealth governments, business and civil society organisations.

It provides the international community with effective means to help bridge the digital divide and achieve social and economic development through the use of Information and Communication Technologies (ICT) in the specific areas of Telecommunications, IT, Broadcasting and the Internet.

About the programme for development and training (PDT)

Managed by the CTO, the PDT is a unique low-cost membership programme providing needs-based professional training and capacity building courses on telecommunications policy, regulation, technologies and telecoms business management.

The PDT has delivered over 3600 bilateral training and consultancy projects, covering every aspect of the telecommunications industry, training over 35,000 professionals in 33 countries of the Commonwealth.

For more programmes
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the PDT contact us at:

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See more information
on our website

www.cto.int

Please fill in this application form and fax it back to +44 208 600 3819 or return it to the CTO at the address below. Please use CAPITAL LETTERS.

Personal details

Mr/Mrs/Ms/Other First name Last name

Job title

Organisation

Address

City Postcode Country

Tel Mobile Fax

Email

Authorising line manager's name

Authorising line manager's email

Payment options

1) Select delegate rate

	Standard rate	Early registration/Group discounts*
CTO members	<input type="checkbox"/> £701	<input type="checkbox"/> 10%
PDT partners	<input type="checkbox"/> £701	<input type="checkbox"/> 10%
Others	<input type="checkbox"/> £1,132	<input type="checkbox"/> 10%

* two or more delegates from same organisation

2) Payment mode (choose one option only)

Invoice
Invoice me at the above address (Discounts do not apply, payment must be received by us prior to event).

Bank transfer
Make payments to: Coultts & Co.
440 Strand, London, WC2R 0QS, UK
A/C Name: CTO; A/C Number 08367507
Bank Sort Code :18-00-02
SWIFT Code: COUT GB22
IBAN Reference: GB72COUT18000208367507

Credit Card: Visa / Mastercard (delete as appropriate)

Card holder's name

Card holder's billing address (if different from above)

Card number

Valid from Expiry date 3 digit security code

Signature

Date Name Signature

Additional information

To help us improve our services to you and your organisation, please tell us more about yourself and your organisation.

Your role in the organisation	Your area of work in the organisation	
<input type="checkbox"/> Strategic / executive	<input type="checkbox"/> Business development	<input type="checkbox"/> Marketing and sales
<input type="checkbox"/> Planning	<input type="checkbox"/> Corporate affairs	<input type="checkbox"/> Public relations and corporate communications
<input type="checkbox"/> Control	<input type="checkbox"/> Customer service and care	<input type="checkbox"/> Regulatory and legal affairs
<input type="checkbox"/> Operational	<input type="checkbox"/> Engineering and technical management	<input type="checkbox"/> Telecoms network management
	<input type="checkbox"/> Financial, purchasing & investor relations	<input type="checkbox"/> Human resources
	<input type="checkbox"/> IT / IP management	<input type="checkbox"/> Other
Your organisation type	Your organisation's service areas	
<input type="checkbox"/> Government	<input type="checkbox"/> Fixed network / services	<input type="checkbox"/> Broadcasting
<input type="checkbox"/> Regulator	<input type="checkbox"/> Mobile / wireless network / services	<input type="checkbox"/> Value-added services
<input type="checkbox"/> Operator	<input type="checkbox"/> Satellite network / services	<input type="checkbox"/> Support
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Internet	<input type="checkbox"/> Other services
<input type="checkbox"/> Other		

3 SIMPLE WAYS TO REGISTER

-  Fill in and fax this form back to **+44 208 600 3819**
-  Call the programme team at **+44 208 600 3800**
-  Email this completed form back to **register@cto.int**

EARLY REGISTRATION DISCOUNT

Register by **18th September 2009** for a **10% discount!**

NEED HELP?

Call us now on **+44 208 600 3800** or e-mail the programme team at **programmes@cto.int**

Summary Terms and Conditions

The CTO will endeavour, as can be reasonably expected, to ensure that the course is delivered to meet delegates' expectations. Registration is subject to availability and payment received by the deadline, where specified for each course. Dates may be subject to changes. Travel, accommodation, daily transportation to venue, subsistence and other costs are the sole responsibility of the delegate and are not included in the above fees.

Applicants are responsible for their visa arrangements and other formalities wherever required. Course bookings may be cancelled at the discretion of the CTO or its partners. Applicants paying by bank transfer are responsible for bank charges and any other such costs and should ensure the exact amount in GBP Sterling is credited in the CTO bank account. Applicants requiring additional information prior to their booking should ensure they provide sufficient time before the booking deadline.

Cancellation rules apply, as summarised above. For a full version of our Terms and Conditions, please visit our website at www.cto.int.

Withdrawals / Cancellations / Refunds

For delegate cancellations/withdrawals, the following refund rules apply:

- 31 days or more prior to event: the full amount less a handling charge of £55
- 30 days or less prior to event: no refund

For CTO cancellations/withdrawals, delegates are entitled to a 100% refund within 60 days of the cancellation/withdrawal. Refunds will be made by bank transfer only.

Data Protection / Privacy

The CTO does not sell, rent or lease its customer information to third parties. We may, from time to time, contact you on behalf of a third party/partner about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party/partner.

In addition, we may share your information with trusted partners to help us perform statistical analyses, send you by e-mail or postal mail, provide customer support, or arrange for deliveries or other such services.

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