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June 12
Awards Dinner

2012 PMI-OC PROJECT OF THE YEAR

Southern California Edison SmartConnect Web Presentment Project

A comprehensive suite of new SCE SmartConnect-enabled online programs and services, this **Southern California Edison** project was selected as the 2012 PMI-OC Project of the Year and will now advance to candidacy for the 2012 PMI® Global Project of the Year.

Join us at the June 12 awards dinner when the SCE SmartConnect Web Presentment Project team will accept the award and show how the project changed and improved SCE.com/MyAccount information and user experience.

See story on [page 3](#).
[Click here to register.](#)



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Edison SmartConnect™
SCE 222010-000024



222010-000024

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Here it is June already with summer just around the corner! Time does seem to be moving along quickly!

I am highlighting "PMI-OC Summer," as programs will be unique this year.

Check your postcards and coming events on the last page of this issue of *Milestones*. Here are the changes.

- No regular dinner meetings in July and August
- Special event on the evening of July 17: networking and PDUs at the Ocean Institute in Dana Point. Get to know a well respected local organization and learn about their project management challenges while networking with your fellow members with a sunset view of the ocean!
- August: date, time, and location to be announced. This will be a fun social event. I understand it will involve small round balls and green surfaces!

SAVE THE DATE

Tuesday, September 11
PMI-OC Annual Project Management Conference.

We will resume our regular second Tuesday of the month dinner

meeting schedule in September with the **PMI-OC Project Management Conference**, an extended program starting in the afternoon and ending with a terrific keynote speaker. We are pleased to have **Troy Hazard**, renowned speaker, TV host, and author of *Leadership Lessons from the Naked Entrepreneur*, to highlight the event. [See page 11.](#)

STATE OF THE CHAPTER

At the May dinner meeting, we reviewed the state of the chapter for the fiscal year April 2011 through March 2012. We are over 1,650 members strong, with \$238,000 in cash assets, and a strong, growing cadre of volunteers.

We shared some of the strategic initiatives for improving the chapter's infrastructure and organization, with emphasis on further empowering our dedicated directors. Also, we have committed a modest portion of our reserves for systems improvements for membership management and website reconstruction. The presentation is available in the [members' area at www.pmi-oc.org](#).

In conclusion, please plan to attend the upcoming events and keep an eye out for a volunteer opportunity that may be just the right spot for you!

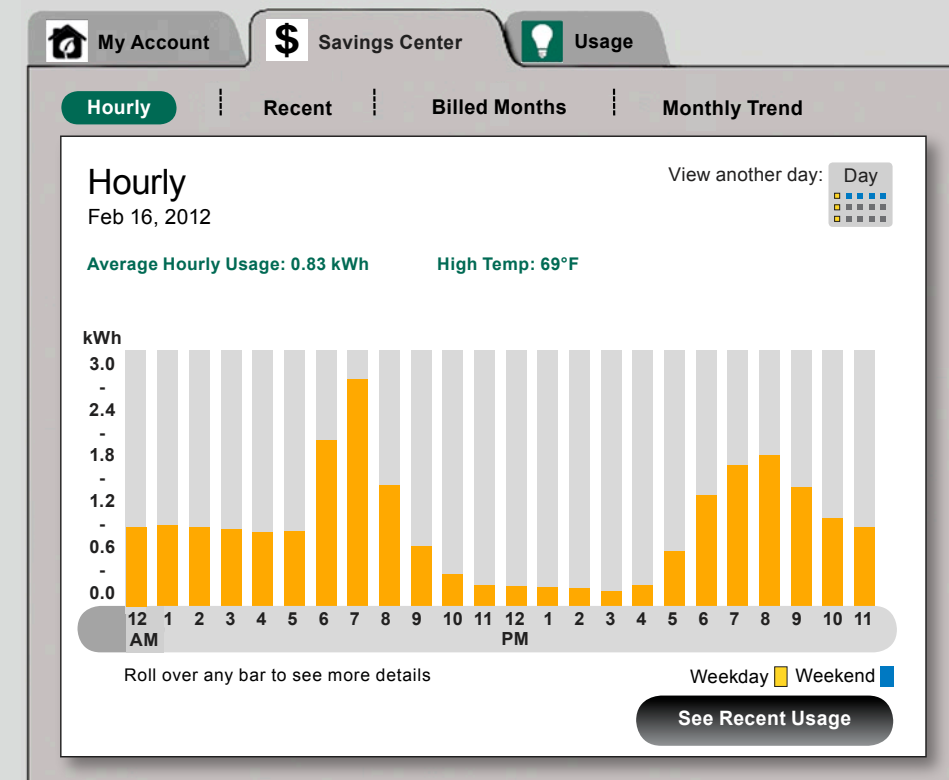
Greg Scott, PMP
2012 PMI-OC President



Edison SmartConnect's online user interface, known as the **WEB PRESENTMENT PROJECT**, is a two and a half year, multimillion dollar project that is playing a key role in providing SCE's 14 million customers with a comprehensive suite of new Edison SmartConnect-enabled programs and services.

As an end result, today customers can sign on at [www.SCE.com/MyAccount](#), to access dozens of new programs and services offered by the Edison SmartConnect program.

SCE's presentation at the **PMI-OC Awards Dinner on June 12** will focus on how Edison SmartConnect has changed and improved [SCE.com/MyAccount](#) information and user experience, bringing great value to SCE customers while completing the project within scope, schedule, and budget. The technologically



innovative Web Presentment Project creates a personalized online environment enabling customers to understand and proactively manage their energy use as never before.

Together, Southern California Edison and its customers are creating a smarter, cleaner energy future.

[Click here to register.](#)

SCE SmartConnect Web Presentment Project Team



The Word & Brown Companies, headquartered in Orange, CA, provide innovative technology, health benefit plan models, and employee benefit services, through 50,000 brokers, to nearly 60,000 employers.

There are currently nine information technology-related positions available at the Orange, CA headquarters.

IT Development Scrum Master

Lead Scrum teams of business analysts, software developers, and quality assurance engineers.

One position available.

R&D Specialist

Interview subject matter experts to thoroughly understand business problems and how they impact the companies as an enterprise.

One position available.

Enterprise Web Designer

Design the company's websites using HTML code, Java Script, VBScript, and Active Server Pages. Develop and execute site and style guidelines.

One position available.

IT Operations Scrum Master

Manage the IT Operations Project Portfolio in alignment with the 2012 Road Map. Work on medium to large scale technical projects.

One position available.

Network and Communications Specialist

Ensure the stability and integrity of networking equipment, wireless network services, and electronic communication systems.

One position available.

Net Developer Engineer 2

Ensure the quality of the net applications developed and provided to clients. Work on multiple medium to large scale technical projects.

One position available.

Senior Net Developer

Lead the design, development, and maintenance of high quality net applications on n-tier and service oriented architectures.

One position available.

Enterprise Business Solutions Specialist

Will be responsible for researching, analyzing, and implementing solutions to meet our corporate business needs.

One position available.

Enterprise Applications Engineer

Plan, implement, manage, administer, and support core business application software for corporate enterprise needs.

One position available.

IT Operations Help Desk Manager

Insure consistent and accurate service to the internal and external users of Word & Brown related technologies.

One position available.



The Word & Brown Companies

To learn more about these or other open positions, contact Elida Flores, eflores@wordandbrown.com.

New Members

- | | |
|--------------------|------------------|
| Patricia Ackland | Jerome Rowley |
| Hatim Ahmed | Julian Sabri |
| Doris Amstutz | Stan Schowalter |
| Timothy Barnes | Kevin Sheehan |
| Deanna Byron | Aaron Shelton |
| Carol Carey | Imran Sheriff |
| Michael Connolly | Ibrahim Siddiqui |
| Norma Coria | Mark Stevens |
| Lora Cross | Keith Stuart |
| Kaustubh Deshpande | Siddharth Sundar |
| George Gatus | Thomas Townsend |
| Joan Gronck | Thomas Tyler |
| Vaishali Gupte | Chris Wegner |
| Darrin Hawe | Gordon Zbinden |
| Tammy Hawkins | |
| PohChee Hurwitz | |

New PMPs

- | | |
|--------------------|----------------|
| Jennifer Johns | Karen Aalders |
| Bruce Johnson | Nikita Chen |
| Girish Kandarkar | Khong Goh |
| Michelle Kempainen | Forrest Parson |
| George Ker | Ulrich Urhan |
| Rich Komisarek | Brad Wakeman |
| Venkatesh Malini | |
| Matthew McConaughy | |
| Bryan Miott | |
| Long Nguyen | |
| Lisa Nguyen | |
| Tammie Nguyen | |
| Lucille Olszewski | |
| Lily Quiette | |
| Sirajuddin Qureshi | |



Jason Scott

Jason Scott is the founder and CEO of 120° Venture Construction, the only project management company in the U.S. that provides PM services and consulting as its core competency.

Jason's presentation was titled "Communication as a Leadership Tool," as part of PMI-OC's leadership theme.

Jason's energetic and eye-opening presentation about the importance of using our communication skills to LEAD. Although just about every one of Jason's slides had a very valuable "take-away," I thought that the following three deserve special recognition. Each of them shows how we, as project managers, should communicate with the executive leaders in the companies where we manage projects. Next >>

Below, left to right:
Debra Dexter and Tangela Tolliver from 120VC
Mark Chagaris
120VC Chief Operating Officer
Audience



Jason Scott *continued*

1. Always be 100 percent professional when communicating with your executive.

Understand that when you communicate with an executive you should not be "buddy-buddy," even if you are actually good friends outside the job.

Executives expect professional communication, especially by someone in a project management position. By behaving professionally whenever you communicate with your executive, you will be illustrating that they can trust you to handle any problems that may arise. Remember, perception is 100 percent of the reality!

2. Don't talk in project management "mumbo jumbo" when speaking to executives.



Executives are not project managers and probably don't want to be project managers. Tell them what they want to know in plain English, avoiding terms like "critical path," "EVM," "EMV," etc. They have not studied the *PM-BOK Guide*® and probably have no desire to do so.

And please understand that when an executive asks to see the "Project Management Plan," they actually mean the "project schedule." Show them the Gantt chart in MS Project and not the 300 page project management plan in MS Word format.

3. Always focus on what "can" be done and not on what "can't" be done.

First, identify any obstacles to defining a "can do" approach. Determine the obstacles and overcome them. Then, communicate obstacles **only** if required to support your approach to resolving a challenge or issue.

Last, when reporting issues, tell the executive that everything is under control, briefly describe the issue, and then briefly describe the solution. By following these practices, you will experience what it means to communicate to LEAD.

Thanks again to Jason Scott for a wonderful presentation and for 120VC's continued support of PMI-OC .

Kevin Reilly, PMP

Volunteer of the Month



Mike Dering, PMP

Mike has been volunteering for PMI-OC since September 2010 and currently serves as website content manager.

Mike says volunteering is an excellent way to be a part of the PMI-OC community and that he's learned much from fellow IT volunteers, as well as from others. A side benefit of managing the events on the website has been "epicenter" like insight into what's going on in the chapter.

Mike's professional career spans over two decades with more than a decade of project management experience. He currently works for Xerox Local Government Solutions.

At the May Dinner Meeting



1. Richard Komisarek
R. Giovinazzo
Laura Baker
2. Lisa Nguyen
3. Roberta Hall
4. Gary Cohen,
our MC for the evening
5. Dave Cornelius
and friends
6. PMI-OC President
Greg Scott
delivers State
of the Chapter
address
7. New PMPs
Einstein Exequiel
and Nora Connors
8. George
Magdaleno from
Platinum Edge,
our gold sponsor,
presents raffle
prize to Kevin
O'Malley
9. New Membership
Director
Ragu Kuppannan

Join us for our bi-monthly **Networking Event**

ON WEDNESDAY, JUNE 20 from 5.30 to 8:30 pm at the Cheesecake Factory in Huntington Beach

Our featured speaker will be **George Magdaleno** from **Platinum Edge**, a PMI-OC Gold Sponsor. George will pinpoint the advantages of the agile process.

What is Agile? What are its benefits? How do I get certified in Agile? And he will answer all your other Agile questions.

There will also be "conversation starters that make networking events great," networking activities, and raffles.

Meet and greet other chapter project managers. Make new contacts that can benefit your career. Participate in networking activities

Please bring your business cards for networking activity

Learn more about volunteering benefits with PMI-OC.

This event is hosted by the PMI-OC Membership Committee and is open to all members of PMI-OC.

This event is **FREE**. Members can pay for drinks, as they wish.

[Click here for details and registration.](#)

Please register early. **Space is limited to 40 people!**

Operations

Agile Training Program Coordinator/Chair

New position. Need team leaders to launch a new quarterly education program. Set up an Agile training program similar to the PMP Exam Prep. Need volunteers ASAP. Estimated launch date is the fourth quarter of 2012.

Mentoring Program Coordinator/Chair

New position. Need creative leaders to develop a mentoring program with a forum every other month. Need volunteers ASAP. Estimated launch date is the fourth quarter of 2012.

PMP Prep Course Volunteers

Track session surveys and identify trends for process improvement. Sit in on at least one weekend session to provide feedback and assist with attendance.

Special Event Chair

Lead special offsite event in July.

Contact **Robbin Thomas**.
robbinlagunabeach@aol.com

Communications

Government Outreach Chair

Cultivate relationships with Orange County governmental agencies. Market PMI-OC activities to government agencies.

Affiliate Management Chair

Develop relationships with other professional organizations in Orange County and promote mutually beneficial activities.

Marketing Coordinator

Collect logos, ads, etc., from advertisers and sponsors and ensure that social media, eCom, *Milestones*, etc. receive marketing materials on time.

Membership

Volunteer Coordinators

Join the team! Solicit new volunteers and collect volunteer information from dinner meetings, ATS, and member orientation.

Or, work closely with volunteer chair and BOD to create a stream of new members.

Or, prepare classified ads for the PMI-OC website and *Milestones*.

Ambassadors

Welcome new members, visitors, sponsors, and existing members at PMI-OC events. Inform first time attendees about chapter activities, programs, and benefits.

Follow up with new members and first time attendees, and encourage them to attend future events.

Social Media

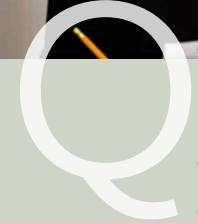
Work with our social media channels: Facebook, LinkedIn, or Twitter.

Contact **Diana Wei**.
diana.wei@pmi-oc.org

Contact designated emails and **[click here](#)** for details and additional contacts.

May 5 ATS Review

Project Financial Management



JUNE (JUNE) XU

from Ernst and Young conducted the May advanced topic seminar about project financial management to a nearly full room of project managers.

June's experience with the financial aspects of project management was clear from the real life situations she has encountered.

June highlighted the need to establish the financial framework for a project from conception to completion.

She started with the initiation phase where rough cost:benefit analyses are made and showed us how the analyses results can make or kill a project.

Next, June discussed the monitoring and control phases where

we gather and analyze project costs. Attention to scope is important at this point to ensure spending is appropriate and still meets the business needs.

In the closing phase the project winds down, and we calculate the project's profitability or actual benefit.

During the discussion, June mentioned several pitfalls, as well as the advantages and disadvantages of some specific techniques.

We discovered how to avoid some of the drawbacks of using a mixed hourly rate when estimating costs and some of the problems a project manager can experience when tracking actual labor costs.

For example, when one of your vendors is using a subcontractor for labor, the vendor may pass the cost on to you in the form of an expense. However, depending upon how your project is set up, to properly track your labor versus material costs you need to show the cost as labor. Therefore, your contract needs to give you the right to see the

underlying time card information so you can track the labor details.

We also discussed hourly billing versus daily rate billing. Many clients prefer daily billing because it allows them to manage their labor exposure better, especially for software development projects, which require lots of overtime at the end. So, as a vendor, we need to calculate our daily rate not as eight times our hourly rate, but at a higher amount to allow for the usual overtime and for taking on additional risk.

In conclusion, we discussed what to look for when you are brought into an already running project. The list is probably endless, and eventually June asked to continue the discussion in an email, but the initial list was:

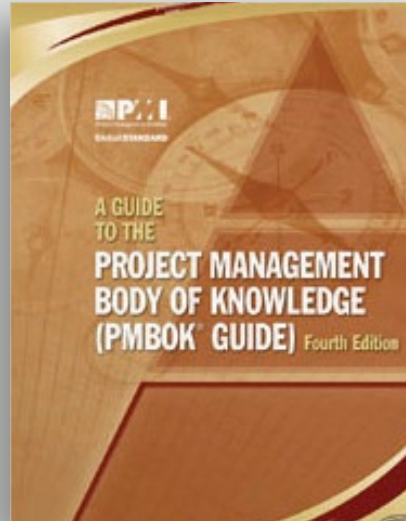
- Examine the project charter.
- Determine the business need.
- Identify processes, governance, and escalation.
- Identify the sponsors and key stakeholders.
- Look at risk, financial and change management.
- Understand scope.

See you next month.

Jack Roth, PMP

Photo by Sandeep Dighe, PMP

This workshop will use the PMBOK® Guide–Fourth Edition study materials and is intended for anyone who wishes to achieve their PMP certification,



who meets the requirements as identified by PMI® AND has studied the recommended project management literature, specifically, the PMBOK Guide–Fourth Edition.

Before the first day of class: We recommend that each participant purchase a copy of the PMBOK Guide–Fourth Edition®. Cost is around \$40 on Amazon.com. We also recommend that you read the first three chapters and be prepared to discuss them in class.

Note: This course is NOT intended to teach the participant project management or to impart project management industry experience. Its primary purpose is to prepare the participant for the PMP exam based on the PMI identified domains and PMI recommended preparation material.

PMI-OC Announces Its Fall 2012 PMP Exam Prep Workshop

Seven Saturdays Beginning September 8

This workshop will help you prepare for exam success and provide the eligibility requirement of 35 contact hours in project management education. Participants will receive a classroom discussion

guide, study questions on CD-ROM, and gain access to additional study material.

The first class on September 8 will be an orientation session.

When: Seven Saturdays
from 8 a.m. until 5 p.m.

**September 8
Half Day Orientation**

Sept 15	Sept 29	Oct 13
Sept 22	Oct 06	Oct 20

Where: Vanguard University
55 Fair Drive
Costa Mesa, CA 92626

Cost: The workshop fee is per participant, payable at the time of registration.

PMI-OC Member Referral Program

Refer a friend to our PMP Exam Prep classes, and receive either a free dinner meeting or advanced topic seminar registration. That's a cost savings of up to \$45 and as many as four PDUs.

In Advance:
PMI-OC Members \$ 750
Non Members \$ 850

At the Door:
PMI-OC Members \$ 850
Non Members \$ 950

Corp. Discount* \$ 600 per person

*Register three or more people from the same organization for only \$600 each. That's a savings of \$150 each. Contact finance@pmi-oc.org to register your group and take advantage of the corporate discount.

[Click here to register](#)



SAVE THE DATE!
September 11, 2012

PMI-OC Project Management Conference 2012

The PMI-OC Project Management Conference is the chapter's largest event of the year and one of the most important.

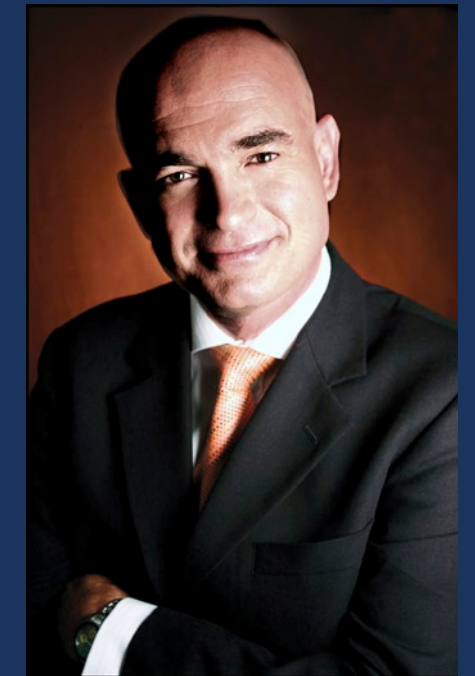
The conference will be held on September 11, 2012 at the Wyndham Orange County in Costa Mesa from 3:00 pm to 9:00 pm.

The focus this year will be on project management leadership and education, with a panel discussion and two concurrent session tracks featuring project management leaders and educators.

In addition, there will be a color guard ceremony in remembrance of September 11, 2001, and the mayors of Orange County cities will proclaim September 11, 2012 "Project Management Day."

After dinner, our special guest speaker, Troy Hazard, TV host, and author of *Leadership Lessons from the Naked Entrepreneur*, will entice us with an entertaining and inspiring keynote address.

Watch for details in the coming weeks. Yes, there will be PDUs!



Keynote Speaker Troy Hazard

There are theory specialists, and then there are those who have been there. Troy Hazard, recent global president of the elite Entrepreneurs' Organization, has survived moments of sheer desperation in business. Drawing from a lifetime of innovative, real-life leadership experience, Troy now shares his powerful lessons from the edge.

Panelists:

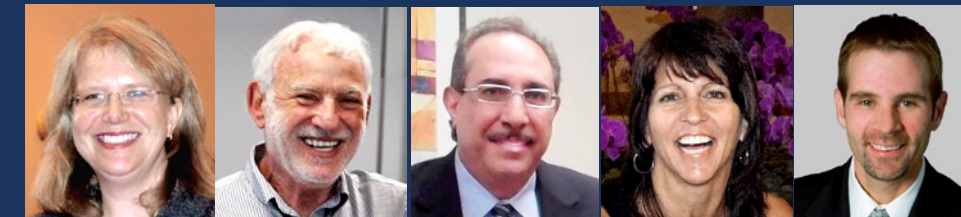
Kristine Munson
State Street

Marty Wartenberg
UCI

Marc Guirguis
SCE

Diane Altwies
CPC

Mark Layton
Platinum Edge





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- Think quickly and clearly
- Become a strong leader
- Listen effectively
- Earn easy PDUs at each OC Project Masters Toastmasters Club meeting and grow your leadership and communication skills in an encouraging social and professional environment.
- Network with successful project managers and other professionals.
- Improve time management skills.
- Strengthen interviewing techniques.
- Employ effective communication.
- Enhance listening skills.
- Increase productivity.
- Learn hands-on leadership and communication skills in a supportive environment offering guidance and recognition.
- Improve your ability to organize team meetings.
- Gain valuable experience in delivering presentations. Give and receive effective evaluations: basic skills for project managers and professionals.

BE OUR GUEST and attend one of our meetings.

Mondays
7:00-8:30 pm
 Carrows Restaurant
 16931 Magnolia
 Huntington Beach

[Click here for map.](#)

June Schedule
 June 04
 June 12
 June 25

[Click here to learn more.](#)



The Agilista

Donna A. Reed
 PMI® Agile Community of Practice Rep

Setting the Tone for Success

People live up, or down, to expectations. If you let them know you believe in them, have faith they can do the job, and respect them, then you are setting the tone and expectations of success. The team will get it done and exceed your expectations. But, if you show disbelief, you will get what you expect. They won't get it done, or they'll do it poorly.

Ways to Set the Tone for Success

CLIMATE. Non-verbal signals encourage or discourage. Think how much a smile or a friendly tone affects you.

FEEDBACK. Positive feedback encourages; negative comments discourage. When mistakes are made, you can either discourage with, "Not again! You better learn to do it right," or encourage and build confidence with, "Not bad, but you might try it this way the next time."

AMOUNT OF INPUT. Positive expectations freely give information to help. Negative expectations withhold information.

AMOUNT OF OUTPUT. We expect more and better work from a good worker than from a poor one. Discourage with "Don't bother with that; I know you can't do it," or encourage them to excel with "I know you can do it."

Facilitate success by mapping out attainable goals. Meet regularly to assess progress. Change goals if progress is not being made. Offer encouragement and help, but don't just do it for them.

Create visible goals. Let everyone know what is expected and share the team's progress to keep up the enthusiasm and motivation. When things aren't going well, watch the stronger team members help the weaker ones succeed! Encourage it. Remind everyone that success is a team effort, not an individual competition.

Visit us at www.agilistapm.com.

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 —U.S. News & World Report



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Su11-63 OC

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June 9, 2012

Implementing Project Portfolio Management: Part I



Presented by **Andy Anderson**

The first session will be a presentation and case study of portfolio management implementation using a systems approach. Learn to use change management as a guide to better results that are on time and on budget, and find the best way to implement a set of initiatives. *Part II in October.*

Andy is assistant director of portfolio project management at Alcon Laboratories in the surgical instrumentation R&D division. He has extensive experience with PMI standards and has been on the leadership team for the *PMI Portfolio Management Standard, Third Edition*, from 2009 to the present.

July 14, 2012

Using Proper Etiquette When Doing Business in Foreign Countries



Presented by **Fiona Young Kouzi**

Fiona Young Kouzi, PMP is currently a project management consultant in the banking and health care industries. With over 20 years of project management experience, Fiona has conducted business with team members in many other countries. Fiona

knows that in the high tech global arena, behavior and conduct can be instrumental to business success.

Spend some time with Fiona at the July ATS and learn what proper communication etiquette means to you in international business in Asia, as well as other parts of the world.

Where:
Vanguard Univ.
55 Fair Drive
Costa Mesa 92626
Four PDU's each

When:
Saturday, June 9, 2012
8:00 a.m. to 12.00 p.m.
Saturday, July 14, 2012
8:00 a.m. to 12.00 p.m.

Cost:
In advance:
\$45 members, \$50 non-members
At the door: \$60 for both

[Click here](#) for June 9 details and registration.
[Click here](#) for July 14 details and registration.

PMI Orange County MILESTONES

June 2012, Vol. 24, No. 6

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June 4 OC Project Masters Mtg.

Weekly meetings: Mondays, 7:00 pm at Carrows, Huntington Beach. No meetings on third Monday of the month. See page 12.

June 9 ATS

Andy Anderson
"Implementing Portfolio Project Management, Part 1"
At Vanguard University
See page 15. [Click here to register.](#)

June 12 Dinner Meeting

2012 PMI-OC Project of the Year Award
At The Wyndham Orange County
See page 1. [Click here to register.](#)

June 20 PMI-OC Networking

The Cheesecake Factory
Huntington Beach
See page 8. [Click here to register.](#)

July 14 ATS

Fiona Young Kouzi
"Using Proper Etiquette When Doing Business in Foreign Countries"
At Vanguard University
See page 15. [Click here to register.](#)

Ju.y 17 Special Dinner Meeting

The Ocean Institute in Dana Point
Watch for details.

July 18 Member Orientation

At Brandman University

August 4 ATS

Speaker TBA

August Special Social Event

Networking and PDUs at a golf course. Watch for details.

Sept 8 ATS

Lindon Crowe. Watch for details.

Sept 8 PMP Exam Prep Workshop

Orientation, at Vanguard University
See page 10. [Click here to register.](#)

September 11 Special Event

PMI-OC Project Management Conference

Wyndham Orange County

Keynote Speaker:
Troy Hazard
Author of *Leadership Lessons from the Naked Entrepreneur*

See page 11.

Sept 19 Member Orientation

At Brandman University

Events may be subject to change.



ORANGE COUNTY CHAPTER

Project Management Institute
Orange County Chapter, Inc.

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