Milestones

PMI® ORANGE COUNTY CHAPTER

www.pmi-oc.org | www.pmi.org

PMI-OC GOES TO VANCOUVER

WELCOME TO THE 2012
PMI® Global Congress–
North America

Learning, Serving, and Leading with PMI-OC

2012 Board of Governors

Gregory Scott, PMP
President

Robbin Mackenzie Thomas
VP of Operations

Dave Cornelius, PMP
VP of Communications

Alvin Joseph, PMP
VP of Administration

Cindy Pham, PMP
VP of Strategic Planning

Adam Khamseh, PMP
VP of Finance

Stephen June, PMP
Past President

In This Issue

Leadership Institute Meeting

This past October, a team of your PMI-OC leaders participated in the PMI Leadership Institute meeting that preceded the North America Global Congress in Vancouver, BC.

It was a privilege for all of us to represent your chapter and learn more about how the project management profession is growing world wide and exchange ideas with other PMI chapters on how we can serve our members and improve chapter management.

I was pleased to see how similar chapters of our size reach out to their members and provide a diverse array of opportunities. I believe our chapter stacks up well in our financial strength, volunteer participation and program offerings, with similar chapters. Other challenging areas in common are the need to find new ways to improve and expand our member participation through creative programs and educational offerings.

Here are a few takeaways we are looking at.

• Mentoring: we have plans to launch a mentoring program next year. Several other chapters shared the ways they have launched successful programs.

• Web based offerings: chapters continue to expand web accessible programs with partnerships with education providers. As members' time management is a challenge, use of these types of programs is increasing. We are palming to integrate this type of offering.

• Young PM professionals: There is increasing interest in helping aspiring new PMs start their careers and helping them develop. PMI chapters see this as an area growing in need, as a higher percentage of our members are already PMPs.

• PMI communities of practice: If you are not already aware, there is another side to the PMI Global community in addition to chapters. The communities of practice (COP) are virtual communities oriented around specific subject matter or industries. If you are looking for a way to gain more expertise in your specific industry, a COP is a good option for you in addition to chapter membership. There is no cost to you. Check out the 36 COPs available at www.pmi.org.

The Leadership Institute team was Mary Kopinski, Deborah Cantwell, Prashant Rao, Cindy Pham, Diana Wei, Robbin Mackenzie Thomas and Greg Scott. Ask any of us to share our experiences and look forward to some future articles from the team.

**Greg Scott, PMP
President**

2013 Board of Governors Candidates

Robbin MacKenzie Thomas

PROFESSIONAL BACKGROUND:
Robbin has over 20 years of project management, purchasing, and business development experience in technology, aerospace, education, and non profit industries. She has been a PMI-OC member since 2008.

PMI-OC BACKGROUND:
2009: Career Fair volunteer
2010: Project of the Year co-chair
2011: External Marketing Director
Board of Governors:
2011: VP Administration
2012: VP Operations

Goals:
As a BOG member, my goals are:

• Increase member value with additional programs promoting project management knowledge and experience through collaboration with diverse industry experts.

• Increase membership participation in chapter activities.

• Assist in creating a cohesive leadership team supporting collaborative chapter goals.

Tariq Shaikh

PROFESSIONAL BACKGROUND:
Tariq is a PMP with over 35 years of engineering, project, and program management experience. He is currently managing the global PMO for ITT with project teams spread across eight countries on three continents.

PMI-OC BACKGROUND

Tariq joined PMI-OC in 2000 and became an active volunteer in 2006. His pre-board services included dinner chair, PMP workshops nstructor, and ATS speaker.

Tariq's board service has consisted of VP Finance, IT Director, and Director of Strategic Initiatives.

Goals:
• Fully transition the chapter from a tactical to a strategic structure,

• Build our volunteer organization.

• Implement more structured business planning processes.

• Develop new leadership skills

• Have fun and share my enthusiasm for project management.

Diana Wei

PROFESSIONAL BACKGROUND:
Diana was the social media community manager at Case Crown.com, an international e-commerce company in the consumer technology industry.

With a bachelor of science in business administration from UC Riverside, Diana's experience includes logistics, retail, and accounting.

PMI-OC BACKGROUND

Diana first volunteered as the dinner meeting photographer in July of 2009 before she became an active member in December. She is currently PMI-OC Director of Social Media.

Goals:
• Build and strengthen the chapter infrastructure.

• Connect the volunteers and present and potential members.

• Strengthen and add board support to each sector.

• Bring fun and a different perspective to the chapter.

In December, you will be asked to vote for the new Board of Governors for 2013-2014. Per out bylaws, three new members are elected, or in some cases re-elected, to the board each year. Your vote will be cast electronically again. The voting period is the first two weeks in December. The new board will be announced on December 17 and will take office on April 1, 2013.

More information about the election process will follow. If you are a member in good standing,we urge you to take part in this election. The process is quick, easy, and important to the chapter. Your vote will determine your leaders next year.

New Members

Pranesh Amarnath

Baskaran Ambalavanan

Devin Baker

Anna Beal

Manas Bista

Lindell Blair

Ben Bolisay

Avi Brand

Richard Brodkorb

Sheila Carter

Mike Cassar

Pamela Chang

Eric Walter Chojnicki

Melody Chu

Lisa Cibellis

Phil Clayton

Kathleen Collier

Peter Crosson

Michael Di Sano

Christopher Dick

William Do

Tiffany Duong

Kevin Faulkner

Amanda Gilbreath

Justin Golliher

Tatyana Gordin

Vinny Hoang

Hakem Ikbariyeh

Joseph   Isaac

Nicholas Javier

Phillip Jones

Lavanya Kantamaneni

Theresa Klemme

Frank Koomsonl

Diane Leahy

Jusam Lee

Julie Lichty

Linda Lin

Jiun-Jie Liou

Yasie Malek

Dwight Mayhand

Robert McLean

Karen Mercadante

Ann Mesa

Javid Mohsenzadeh

Quynh Nguyen

Lucia Olveda

Steven Osaki

Stephanie Pei

Malaquias Peralta

Co Phung

John Priester

Srinivasa Ramachandran

Elsa Ramirez

Octavio Rivas

David Robbins

Howard Rosenthal

Christopher Rutland

Sharmi Sengupta

Brian Slauson

G. Hunter Smith

Leo Tang

John Teal

Bic Tran

James Tu

Richard Tucker

Tracy Turnbull

Alice Yen

New PMPs

Grant Aguinaldo

William Anderson

Kimberly Francia

Richard Grogan

Kyle Kiel

Leah McKillip

Manoj Misra

Joy Patton

Dear Members:
As PMI-OC Vice President of Strategic Planning, I am responsible for three areas at the chapter: membership, information technology, and strategic planning.

Information Technology
In this issue of *Milestones,* I am pleased to announce the long anticipated new website went live on Saturday, November 17!

Our IT team; in collaboration with our business partners and our vendor, Proteon; have worked hard to being this website up. Kudos to Atul Singh, Michael Weir, Andy Lac, Sanjay Kumar, David Steele!

Here are the highlights of the differences on the new website:

1. Log in process. Please use the e-mail registered at www.pmi.org as the user name and the PMI ID number as the password to log in. To get the member discount, you need to log in to the website. A guest ID is no longer needed to register for a PMi-OC event.

2. The registration form has a different look. All transactions are done through PayPal, but an account with PayPal is not required to make a payment. Group registrations are now available for PMP prep workshops,

3. The shopping cart feature allows our members to fill their carts with classes, events, and great ATS seminars year round and at any time of the day,

4. Cut off time for registration is extended until midnight instead of 10:00 pm PST.

5. Membership statistics are now displayed on the home page.

Membership
Lisa Hazelton, our volunteer chair, has planned and implemented a customer relationship management system (CRM). She also launched the VRMS system from PMI to encourage our volunteers to update their experience and skills online at PMI.

Ragu Kuppannan, our membership director, works diligently every month to select the volunteers of merit and just launched the annual membership survey.

Thanks to Manish Gandhi, Joe Paradiso, Sangeetha Venkatesh, and Jeff Cahill for their extraordinary job of organizing the bi-monthly member orientation.

Strategic Planning
Tariq Shaikh, our director of strategic initiatives, has tracked all current chapter projects to ensure that we are on track with our goals. He also launched the chapter maturity assessment project in the short span of six months!

Regards,
Cindy Pham, PMP
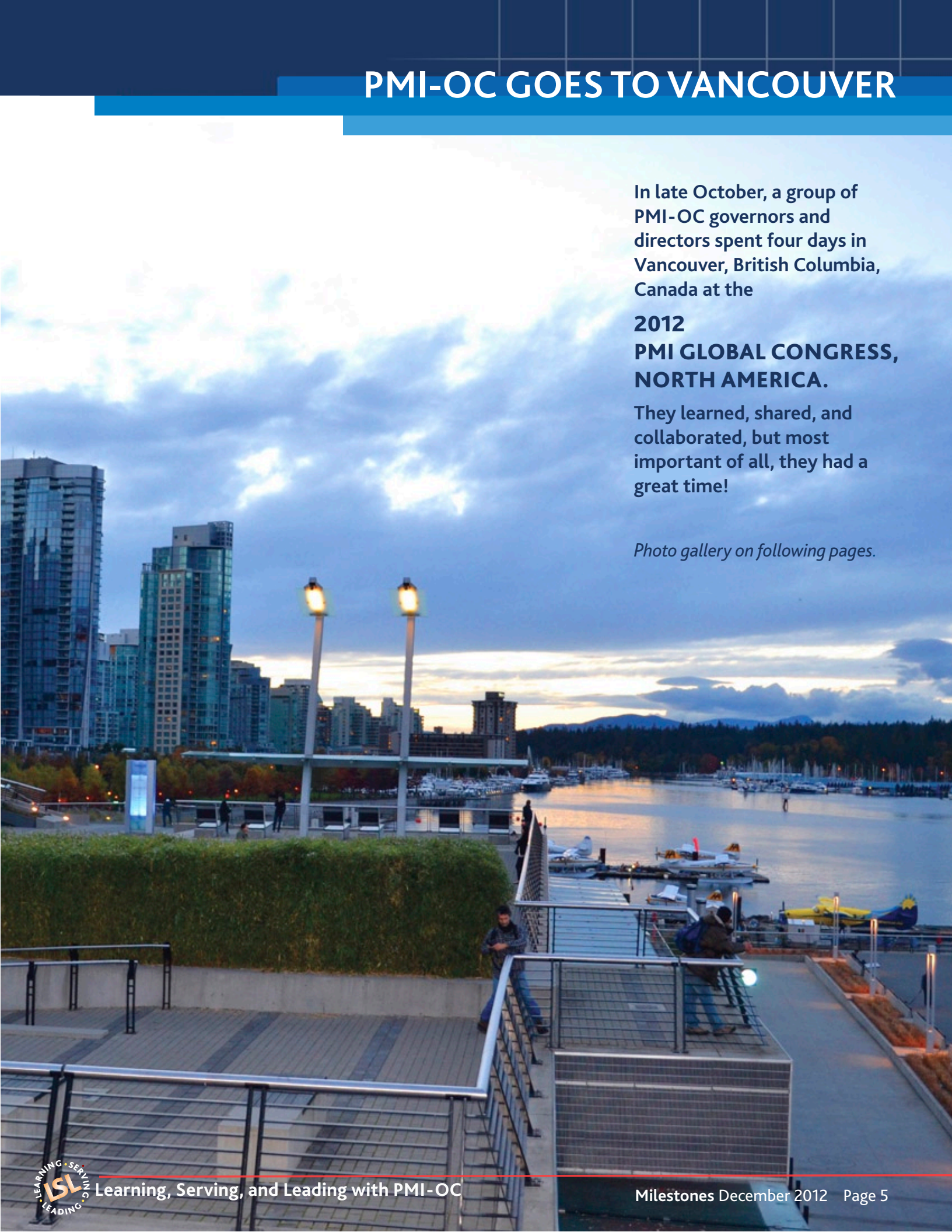VP of Strategic Planning

PMI-OC GOES TO VANCOUVER

In late October, a group of PMI-OC governors and directors spent four days in Vancouver, British Columbia, Canada at the

**2012
PMI GLOBAL CONGRESS,
NORTH AMERICA.**

They learned, shared, and collaborated, but most important of all, they had a great time!

Photo gallery on following pages.

Left to right:

Deborah Cantwell

Prashant Rao

Mary Kopinski
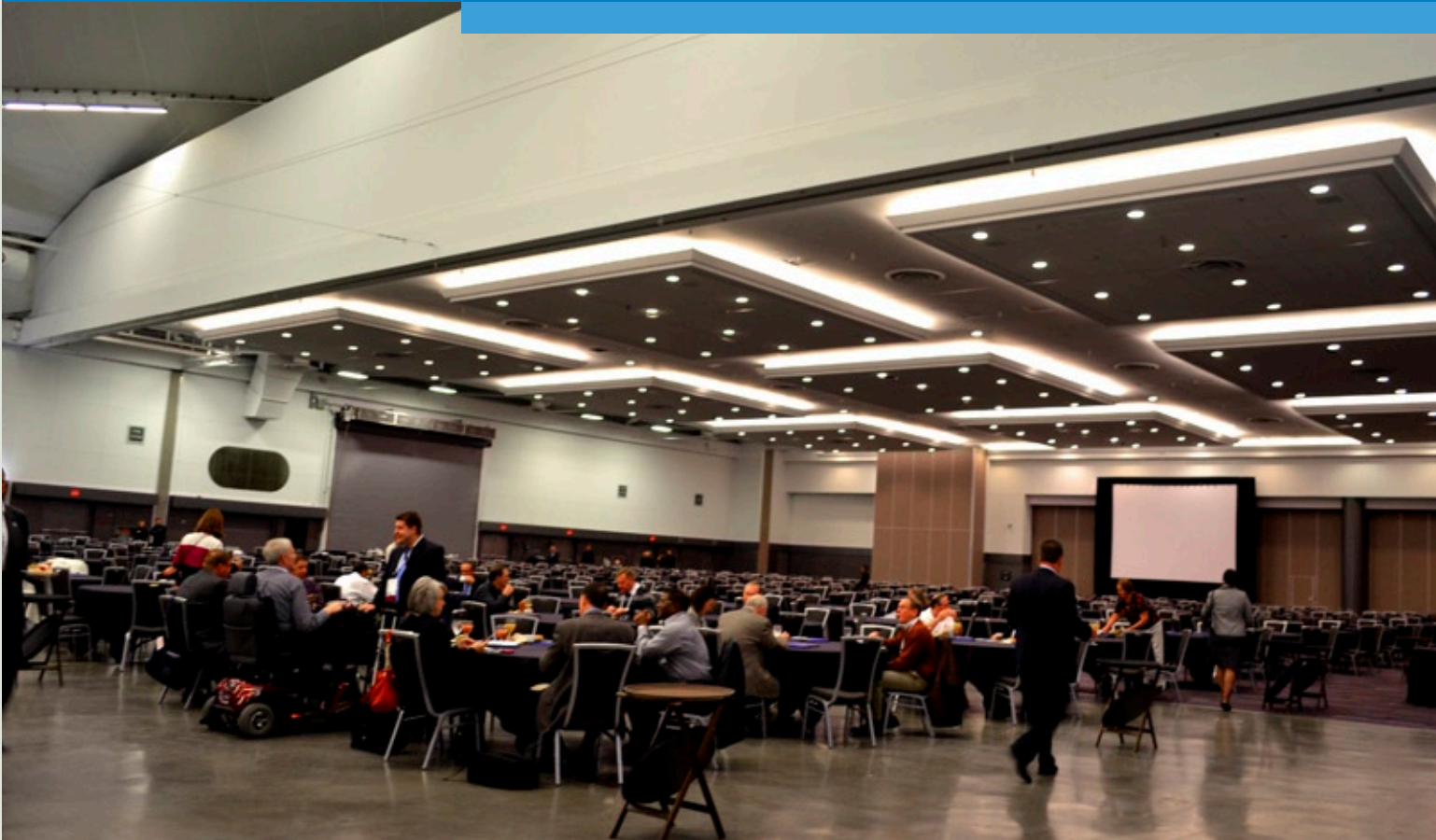
Greg Scott

Robbin MacKenzie Thomas

Cindy Pham

Diana Wei

Learning, Serving, and Leading with PMI-OC

Joe Forte
Vancouver
Restaurant
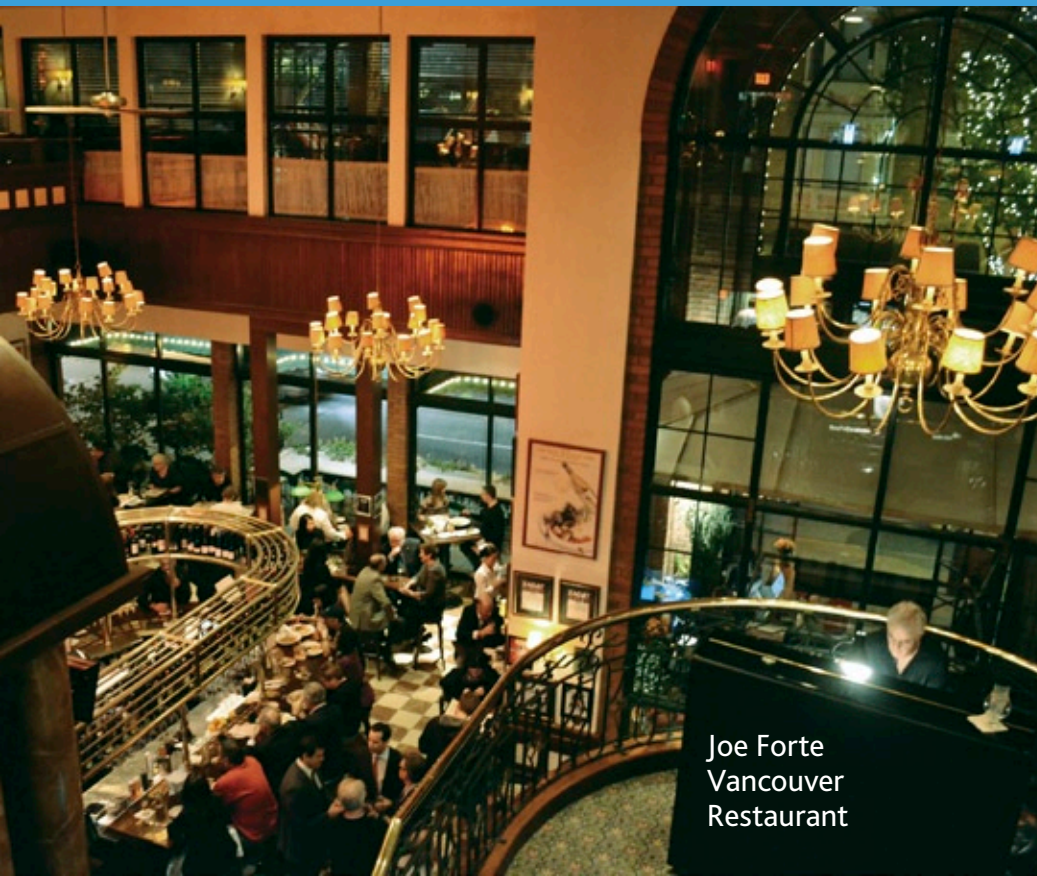
Mary Kopinski and Robbin MacKenzie Thomas navigate their way across the Lynn Canyon suspension bridge.
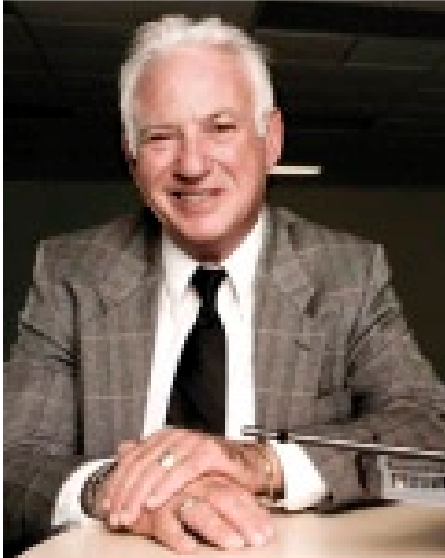
DECEMBER 8

HOW TO ACHIEVE
Consistent Project Success

Marty Wartenberg

Marty is currently chief inventor for Zero Boundary, a San Diego based training and software company, and has held various executive and project and program management positions in high technology industries.

Marty has taught project management and systems engineering through the University of California system, is a former chapter president, and was named a PMI-OC Fellow in 2005.

By the end of the seminar, you will be able to identify critical success factors, remove barriers to successful completion, and plan a successful project.

Click here to registister.

Administration

NEEDED NOW!
Project Manager for Board of Governors Election
Plan, manage, and coordinate the annual election of the PMI-OC Board of Governors. Evaluate and manage the online election systems with third party vendors:

Apply at pmi.org. Click on:

https://vrms.pmi.org/Opportunity ViewOpportunityView/?Opid=563

Operations

Program Director
Implements meetings and events that support the strategic direction of PMI-OC. Schedules and coordinates all meetings offered to PMI-OC membership and the community at large, including monthly dinner meetings, breakfast meetings, and other events depending on membership needs. Builds alliances with other PMI components and professional organizations for sharing speakers and meetings.

Apply at pmi.org. Click on:

https://vrms.pmi.org/Opportunity View/OpportunityView/?Opid=526

Agile Training Program Coordinator/Chair
Need team leaders to launch a new quarterly Agile training program similar to the PMP Exam Prep.

Please contact:
Robbin.Thomas@pmi-oc.org

Membership

Volunteer Coordinators
JOIN THE TEAM! Virtual and on location volunteering

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 and encourage them to attend future events.

Please contact
volunteerchair@pmi-oc.org

Social Media

If you are interested in working with our social media channels, Facebook, LinkedIn or twitter:

Please contact
Dave.Cornelius@pmi-oc.org.\

Communications

Photographers and Writers for our *Milestones* magazine
Event discounts available.

Please contact
Dave.Cornelius@pmi-oc.org

Click here for more information.

PMI
ORANGE COUNTY CHAPTER

Driving Results through Conversation

Are you and those around you openly discussing the most important issue . . . right now?

Or is lack of communication putting your goals at risk?

As a leader of programs, projects, or people, your central function is to ensure that conversations drive results, inspire innovation, and support necessary change. Communication skills are essential in executing this function.

Successful programs and projects, strategies and initiatives, as well as partnerships and relationships. all require collaboration and buy-in that is only accomplished through clear, ongoing conversations.

Conversations forge meaningful connections and spark whole-hearted execution. They form the

foundation of healthy corporate and team cultures, and are the cornerstones of great leadership.

Our guest speaker, **Kim Bohr** from Fierce, Inc., will explore the three transformational Ideas, four objectives, and seven principles that make up a Fierce conversation.

Learn how to apply these components in both your professional and personal life to successfully drive the results you want in your own conversations.

Kim is Senior Vice President of Client Development and Head of Operations at Fierce, Inc. in Seattle. Kim loves to facilitate *ah-ha* moments.

Click here to register.

Spark of Love

The holiday season is upon us, and with it comes the chance to make a difference in a child's life. Once again, PMI-OC is partnering with the Orange County Fire Department for our annual **Spark of Love toy drive**!

Even in the best of years, what is supposed to be a season of joy is not for the thousands of kids who wake up Christmas morning without a toy. Join PMI-OC and help bring smiles to the faces of those less fortunate children in Orange County.

The Spark of Love toy drive collects new, unwrapped toys, books, and sports equipment for children from infancy to age 17. Help ignite the "Spark of Love" this holiday season by bringing an unwrapped gift to our December 11 meeting!

2011 PMI-OC
Spark of Love Toy Drive

The Agile PM

Bachan Anand

The Power of Visualization

Next PMI-OC Orientation Meeting
November 28. 2012

Welcome

to the Project Management Institute- Orange County Chapter

You have taken the first step toward managing your professional career network and developing relationships with local, knowledgeable project managers and like-minded professionals. You are invited to join the PMI-OC Orientation Meeting.

When:
Wednesday
November 28, 2012
6:00 p.m. to 8:30 p.m.
Registration will begin, and food will be served at 6:00 p.m.
Program starts at 6:30 p.m.

Where:
Brandman University
16355 Laguna Canyon Road
Irvine, CA 92618

Cost:
None. Parking is free.

Questions:
membership@pmi-oc.org

Check here to register.

Employment Opportunities

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.

Positions currently available at the Orange, CA headquarters:

Junior Net Developer

Financial Quality Control Specialist

QA Lead

Scrum Master

IT Product Manager

Project Manager

IT Business Analyst

HIX CRM Specialist

Implementation Software Delivery Director

Social Media Director

Systems Administrator

Click here for more open positions.

W&B
The Word & Brown Companies

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

A couple of months ago, a friend asked me for directions to my house. I sent a detailed e-mail, listing the landmarks he should look for, the turns and exits he should take. My directions were impeccable; nonetheless, he landed up two blocks down the street.

The next time I gave directions to a friend, I sent a hand-drawn map. There was nothing new in it that I did not mention in my first e-mail, but this friend easily found the way to my house

Another example: If you told a small child that an apple and a tomato have the same color, he would be confused.

Instead, show him an apple and a tomato, and then tell him the same. He would immediately get what you're trying to say.

It is an inherent habit that we all possess: the ability to grasp and recollect faster when information is demonstrated rather than explained verbally.

Click here to learn how the power of visualization can be applied to your life and work!

Multitasking

Mike Sanders

is an IT manager at Southern California Edison (SCE) with many years of executive level leadership including over 20 years of management experience. Mike has taught and trained at the university level and is also a regular public speaker in multiple industries.

Mike delivered a humorous presentation on advanced multitasking, "Emotional Intelligence," which instructed us to "do more, work less, and be happy."

Mike shared the results of his own personal effectiveness study and how surprised he was to find that over one year's time, even though he had addressed twice as many tasks, he had only completed half as many. In addition, he had gained 40 pounds, was not getting sufficient sleep, was not happy on the job, and based on feedback, was not working as well with people. He knew multitasking sure was not working for him!

Mike said that the misconception about the multitasking myth was understood as early as the first century B.C. when Publilius Syrus wrote, "To do two things at once, is to do neither."

The fact is that even computer CPUs do not multitask. They switch from task to task with a time gap between tasks measured in milliseconds. With humans the time gap between tasks is very long because we have re-address and re-immerse back into a task, most often without any way to recall, "Now, where was I?"

So, what causes and contributes to the gaps rendering us so ineffective? According to Mike, humans really have four brains, not just one. In addition to the analytical brain, which is fully developed at age 25, we have the primal reptilian brain at birth, the subconscious brain, and the limbic center which is the emotional brain that stops development at age.six.

So basically, Mike said, "We are working with a bunch of six year olds." These four brains are each bombarded by thousands of distractions at a rate of 11 million bits per second.

Part of the secret is to do what you can to limit the distractions.

Mike said the rest of the secret is to use your analytical brain to keep a watch on the other three.

After analyzing the tasks and setting priorities, preferably the previous evening in a relaxed state, create queues for whom to talk to, and whom to avoid talking to in order minimize distraction and remain focused.

When you analyze your tasks, Mike recommends deleting those that are unnecessary, even if you like performing the task, or are expert at it.

Before the presentation was over, Mike had shown us how to give the perfect handshake and how to use short micro-meditations to reduce stress and remain energized and focused.

Needless to say, there was plenty of note-taking by the smiling, nodding dinner meeting attendees!

James L. Morin PMP

Above:

Membership Director Ragu Kuppannan presents the Volunteer of Merit Award to Bryan Forte for his service as project manager of the September 11 Project Management Conference.

Above, left to right:

Guest speaker Mike Sanders with our speaker coordinator Kevin Riley.

Bernd Steinebrunner, CFP from MetLife, our platinum sponsor.

Jennifer Johns and VP Operations Robbin MacKenzie Thomas announce the new mentoring program. The program will partner members with other members in a mentoring relationship.

The mentoring team plans to host regular events to provide ongoing mentor relationship tips, tools, and success techniques.

Mentees will also have the opportunity to lead projects in the chapter and communities to earn PM leadership experience. The plan is to formally launch the PMI-OC mentor program in the first quarter of 2013.

Photos by Kevin Baikey

Bridging the Gap to Success
USING PROJECT MANAGEMENT AND SIX SIGMA METHODOLOGIES

Former PMI-OC Membership Director **JOE PARADISO** and Six Sigma Black Belt, lean methodology, and business process re-engineering expert **CAROLYN WONG** pulled from their many years of project management experience to create a presentation chock full of exercises that showed attendees how to inject the use of Six Sigma tools into project management methodology. Project management methodologies were known and understood by the class attendees, but what is Six Sigma about anyway? Isn't that some kind of continual improvement process?

Carolyn explained that Six Sigma is a quality-driven methodology which is federally trademarked by Motorola and made famous by Engineer Bill Smith.

The idea behind the data-driven methodology and tools is to target measurable reduction of defects in terms of "per million," instead of merely "per thousand."   In fact, the name "Six Sigma" comes directly from the statistics standard deviation symbol "sigma" where, at level

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six on the bell-curve, the company is producing only 3.4 defects per million.

When this level of quality is achieved it means zero defects 99.9997 percent of the time! Joe and Carolyn stressed that even though this quality pursuit began in precision manufacturing, this is the level of service you would expect to see from hospitals, pharmacies, and other industries where poor delivery can produce life-threatening results.

Although there is no single certifying agency, like PMI serves for project management, certification in Six Sigma methodologies can be attained via university or consultancy course study, passing exams, and participating in actual projects using the methods.

Levels of achievement are signified with "belt" certificates. The black belt certification requires a high degree of statistical skill, and most projects are led by either green or black belt team members. Joe explained that usually a green or black belt team leader parallel to the project manager on the project team.

Joe walked the attendees through the similarities between project management and Six Sig-

ma. The structured and phased project methodologies of both focus on achieving sponsor and stakeholder value by managing schedules, risks, costs, and resources via regular reviews and communication.

However, there are a few differences, and Carolyn stepped the class through them. The main one is the breadth, depth and precision of the tools used to identify and reduced defects found in processes, products or services. In addition, Six Sigma focuses on an ambitious "value-add" to the customer via data-driven measurement "in search of perfection" to improve business processes. There is also a mandate of "boundary-less collaboration" up and down the organization hierarchy during each process phase.

Joe walked the class through a mapping between the Six Sigma project phases and the project management ones. The Six Sigma method and phases are called DMAIC, which stand for define, measure, analyze, improve and control. Define and measure map to the PMI project Initiation. Analyze and Improve map to the PMI project planning and execution. Control maps to PMI monitoring and control.

The class was presented with

several hands-on exercises to learn more about Six Sigma tools. Failure modes and effects analysis (FMEA) templates were used to drill down to root causes of failures (product risks), which were then captured on the template for the risk register. The SIPOC template was completed to capture suppliers, inputs, process, outputs, and customers for each business process having defects. An Ishikawa "fish bone" diagram template was filled-in to document factors which could contribute to defects.

Thanks to Joe and Carolyn, the attendees left armed with some Six Sigma tool templates that can be put to immediate use on their in-flight projects!

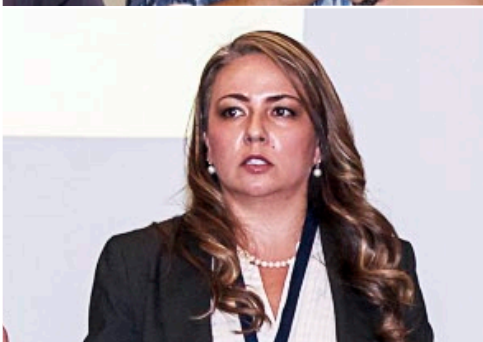**James L. Morin PMP**

Photos by Alfredo Garcia

13th Annual
SOUTHLAND TECHNOLOGY CONFERENCE

SoTeC

SoTeC Chair Lori Shapiro welcomes attendees

Keynote Speaker Peter Coffee

Keynote Speaker Cindy McKenzie

Keynote Speaker Paul Tobia

SoTeC Founder Jim Stoumpos

Speaker Debra Boelke

Speaker Jennifer Wong

Keynote Speaker Mark VanLue

Ron Rifkin and Carole Schlocker

The Southland Technology Conference is a two day event organized by a coalition of information technology, project management, business analysis, and software quality assurance professionals, including PMI-OC.

October 26 and 27, 2012
Long Beach Hilton

The SoTeC Conference is a PMI-OC sponsored event and is a coalition of ten sponsor organizations: PMI Orange County and Los Angeles chapters; IIBA Orange County and Los Angeles chapters; SCQAA Orange County, San Fernando Valley. and Inland Empire chapters; QAI; AITP; and itSMF-USA.

Over 30 volunteers from these organizations spent nine months planning this two day conference. Forty-eight industry leading speakers and panelists covered four tracks, and seven track sessions. In total, 410 people attended this year.

Volunteers did amazing work attracting attendees and outstanding speakers, and coordinating this conference. During the two day conference, there were four areas of emphasis: Project Management/Business Analysis, Quality Assurance/ITIL, Personal Development/Social Networking and Strategic Technologies.

Each track consisted of over ten experts covering relevant topics including emerging technologies, processes, and practices.

There were four keynote speakers who provided eye opening insight into our industry: Paul Tobia, Sr. Principal of Symantec: Cindy McKenzie, SVP IT of Fox Entertainment Group: Mark VanLue, COO of Habitat for Humanity, and Peter Coffee, VP and Head of Platform Research, Salesforce.com.

This was the SoTeC's 13th year. In 1999, founder Jim Stoumpos (still an active committee volunteer) pooled together six vendors who focused on principles based on honesty, integrity, character, and collaboration.

This year SoTeC had 16 vendors representing a variety of services and industry leading solutions. The conference has grown to accommodate over 400 attendees from many different industries and businesses in Southern California. The conference was fast paced and everyone enjoyed networking with their peers.

Session and Keynote Highlights

Track 1:
Project Management (PM) and Business Analysis (BA)

The successful launching, managing, meeting budgetary needs, on time delivery within scope are skills a PM is expected to bring to any project. Jerry Wang, PMO Director of KShen Wang, Inc. pointed out in his presentation, "Applying Your Leader's Edge," that operating at the cutting edge of human ability is achieved by continuous self-improvement.

If you have not heard about the PMI ACP certification for project managers, now is the time to get started. The need for project managers with Agile expertise is on the rise, and employers are looking for that experience.

Business analysts are recognized as problem solvers. They define the problem and provide the solution. They look at the whole problem to define needs and recommend solutions based on those needs.

Duane Nicholson, VP Communications and Marketing of International Institute of Business Analysis of Orange County (IIBA-OC) says their chapter offers the opportunity for analysts to mix with PMI-OC and SCQAA-OC. It helps members find their strengths, build rapport, and overcome obstacles.

Track 2:

Quality Assurance (QA)/ITIL

Micky Nakamura and Maziar Adl from Xerox State Local Solutions, Inc., Orange County, DC presented "Real World Proactive ITIL Continuous Improvement Practices." They revealed that when companies implement the continuous use of ITIL process improvement, incidents can be prevented. Maziar described that "project firefighting" can be minimized because projects are built with quality planning techniques.

Value is added when a company's structure is broken down and reformulated with quality assurance initiatives and ITIL practices. This win-win investment creates opportunity for growth for the organization, customers, and workers, ultimately creating more jobs, products, and services.

Dave Cornelius, Senior Manager of Cognizant Technology Solutions and VP of Communications and Marketing at PMI-OC believes in "system thinking." IT services are most effective when approached proactively rather than reactively. When implementing IT services, it is important that management's vision is created early and communicated often. There must be commitment in what is being implemented and understanding of the business culture.

Track 3:

Personal Development and Social Networking

If change is constant and inevitable, then personal development should be an everyday practice. Robert Tipton, President and CEO of Change Management Pro, spoke of the nine stages of change. Tipton encouraged us to use "investment" rather than "buy-in" when wanting to gain management support. He distributed a handout that reviewed the various stages of change acceptance (check out his blog and/or linkedin site for a copy).

Track 4 and Keynotes::

Jennifer Wong, Program Manager, Boeing Defense, Space and Security, shared her experience working inside Boeing's Phantom Works team. This team is extremely agile and has the ability to produce satellites in months rather than years. They work much differently than the traditional Boeing project teams. This allows for leading edge technology to be provided to customers so they can take advantage of it quickly at a lower cost point.

The closing keynote speaker, Peter Coffee, VP and Head of Platform Research, Salesforce.com said in his presentation, "Possible, Inevitable, Essential: the Social and Mobile Cloud," that there has been a 123 percent increase in the top Fortune 100 companies in social media use. Company websites are going away as Facebook and Linkedin corporate sites are growing. He also stressed the importance of keeping personal information off social media sites. Content posted on Facebook and other social media sites is not private.

SoTeC Inspiration Award

SoTeC recognizes professionals who give back to the community. This year the Inspiration Award was given to two worthy recipients, Annie Jordan and Alexandra Braconi.

Annie, a business analyst and member of IIBA-OC, was recognized for her work in providing technology solutions to several non-profit organizations that assist youth. Alexandra was recognized for her work with the non-profit organization, Women Helping Women, that provides clothing and employment training for both women and men in need.

SoTeC Wrap-Up

Most attendees came from around the Southern California area, and a few from out of state. All found the conference to be educational and a fun way to earn 12 PDUs

**Glenice Seaborne and
Lori Shapiro**

SoTeC

Break time

Peter Coffee Keynote Address

Speaker Galen Gruman

Speaker George Schlitz

Speaker Robert Tipton

Speaker Mickey Makamura

Speaker Dave Cornelius

Inspiration Award Recipient Annie Jordan

Inspiration Award Recipient Alexandra Braconi

Photos by Tony Davis

Learning, Serving, and Leading with PMI-OC

PMI-OC is dedicated to professional development and networking opportunities for project managers and project participants. As part of our work, we are introducing a new leadership pathway that can transform individual project managers and benefit the organizations with which they are associated—their place of work, PMI-OC, and even PMI Global.

PMI-OC Value

Learning, serving, and leading are cornerstone principles of PMI-OC. Based on these values, we have had great success, including:

- 23 years of service
- PMI Global Chapter of the Year Award
- 1,700 members
- Most members are certified professionals
- Second largest chapter in California
- Fourth largest chapter in Region 7
- One of the top 50 global chapters
- A community of experiential leadership and communication opportunities

We are proud of the volunteers at PMI-OC whose leadership has had significant impact at PMI-OC and beyond. The following testimonials show why members value their leadership experiences with PMI-OC.

Transformed Leaders

Kristine Munson
PMI-OC Fellow

"I attribute my current professional success to my PMI-OC volunteer leadership experience. As a volunteer, I improved my basic project management skills and developed leadership skills in a safe environment. These experiences prepared me to seize similar opportunities professionally. Along the way, I met other PMI-OC members who remain my mentors and friends."

Cornelius Fichtner
PMI-OC Fellow

"When I joined PMI-OC, I was just your average project manager. The encouraging environment of the chapter allowed me to take on one leadership role after the other, all the way up to chapter president. This gave me the opportunity to learn about, practice, and improve my leadership skills, culminating in the launch of my own project management training company."

Dave Cornelius
VP Communications 2012

"Participating as a PMI-OC volunteer gave me confidence and a place to belong during my period of employment transition. I was introduced to the OC Project Masters Toastmasters Club, a PMI-OC affiliate, which gave me a voice to speak and write publicly for the first time. It has been an amazing opportunity to learn, serve, and lead without the fear of failing."

Nora Goto
VP Communications 2011

"I was often asked, 'Why do you volunteer for PMI-OC?' The answer always was, 'For learning and personal growth.' Most of us are not born perfect leaders. Improved leadership abilities come with greater experience. Leading and working with others in a volunteer environment created more opportunities for learning, developing self awareness, and building social skills."

Diana Wei
Director of Social Media

"If you asked me three years ago how long I planned to stay with PMI-OC, I would have said just long enough to attend some meetings now and then. Little did I know, I would become involved in over seven different positions and now serve as the Director of Social Media. If not for PMI-OC, I would not have gained the leadership skills and project management insights that I use today."

>>

Learning, Serving, Leading

We are excited to introduce our Learning, Serving, Leading progressive pathway for project managers. The following table outlines the many opportunities to learn, serve, and lead at both PMI-OC and PMI Global.

Your Progressive Elaboration Experience

		Start	Build	Advance
PMI-OC	**Learning**	• New Member Orientation • PMP Prep Class • OC Project Masters Toastmasters Club • Bi-monthly Networking Events • Annual Project Management Conference	• Monthly Dinner Meetings • Webinars • Podcasts • Annual Project Management Conference	• Advanced Topic Seminars • Leadership Seminars • Annual Project Management Conference
	Serving	• Volunteer Entry Level • Annual Spark of Love Toy Drive • Contribute to our social media groups	• Volunteer Chair • Volunteer Mentor • Lend a Helping PM Hand	• PMI-OC Board of Governors • PMIEF Liaison
	Leading	• Volunteer Writing • Special Event Lead	• Volunteer Teaching • Annual Project of the Year Award • Event Master of Ceremonies • Volunteer Director	• Volunteer Speaking • Volunteer Board of Governors
PMI Global	**Learning**	• New Membership • Join PMI-OC • PMP Certification	• Download Congress Papers	• Leadership Institute Meeting (LIM) • Region 7 Meeting
	Serving	• Contribute to PMI LinkedIn and Facebook groups	• Volunteer PMI Global	• PMIEF
	Leading	• Start an exam prep study group for CAPM or PMP	• Join a Community of Practice	• PMI Master Leadership • Lead a Community of Practice • Chair a Committee • PMI Board of Directors

Take Your First Step Today

Please visit www.pmi-oc.org for information about professional development activities, news, and events.

This workshop will use the PMBOK® Guide–Fourth Edition study materials and is intended
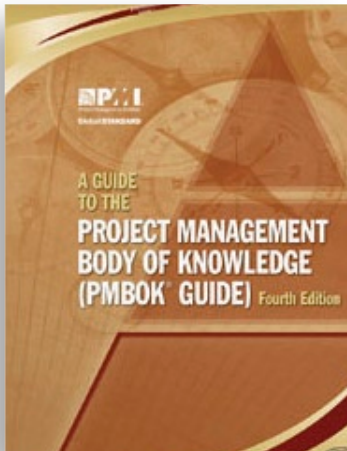
for anyone who wishes to achieve their PMP certification, who meets the requirements as identified by PMI.

PMI-OC Announces Its
Winter 2013 PMP Exam Prep Workshop
Seven Saturdays Beginning January 19

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, and gain access to additional study material.

The first class on Janiary 19 will be an orientation session.

When: **January 19 Half Day Orientation**

January 26	February 23
February 6	March 2
February 9	March 9

Where: Vanguard University Costa Mesa

Click here for details, cost, and registration.

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- 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.
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Mondays, 7:00-8:30 pm
Carrows Restaurant
16931 Magnolia
Huntington Beach 92647

Click here for map.

Meeting Schedule
December 03
December 10

Click here to learn more.

LEND A HELPING ^PM HAND

Building Community with Project Management

The Project Management Institute-
Orange County Chapter (PMI-OC)
proudly announces the

LEND A HELPING PM HAND (LHH)

Building Community with Project Management Outreach Program

The program is designed to build community with educational institutions, non-profit organizations, and PMI-OC through experiential projects and the application of project management concepts.

Collaboration with Educational Institutions

The LHH outreach program develops a sustaining relationship with educational institutions by:

• Creating a partnership that increases the students' experience with project management, enabling students to enhance their careers, get practical project management experience, and contribute to the success of a non-profit project.

• Collaborating on ways to increase the students' experience by attending PMI-OC project management events.

• PMI-OC and the educational institution engaging in co-branding initiatives to build awareness of the LHH program.

Connecting with Non-Profit Organizations

The LHH outreach program establishes an environment for partnership with non-profit organizations by:

• Working with non-profit organizations to identify a four to six week project that a team of students can plan and execute.

• Partnering non-profit organizations with the educational institutions and students to assist work on with projects requiring planning and management.

• Exposing non-profit organization teams to the benefits of project management.

Community Outreach Award

The *Lend a Helping PM Hand Building Community with Project Management Award* recognizes individuals or organizations serving the community:

The winners of the award will be recognized at the PMI-OC annual December holiday dinner and Spark of Love event for using project management principles to deliver value to the community.

The award presentation occurs in December.

EARNING PDUs WITH YOUR DAY JOB

In our current series of PDU Tips we are exploring the many ways you can earn PDUs. Today we look at how your day job can contribute to your PDU total.

If you are a project manager, this is probably the easiest way to earn free PDUs. You can get up to 25 percent of the PDUs you need for your recertification through what you are already doing at work.

Yes, your day job contributes to your PDU total! Even better, it counts if you only work part-time, or as a contractor. As long as you spend at least six months every year carrying out project management services, you can claim up to five PDUs a year. That gives you a maximum of 15 PDUs across the three year cycle, which is big chunk of your total.

As you probably know, if you are a PMP credential holder, you need to earn 60 PDUs every three years across a number of categories specified by Project Management Institute (PMI). Holders of other PMI credentials (except CAPM) also need to earn PDUs and all the PDUs gained from your day job fall into Category F. If PMI decides to audit you, you will have to pro-vide proof of employment for the relevant time periods to show that you really were working in a proj-ect-related field over those years.

The great thing about these PDUs (apart from the fact that they are free) is that they cover all aspects of practical project management. Even if your job title is not *project manager*, you can count your proj-ect-related activities toward your PDU total.

So, if you work in the project of-fice, or as a risk specialist, or a scheduler, all this project work can be added to your PDU record. Next time you are in a long project meeting, remember that it counts toward your PDU total! Just keep a note of where you are working in case your recertification process involves an audit.

EARNING PDUs WITH QUIZZES

Another way to earn PDUs is to use quizzes to contribute to your PDU total.

If you commute to work on public transportation, you have probably seen those people who turn to the back of the newspaper and do the crossword and quizzes. Maybe you've even wished that you could do that, instead of using flip cards or listening to podcasts while studying for your PMP exam. Well, now you are a PMP creden-tial holder, you can do quizzes and support your recertification cycle by earning PDUs! You can earn up to one third of your PDUs by tak-ing the PMI publication quizzes. These PDUs fall into Category A.

Unfortunately, quizzes are not a way to earn free PDUs, but they are affordable. The member price starts at $10 per quiz, and you can purchase them in bundles. There are over 60 quizzes, in two different formats.

Some ask you to watch videos on a project-related topic and then answer questions based on the content. You don't have to mem-orize it or take too many notes; you can review the videos when you get to the questions.

Other quizzes are based on ar-ticles. You read a collection of papers or articles and then take the quiz. Again, you can refer back to the articles during the quiz, so you don't need to have a great memory. The articles come from PMI publications such as papers from the Global Congress, articles from *PMNetwork* magazine and research studies from the *Project Management Journal*.

You have three attempts to com-plete the quiz, and if you score 80 percent or higher, you will earn between 0.5 to 2.5 PDUs depend-ing on the individual quiz.

You can access all the quizzes directly from the PMI website e-learning pages. With so many to choose from, and more being added regularly, quizzes are a fun way to top up your PDU total quickly and easily.

EARNING PDUs THROUGH VOLUNTEER SERVICE

You can also apply time spent volunteering to your PDU total.

Volunteer work can be incredibly rewarding, and many of you probably volunteer, or know volunteers who work with charities and other groups. Did you know that you can also volunteer for your local project management chapter? This volunteer time can count toward your PDU total.

Work done for your local PMI chapter or a community of practice is recognized,, but you don't have to limit your volunteering to PMI groups. As long as you are volunteering for a legally recognized non-profit project management organization, that is not your employer, those hours count too.

Just so we are clear, volunteering means you don't get paid! But remember, those PDUs are free; you don't have to pay for them.

Qualifying activities include things like serving as an elected official or on a committee, but also include activities like volunteering at a global congress, working on PMI standards and participating in research work.

Even volunteering as a project manager on community projects counts, so if your local school or sports group is carrying out a project, get involved and claim those PDUs.

You will need to get a letter or certificate from the organization you are volunteering for, which acknowledges your participation. Keep this in case your recertification is audited.

Do you mentor or coach someone? You can also claim hours of mentoring or coaching on your PDU record. You will need some evidence to show that you are mentoring or coaching a colleague, so ask them to sign an attendance sheet, or keep records of the times you meet.

Volunteer service PDUs fall into Category E. You earn one PDU for each hour of service. The PDUs earned from volunteer service count toward the combined maximum of 45 PDUs for categories D, E, and F.

EARNING PDUs WHEREVER YOU GO

You can gain PDUs even when you are on the move.

I speak to a lot of PMP credential holders, and they frequently tell me that it is difficult to find the time to earn PDUs. In this last quarter before our Continuing Certification Requirements (CCR) deadline. PDUs dominate our minds, our conversations, and our spare time! But if you proactively plan, you can make the PDU procurement process much easier.

One thing that can help is the PDU Podcast. The PDU Podcast delivers monthly webinars, from a variety of subject matter experts, direct to your personal media player. You can choose to watch on your iPad, iPhone, laptop, Blackberry, Zune, or any other device that plays MP4 files.

Watch and earn PDUs whenever and wherever you want. This is particularly helpful for PMP credential holders who travel a lot and want to make the best use of their time. If you are stuck at an airport or want something to do on a long haul flight, get out your mobile device and start earning PDU credits.

The PDU Podcast is a great way to top up your PDU total quickly; there is no limit to how many Category A PDUs you can earn.

As a reminder, category A PDUs are earned by taking an educational course from one of PMI's Registered Education Providers.

A single subscription to the PDU Podcast keeps you on track with fresh content delivered consistently and reliably month in and month out, and each month you'll earn at least one PDU.

http://www.pducast.com

About the Author

Cornelius Fichtner, PMP is a noted PMP expert. He has helped over 16,000 students prepare for the PMP exam with The Project Management PrepCast and offers one of the best PMP exam simulators on the market.

Cornelius is a PMI-OC Fellow and a past president of the chapter.

Project Success vs. Project Failure
THE TQM APPROACH

Problem Statement
According to the Standish Group, only 32 percent of enterprise projects in the U.S. succeed. Moreover, according to J. A. Flinn, 93 percent of projects fail: 60 percent by a little and 33 percent by a lot.

These high project failure rates cost U.S. organizations billions of dollars each year in implementation costs and unrealized benefits. However, to remain competitive, organizations must continue to undertake projects that promise a vital competitive advantage or offer an alternative benefit.

This competitive imperative coupled with high project failure rates demand an improved approach to the project management process.

Solution Options
A number of proven techniques are available that have previously transformed failed procedures into successful processes. For example, n the 1980s and 1990s, manufacturing organizations applied more advanced total quality management (TQM) techniques to implement a broad spectrum of strategies and techniques. The improvements were equally dramatic. Yet, to date, TQM techniques have not been applied effectively to under-performing projects.

Solution Approach
Project success rates can be elevated significantly by applying selected quality management tools, such as lean techniques, statistical process control, Six Sigma, and failure modes and effects analysis.

Opportunity Statement
Today's alarming project failure rates have created an opportunity, and an ever increasing critical need, to elevate project success rates by applying TQM techniques to project management.

Goal
The goal is to achieve predictable project performance. This requires all key project performance indicators to be controlled within pre-determined limits. These performance indicators include cost, schedule, scope, quality, and stakeholder satisfaction.

The TQM Approach
This approach achieves a predictable project performance by identifying and controlling standard project failure modes that impact key performance indicators. This can be achieved by applying failure modes and effects analysis (FEMA) techniques to the project management process.

Ideal State
The ideal state measures a project's failure modes like a patient's vital signs and makes pre-emptive adjustments to ensure that the vital signs stay within pre-determined tolerances.

This, in turn, will ensure the key performance indicators stay within tolerances throughout the duration of each project.

Requirement
The processt minimizes variances for a project's vital signs.

1. Identify a project's vital signs.
2. Measure the vital signs and identify their trends.
3. Correlate failure mode causes with performance indicators.
4. Develop prognosis rules that analyze failure mode causes and prescribe proven correction.
5. Compile the recommended corrective actions into a "get well plan" or a "stay well plan" that can be easily executed and have its results clearly validated.

Solution
The solution is a patent pending cloud application that empowers organizations to perform rapid project health checks at a low cost. These health checks identify the causes and effects of degrading project performance and recommend corrective actions that have been proven to control key performance indicators within tolerances.

Submitted by
Mark Lawrence
Process Guru, Inc.

College Cost Increases
CONTINUE TO OUTPACE INFLATION

Every October, the College Board releases its Trends in College Pricing report that highlights college cost increases for the current academic year along with trends in the world of higher education. While costs can vary significantly depending on the region and individual college, the College Board publishes average cost figures, which are based on its survey of 3,500 colleges across the country.

Following are highlights for four-year public colleges (for both in-state and out-of-state students) and four-year private colleges.

The total average cost figure in-cludes tuition and fees, room and board, books and supplies, trans-portation, and a small amount for miscellaneous expenses. This figure is often referred to as the "cost of attendance."

In each category, college costs outpaced general inflation, which is currently 2.1% percent through September 2012, according to Consumer Price Index figures published monthly by the Bureau of Labor Statistics.

Public Colleges (in-state students)

- Tuition and fees increased an average of 4.8% from last year to $8,655
- Room-and-board costs increased an average of 3.7% from last year to $9,205
- Total average cost for 2012/2013 is $22,261

Public Colleges (out-of-state students)

- Tuition and fees increased an average of 4.2% from last year to $21,706
- Room-and-board costs increased an average 3.7% from last year to $9,205
- Total average cost for 2012/2013 is $35,312

Private Colleges

- Tuition and fees increased an average of 4.2% from last year to $29,056
- Room-and-board costs increased an average of 3.7% from last year to $10,462
- Total average cost for 2012/2013 is $43,289

Cost Trends

The Trends in College Pricing 2012 report also noted that "The data in this report confirm the widespread perception that published college prices are rising more rapidly than the prices of other goods and services. This is not a new phenomenon, but one that has persisted over the entire 30 year period documented here

Another very significant issue is that incomes have declined over the past decade for families at all levels of the income distribution.

In addition, families have not been able to plan for the fluctuations in the value of the assets they have saved to pay for college."

Bernd Steinebrunner, CFP
Certified Financial Planner

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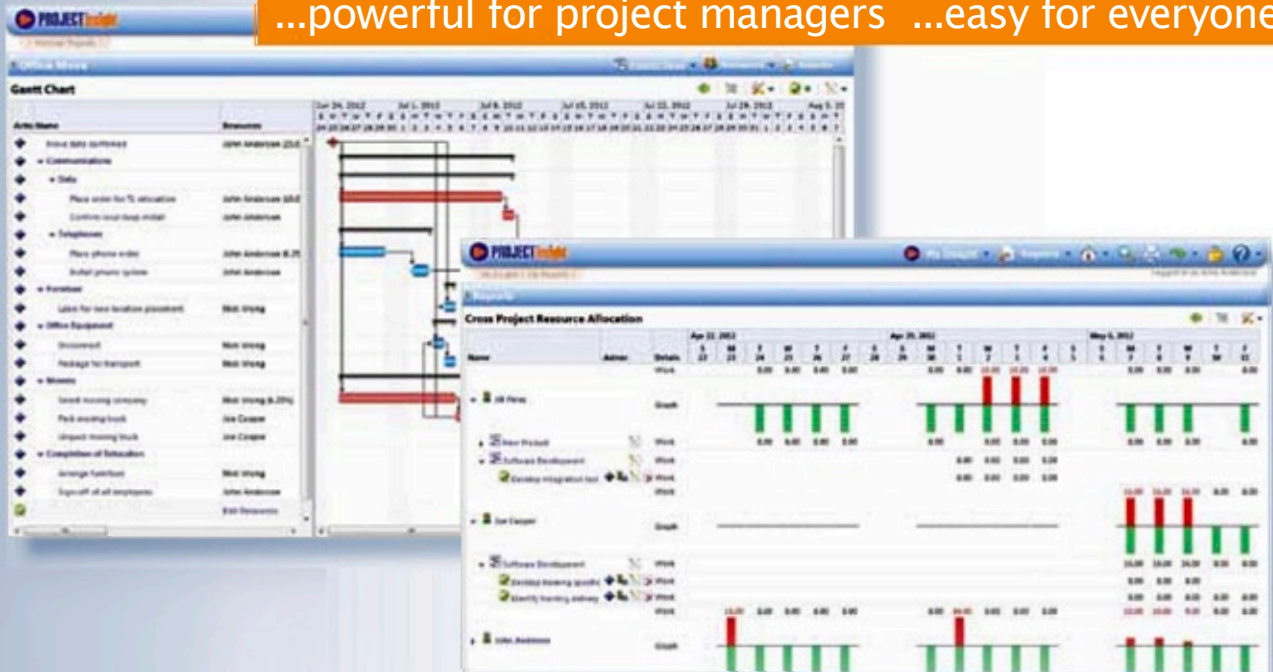
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Coming Events

Index to Advertisers

Nov 28 Member Orientation
At Brandman University
See page 12.

Dec 08 Advanced Topic Seminar
Marty Wartenberg
"How to Achieve Consistent Project Success."
See page 10.

Dec 03 OC Project Masters Meeting
See page 24

Dec 10 OC Project Masters Meeting
See Page 24

Dec 11 Dinner Meeting
Kim Bohr:
"Driving Results through Conversation"
and Spark of Love Toy Drive
See page 11

Jan 05 Advanced Topic Seminar
Janice Preston
"Handling Stakeholders"

Jan 07 OC Project Masters Meeting
Weekly meetings: Mondays, 7:00 pm at Carrows in Huntington Beach. No meetings on third Monday of the month.
See page 24.

Jan 08 Dinner Meeting
Hank Mondaca:
"Mobile Marketing Communications: Tools for Today's Innovative Project Managers"

Jan 16 Member Orientation
At Brandman University

Jan 13 OC Project Masters Meeting
See page 24

Dec 19 PMP Prep Workshop
Orientation
See Page 24.

Jan 27 OC Project Masters Meeting
See page 24.

Events may be subject to change.

**Project Management Institute
Orange County Chapter, Inc.
P. O. Box 15743, Irvine, CA 92623-5743**