



Effective Project Communications for New Project Managers

UW-Madison IT Professionals Conference

May 31, 2018

Presenter: Tim Doyle, CIO PMO





Walk the Project Fence

Protecting the Team by
Managing Stakeholder
Expectations & Scope

Providing Business Value &
Meeting Sponsor Expectations



It's All About Knowing Your Audience



Project Teams



Sponsors & Stakeholders



Campus Community



Individual Relationships





Communication Is KEY!



- Identify Expectations
- Timely and Consistent
- Focus on Benefits
- Change Cannot be Ignored
- Every place has its own culture!



And Now A Few Warnings!

- Every Team has different needs
- Prioritize and Prioritize Again!
- It's NEVER EASY!
- Both Sides of the Fence



Thank you!

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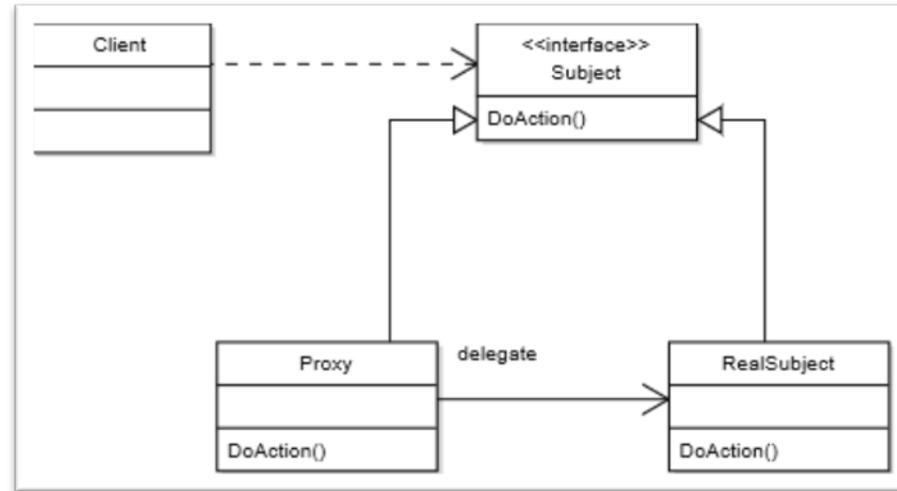
Pass the Paper

A Collaboration Pattern

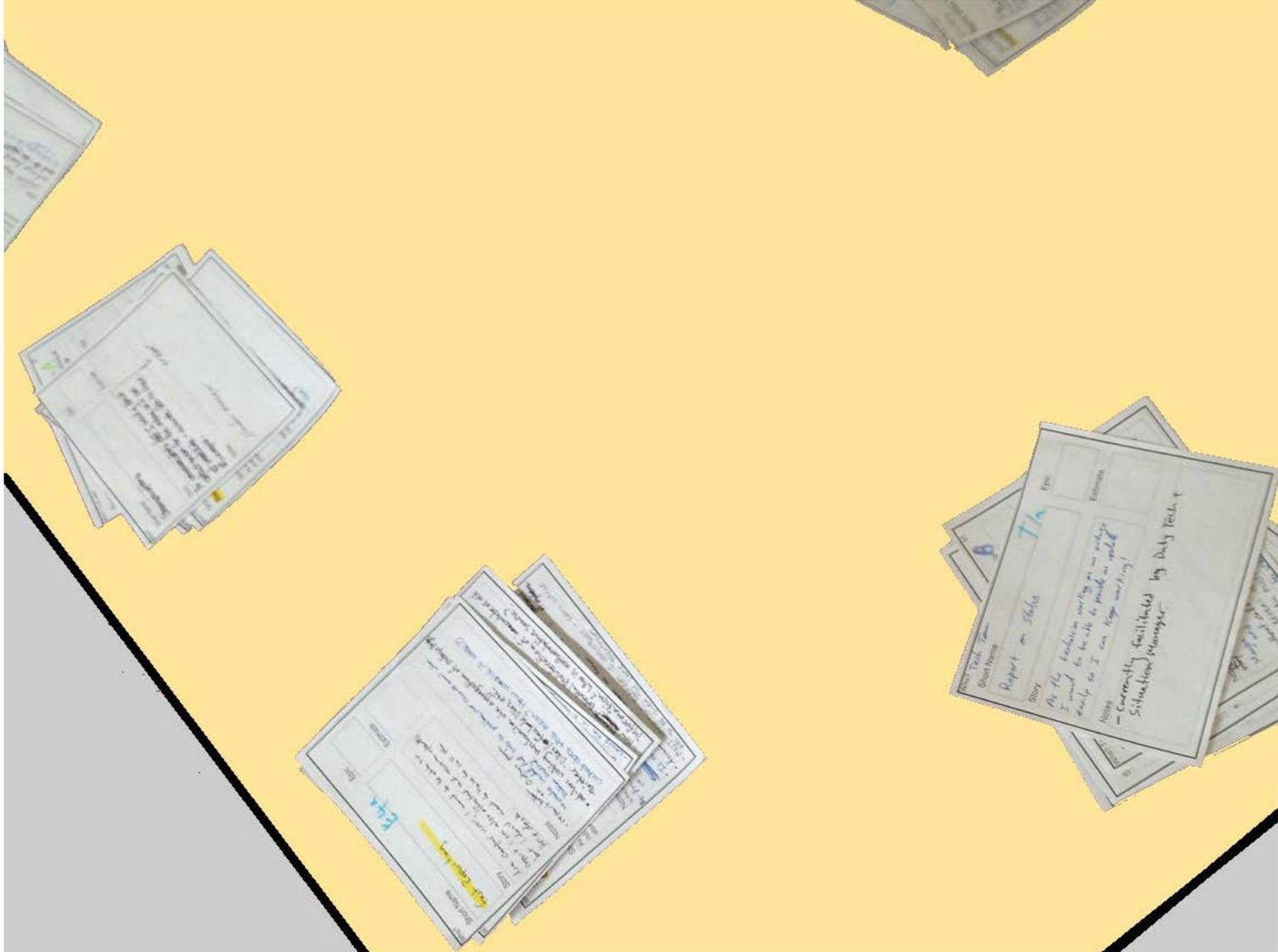
Robert Merrill
CIO Office PMO
May 31, 2018



There are **Software Design Patterns**



There are also **Collaboration Design Patterns**



Who? End user

Short Name

Receiving Notice that it's Fixed

Story

As a campus community member, I receive a notice that an outage I reported has been fixed, so that I don't have to keep checking the thing I can't get to.

You can collect a lot of

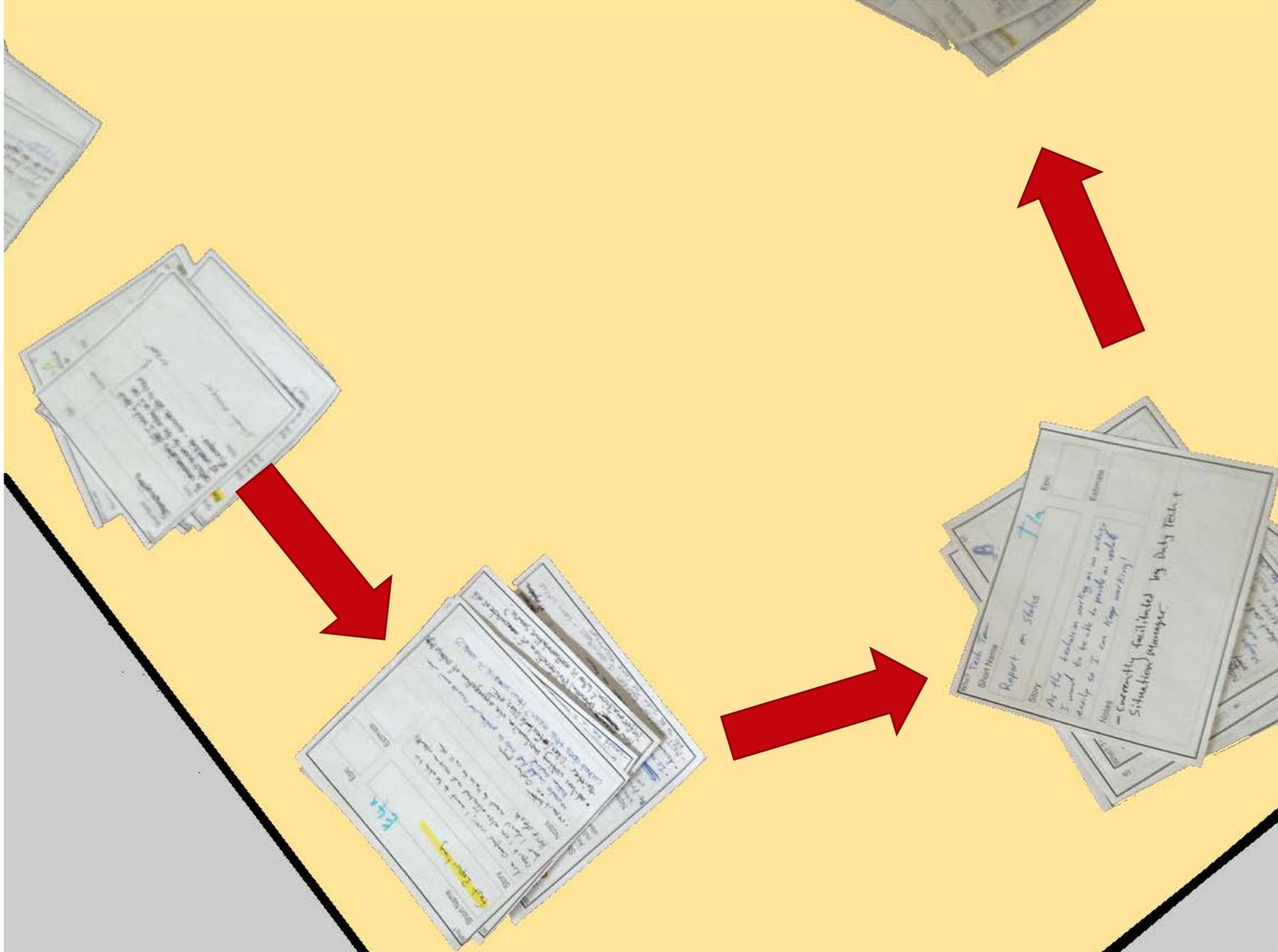
Notes

Different ways, depending on whether I have internet access, phone with text

- audience we are helping is tiny (1 per better to serve anyone who wants
- Currently Done via Resolving Incidents re their incident was manually linked allow for ad hoc Not.

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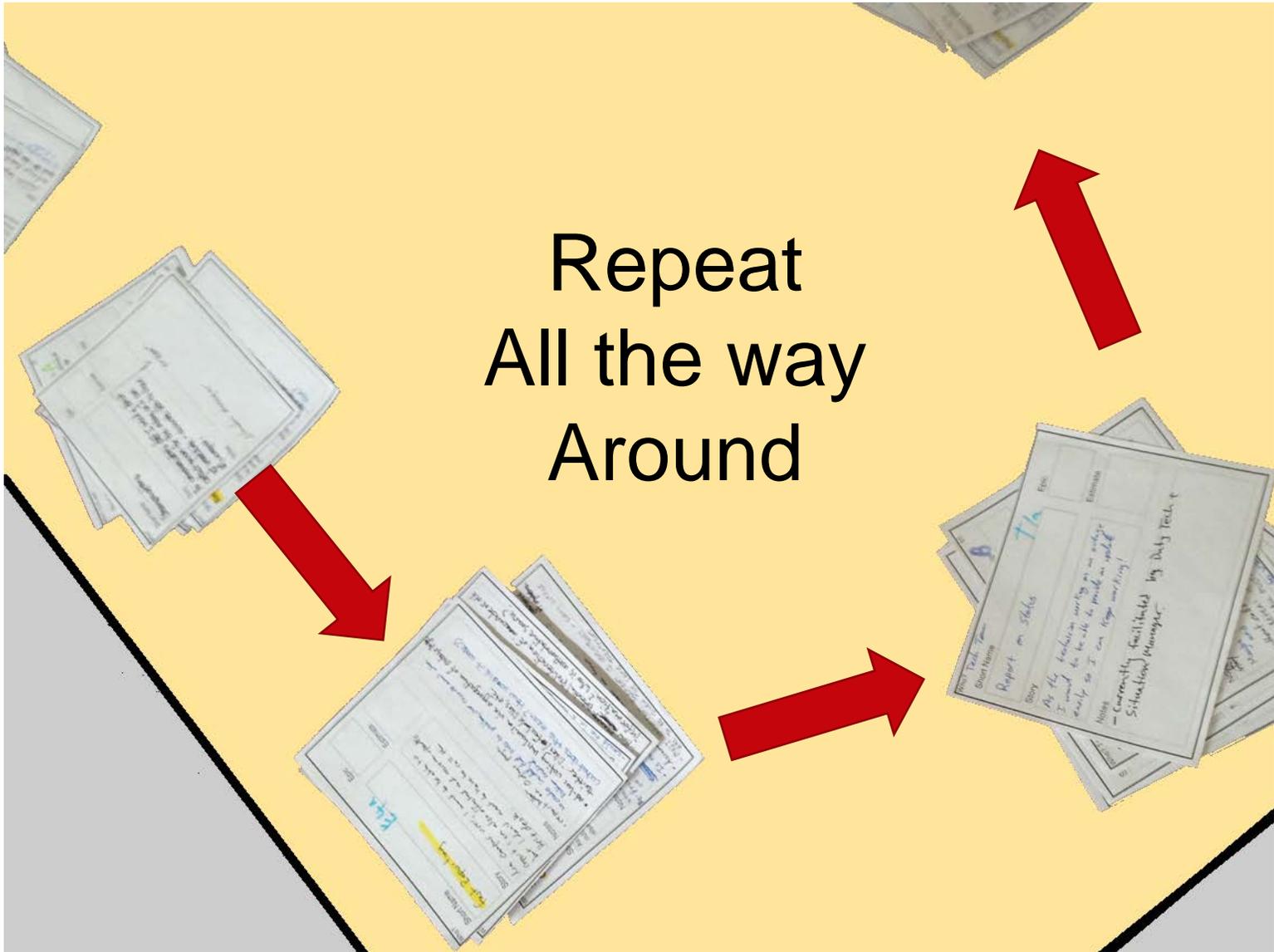
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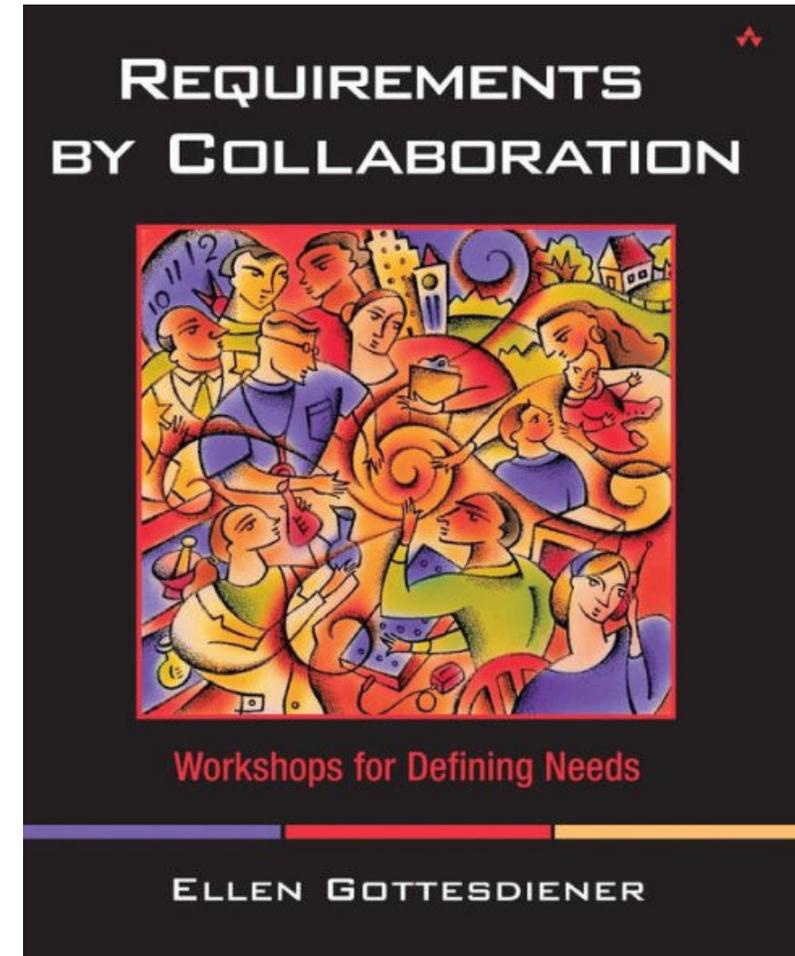
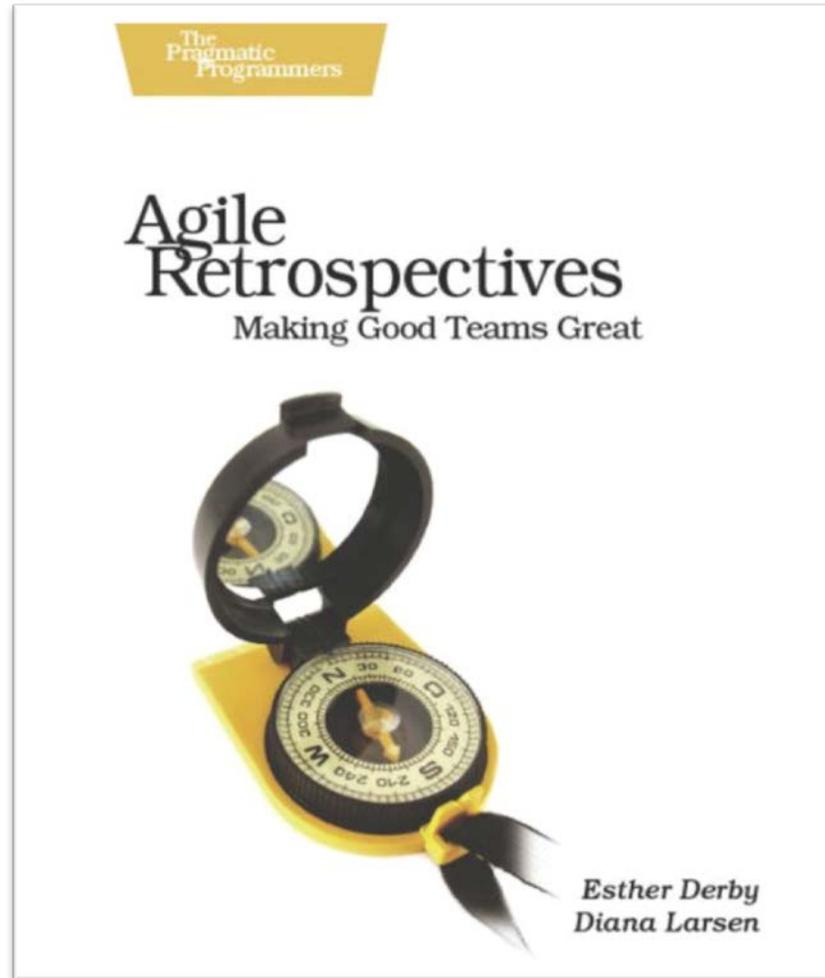




Follow up activity for Extraverts and Verbal Processors



More Collaboration Patterns and Other People Hacks



An aerial photograph of a city waterfront at sunset. The sun is low on the horizon, casting a golden glow over the scene. The water is dark blue with many small sailboats scattered across it. The city buildings are visible on the left side, and a large hill is in the background. The text "5 Project Management Tips for Non-Project Managers" is overlaid in white, bold, sans-serif font in the center of the image.

5 Project Management Tips for Non-Project Managers

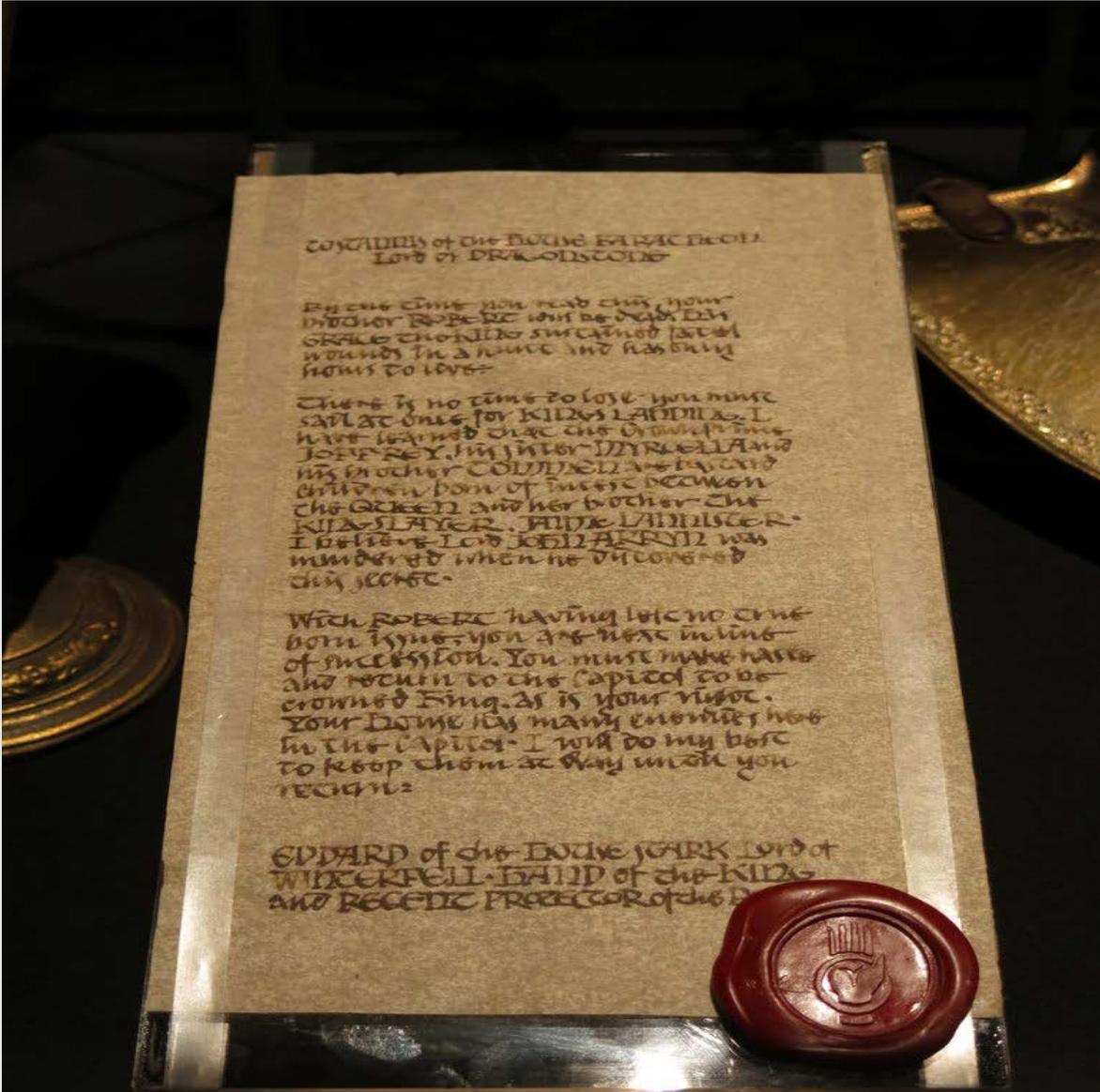


Game of Milestones



A Project Manager's Journey
Through the 5 Kingdoms of Project

Project Charter – Defining the End Game



What is the organization trying to achieve?

What is in scope or out of scope?

What role does everyone play?

Risks and Assumptions

A "living" document that is referenced throughout the project

Organizational Strategy Tool!



- What is your tool of choice?
- Does this work for everyone?
- Re-evaluate throughout the project

Status Reports - No News is Not Necessarily Good News



- Status Report Benefits
- Consistent Frequency
- Review in Person

Status Reports – Impacts to the Project





Face-to-Face Meetings

The benefits of face-to-face meetings:

- "Human" Connection
- Brainstorming
- Real Time Decision making



Project Closure – The Season Finale



- No Cliff Hangers – Project Charter/Status Reports
- Document what has been delivered with in the project
- Celebrate!!!





The SIPOC tool: Create a visual model of a high-level process

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http://disney.wikia.com/wiki/Mike_Wazowski



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Suppliers

Inputs

Process

Outputs

Customers



Use to collaboratively document a high-level business process



Aid project scope discovery



Quickly bring people to a common understanding



Process:

Suppliers	Inputs	Outputs	Customers

Process

--	--	--	--	--



Process name

Use a Verb + Noun format (e.g. Recruit Students).



Begin with the process

Map it in four or five high-level steps



Define the outputs

List tangible things the process produces (e.g. a report or a letter)



Define the customers

List the people who receive the outputs



Define the inputs

List tangible things that trigger the process (e.g. a customer request)



Define the suppliers

List the people who supply the inputs



Every input should have at least one supplier

Sometimes supplier and customer are the same entity



Extras

Process purpose statement – why?

Process owner

Start- and end-points

Boundaries/limitations

Example – High-level process capture



Process: Manage Work Orders

Suppliers	Inputs	Outputs	Customers	
UW staff	Service work order (reactive to customer request)	Prioritized work	UW staff	
FP&M staff (including CRS)	Preventive maintenance (proactive)	Completed work	FP&M staff	
Students	Predictive maintenance (planned)	Ongoing/recurring work (open work orders)	Students	
The public	Work order	Customer communication	The public	
UW infrastructure, including automated systems (alarms, runtime monitors, etc.)	Funding	Reports	UW infrastructure, including automated systems	
Non-UW agencies (City of Madison, contractors, DOA, regulatory agencies)	Approval (customer or supervisor)	Work order	Non-UW agencies (City of Madison, contractors, DOA, regulatory agencies)	
		Billing	UW schools/colleges/departments/programs	
		Approval (customer or supervisor)		
Process				
Create work order Requires: Location, description of work needed/shop, requester information, funding information; documents/photos are optional, safety concerns (ties in to priority) Includes meetings, consultations, training, etc.	Triage/prioritize/re-prioritize work Could be just for an estimate	Assign/plan/approve work	Perform/track/communicate about work Includes tracking time, obtaining supplies from inventory or purchasing materials, and customer communications (Time tracking, purchasing and customer portal processes are covered elsewhere)	Complete work Includes customer notification, satisfaction surveys, and billing (Billing process is covered elsewhere) Could be re-opened to address unfinished or unsatisfactory work

Example – Common scope discovery



SIPOC - Recruit Students (Admissions and DCS)

KEY: Admissions-specific DCS-specific Both **Note: This is a NON-linear process**

Suppliers (of Leads)	Inputs	Process	Outputs	Customers	
Events	Lead data		Engaged leads	Chancellor's Office	
Applications	Work list		Orientation attendees	Registrar's Office	
Deposits	Commitments		Prioritized leads	Students	
Orientation registrations			Admission decision	Campus partners	
Lists			Segmented communications	Internal staff	
Social media			Work list		
Referrals					
Students					
1	2	3	4	5	6
Manage contact records (See separate SIPOC; happens throughout Recruit Students process)	Conduct outreach	Receive/review application	Make admission decision	Manage enrollment	Measure enrollments



Sorry, no time for questions.... but for ***answers***,
contact Tamra Dagnon!

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Thank you!

