



# DESAI

Desai Management Consulting

Technology for Tomorrow

U.S. registered 501(c)(3) non-profit

***Enabling Your Rapid Transformation***

Strategy Planning      Process Analysis      Project Management

*Achieving your strategic vision through project and process management*

## Welcome to the 3Q 2013 DMC Newsletter

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### Latest News

#### Consultant of the Quarter Award

DMC is proud to announce our Consultant of the Quarter for 3Q13. This is a member of our team who illustrates through hard work the flexibility the values and strengths DMC is famous for. For 3Q, the honor goes to **Mike Maslack**.

Mike is an early member of the DMC team, currently working at the State of Vermont as Program Manager for the State's State's Health Services Enterprise.

### From the Corner Office

#### The Challenges of Growth

Once again this month, I'd like to thank [all our clients](#) for their part in our continued growth. [Our staff](#) continues to expand as you trust us with your business. As we experience this growth, a number of new challenges emerge. First, it is critical that we have a structured process to bring staff on-board and prepare them for client-facing work. Second, we must invest the proper energies in developing and promoting the use of standard processes and tools with our clients, to ensure maximum value in our delivery to you.



The other, larger challenge that emerges is how we all manage information - the world of Knowledge Management. There are three basic reasons - why it's more important than ever to tackle this mountain:

- to better facilitate decision-making capabilities, across all of our business and technical processes;
- to build a learning organization, by making learning routine - mandatory in a high-growth environment;

He brings a wealth of experience in leadership and all aspects of management consulting. His strengths in



communication and jigsaw puzzles ensure instant adaptability to almost any client issue or opportunity. DMC would like to thank Mike for his leadership, work ethic and endless focus on the client.

### Neil Whitten Returns to Burlington to Share "*The Gift of Wisdom: Lessons for a Lifetime*"

Award-winning speaker Neil Whitten returns to Burlington for a half-day seminar, "*The Gift of Wisdom: Lessons for a Lifetime*", on Friday, November 8, from 7:30am to 12:30pm. The event, held at the Sheraton Burlington Hotel and Conference Center, is co-sponsored by DMC. [Visit the seminar page](#) for more details and to register.

### PMP Fundamentals - October 28, 2013 & PMP Boot Camp - November 6-8, 2013

DMC will be providing instruction for the next PMI-CV Project Management Fundamentals, October 28, and the PMP Boot Camp, Nov. 4-6, 2013. Both events are being coordinated with the Winooski Community Partnership.

#### Event Details:

- [PM Fundamentals on Oct. 28th](#)
- [PMP Boot Camp on Nov. 6-8th](#)
  - [DMC PMP Boot Camp Catalog](#)

- to stimulate change and innovation, through the broad-yet-integrated view of information made more easily available to all.

Scientists say that we are all now bombarded by the equivalent of 174 newspapers every day - so if you're not yet thinking about Knowledge Management, it's time to get started, and we can help.

In closing, the seasons and their change remind us that everything around us is in constant motion. I'd encourage us all to both enjoy and learn from this chaos. Schools starting up again remind us how important it is to plan family time and events, and renew our vows for work-life balancing. It's never easy, but the rewards are priceless.

### Technology For Tomorrow (T4T) News

DMC is proud to partner their non-profit activities with a local 501c3 nonprofit - [Technology for Tomorrow](#) (T4T). T4T started as an organization with a very simple goal: help people use technology to improve their lives. Going forward, our partnership will enable growth in DMC's non-profit activities, as well as helping to support growth in T4T's offerings.



## Technology for Tomorrow

T4T has recently added a formal [board of directors](#), as well as an executive director - Alex Tuck. Alex brings an outstanding non-profit background and endless energy to the team. In addition, T4T has engaged a Financial Accountant to help meet the needs of a 501c3 non-profit organization.

Now working in conjunction with T4T, DMC continues its consulting partnership with [Pure Water for the World](#), a Vermont-based nonprofit company. Our project management training has been very well received, and the PWW team is actively looking for areas to directly apply.

We also continue to partner with [Common Good VT](#) to help make our services available to the local nonprofit community. Interested non-profits can [apply for DF services](#) or [contact Vijay Desai](#) for details.

### Community Involvement News

DMC and its members are active in the community, supporting causes and organizations. One example is J.R. Miller, who is active in the Upstate NY/VT chapter of the Leukemia & Lymphoma Society's ['Team in Training' \(TNT\)](#). TNT is the world's first and largest charity sports training program. JR recently led the local Chapter team in a fund-raising bike ride around Lake Tahoe. In this one event the combined teams (~2500 riders) raised over \$4 Million in support of research and training services for the Society!



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LYMPHOMA  
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CELEBRATING 25 YEARS

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## Quick Links

[Our Website](#)  
[Our Services](#)

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DMC also recently helped sponsor the [South Burlington Youth Baseball](#) (SBYBT) 11/12 Little League team as they defended their State Title and participated in the New England Regional Tournament in Bristol, CT. Congratulations are in order as the team made it to the semi-final round of the Tournament!



## For the Practitioner

### Your Strategy - a Plan, an Implementation, or both?

Many organizations fail to invest in developing a Strategic Plan. At the business level, this can result in a lack of preparedness for fundamental changes, losing valuable lead time and ability to combat them when they occur. What is equally important is the impact on Programs and Projects when a strategy is missing or ill-defined.



The art and science of Strategy Planning has evolved in recent years to an understanding that a strategy plan is worthless without a corresponding strategy implementation - the coordinated set of Programs and Projects structured to enact the elements of the Strategic Plan.

While individual projects may survive as islands, the enterprise risks great impacts in cost, time, risk and coordination if they fail to produce a strategy plan, and use it as the basis for investments in Programs and Projects. Deriving an implementation plan from a strategic plan leaves the business postured for success because:

- Focus is placed on the important things. Resources (time, talent, money) are properly allocated to those activities that provide the most benefit.
- Staff recognize the impact the changing business environment is having on the company and affect the needed changes in direction.

- Executives and staff develop a frame of reference for budgets and short-range operating plans.

Tying this to program and project management disciplines helps reinforce the value of PMP constructs such as the Charter, where business strategy crosses the boundaries to execution. Inputs grounded in a strategic plan will help provide an accurate context and prioritization for business investments. Programs and projects chosen in this manner, and implemented with project management disciplines helps ensure long-term business success, and lays a foundation for strategic portfolio management for all investments.

Please [contact us](#) if you'd like to learn more the strategy planning and implementation processes.

## **At the Client**

### **Project Closeout**

Every project, big and small, requires (and benefits) from a formal project closeout. The textbooks all describe why this is good on a discrete project, but less guidance and rationale is available to define the needs and value for a project closeout on large, complex projects.

One of the major driving forces for formal closeout on a large project is when future formal releases are to be defined and pursued. As a project's first release is concluding, it's often already time to begin plan and scope work for the next release. For many reasons it's desirable to look at each release as a separate project - thus the value of the formal closeout.



Taking the time to formally close out the first release of the project locks scope, schedule and budget to 'as delivered' parameters. This is invaluable in determining where the business stands in consuming those parameters. On a complex project with numerous requirements, it is imperative to know when and how those requirements are being deployed across those multiple releases, and how that flow aligns with contract and payment terms.

The lesson? Building in an ability to police contract terms in this manner is fundamental to overall success, and more difficult than it sounds. When scope AND schedule AND budget all fluctuate during a project (for good reasons), only the formality of a project closeout can bring them all together to be synchronized. This helps ensure we know what work is left, that we can afford it, what of the remaining requirements will be delivered, and when do we expect delivery.

Then it's off to the chaos of the next project and release!

Please [contact us](#) if you'd like to learn more about project closeouts, as well as managing large, complex projects.

**For more information, please contact:**

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