



**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 1Q 2014 DMC Newsletter

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### Latest News

#### Consultant of the Quarter Award

DMC is proud to announce our Consultant of the Quarter for 1Q14. This is a member of our team who illustrates through hard work the flexibility, values and strengths DMC is famous for. For 1Q, the honor goes to **Chris Durfee**.

Chris joined the DMC team in 2013, and is currently working at the State of Vermont

as a Business Analyst for the State's Health Insurance



### From the Corner Office

#### Will Spring Ever Come?

At this point in winter, it seems that spring will never ever arrive, and we will be doomed to recycle endless amounts of cold and snow!

Sometimes our customers encounter the same feelings, when over and over they invest in projects to improve their business, only to be frustrated at the limited value and minimal results received.



As everyone knows, there are numerous factors involved in the successful definition and execution of a meaningful business project. In our many customer engagements we are finding a number of increasingly common issues:

- **Process:** lack of well-defined processes to execute, most notably in the Project Management (PM) domain
- **Training:** personnel unfamiliar with the defined processes and thus unable to perform satisfactorily
- **Governance:** A failure of the leadership to hold teams accountable for defining, training and executing the desired processes

Our Practitioner article this quarter talks about the cultural aspects of these issues, which can exist in customers large and small.

As we continue into 2014, watch for some changes in DMC. We're

## Exchange - Vermont Health Connect.

He brings a precision and rigor to the team that has clearly demonstrated the value of the Business Analyst role, while improving the State's speed of execution and quality levels.

DMC would like to thank Chris for his leadership, work ethic and endless focus on the client and delivering value.

## PMP Boot Camp News & April 2-4, 2014 Course

The next instance of DMC's popular PMP Boot Camp is rapidly approaching.

You can join the many past Boot Camp veterans by attending our next session, to be held April 2-4, 2014 in Burlington Vermont. There's still time to register, so don't miss out!

[Click here](#) to find out all the details of the course.

## PMICV Symposium

DMC is a proud co-sponsor for the **PMI CV Symposium**, April 11, 2014. Registration deadline is April 4th. [Click here](#) for more information.

## In the Community

DMC is proud to be a donor to the '**Spectrum Sleep Out**' to raise awareness for youth homelessness in Vermont.

## Quick Links

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

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in the midst of a formal branding project to upgrade our appearance online and in our materials. We expect the first results to be visible starting in 3Q14.

In closing, as we wait patiently for this year's flower and garden catalogs, we know that your business challenges will not wait to be solved. Please [contact us](#) for more information on how we can help tackle them. Thank you for your continued support of DMC, and for making us a trusted partner in your business success.

## Technology For Tomorrow (T4T) News

Just a reminder to take a look at what's going on with our 501(c)(3) nonprofit partner, [Technology for Tomorrow](#) (T4T). Exciting things are happening that you can be a part of. Check it out!



## Technology for Tomorrow

## For the Practitioner

### Culture - Friend or Foe?

Organization culture can be a large influence on overall project success. How things are done in your organization, and more importantly - why - are the basic elements of culture.



#### So Why is Culture Important?

A team is strongest when it is directly aligned together and with leadership on business strategies, priorities and directions. When multiple viewpoints exist, team harmony, efficiency and effectiveness all will suffer, endangering the success of your project.

**What Can It Affect?** When multiple viewpoints exist, team harmony, efficiency and effectiveness all will suffer, resulting in negative impacts to project speed and quality, and also to overall morale.

**How Can It Be Improved?** First, by ensuring that everyone has clear roles, responsibilities and performance metrics assigned; second by ensuring leadership holds individuals and teams accountable to perform their assignments and stay within their boundaries; third by holding leadership accountable to provide one clear direction to the project, and leadership to their teams that is consistent with that direction.

Understanding your team or customer's culture, and how to affect it are critical success factors to every project. If you'd like to learn more about how to measure and manage culture, please [contact us](#).

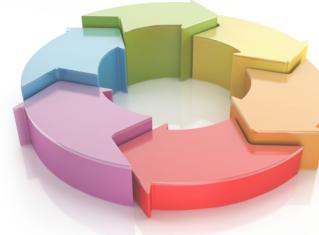
## At the Client

### From End to End and In Between

While many projects have a specific business focus, sometimes we are engaged to examine and assess a customer's end-to-end

Such an assessment looks to answer questions such as:

- is my strategy clearly defined?
- does my strategy drive my execution plans?
- am I producing the right goods or services?
- am I producing them properly?
- are my target markets correctly identified?



Performed properly and in detail, such an assessment can bring great value to a customer. At a minimum the results can help prioritize customer projects, by focusing them on specific areas of weak performance or misalignment.

A critical success factor to such an analysis is the use of a formal framework that identifies the business elements that exist in an end-to-end scenario and their interrelationship. Such a framework functions as the basis for scope definition, and to ensure completeness. The framework contents can help show the critical relationship between strategic objectives and organization structure that might otherwise be overlooked or of low priority.

Such a complete analysis and results serve double-duty - they give a customer a prioritized roadmap for business investments, and they often generate significant repeat business with that customer to pursue all the projects that can arise.

Please [contact us](#) if you'd like to learn more about performing End-to-End exercises, and working with your customers to identify the business need and value.

**For more information, please contact:**

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