

**For the attention of:
General Manager, Human Resource, Training, Finance, Administration, Operations, Sales
Directors, Managers & Executives**

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CX Management Development

Presents

**A workshop on
IT Project Management
16 & 17 June 2010
Holiday Villa, Subang Jaya
(9.00 AM–5.00 PM)**

IT Project Management is essential as we are more and more dependent of IT systems. Technology changes fast, but user requirements may change faster -before the project goes live.

This course places an equal emphasis on the Users as most other courses with similar titles are limited to the IT aspects only. Users need to understand their role in IT projects. IT projects fail usually because the importance of 2 key user-related tasks is often neglected in the implementation.

WHO SHOULD ATTEND

- IT Project Managers and Project Leaders
- Users of IT systems - Line Managers
- IT Staff who maintain computer systems
- Managers & Executives
- Anyone involved in planning & implementing projects

COURSE OBJECTIVES

After attending this program, participants will be able to ...

- Define the scope of the project
- Include time often omitted in estimating completion dates
- Use key Project Management skills.

- Plan for and conduct User Acceptance Test
- Plan for and conduct User Training.
- Plan for and carry out the cut-over to production status.

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KEY TOPICS

Introduction to IT Project Management

- Role of users in IT projects
- Role of IT in IT projects

Define the Scope of the Project

- Define what is within the Project Scope
- Importance of the definition of what is OUT-of-Scope.
- Define success (Key Performance Indicators)

Time often omitted in Estimation

- Main tasks in the Project Plan
- Time often omitted when estimating the completion date

Project Management Skills

- Project Sponsor
- Resources needed – Human, Equipment, Facilities
- Common Pitfalls to avoid
- Progress Meetings
- Effective team meetings & minutes
- Manage Scope Changes
- Involvement of Internal Audit
- Project Documentation
- Issue resolution

The User Acceptance Test (UAT)

- Training users on what is expected of them in UAT
- Preparation of test conditions and expected test results
- Setting up the UAT IT and user environments
- Change Requests – now, KIV or after going live
- Sign-off for the UAT Plan

Plan for & conduct User Training

- Preparation of User Manuals
- Preparation of the Training Materials & IT environment
- Experiential training especially on what's different
- Training the trainers
- Training facilities
- Sign-off User Training

Plan & conduct the 'cut-over' to Production

- Back-up, contingency Plans
- Resources to confirm the cut-over is successful
- Timing of cut-over to production status
- Project Sign-off
- Evaluate the "success" of the Project

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METHODOLOGY

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- Lectures
- Case Studies
- Workshop Discussions
- Role Plays

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COURSE FACILITATOR

Mr Jonathan Chan has trained and facilitated workshops on Being a newly promoted Manager, Writing Winning Proposals, IT Auditing, Methodologies, Customer Service, Performance Coaching, Sales, Presentation Skills, Report Writing, Business Process Improvement, etc. He is a certified instructor for Nicholas Boothman's "How to Connect in Business in 90 seconds or less" and the follow-on "Talk in Color".

In the course of his career, Jonathan held top positions in his industry. He brings with him a wealth of experience with almost 30 years' experience in numerous industries such as consulting, banking, training and stock broking.

He held positions of Senior Manager, Training Asia Pacific for Price Waterhouse, Director IT Consulting in KPMG and CEO of CyberQuote Pte Ltd. He attended the Train-the-Trainer course in Price Waterhouse UK and T Harv Eker's Train-the-Trainer's course in Singapore.

Jonathan has a deep understanding of people, developed through his role as the CEO of a local firm and IT Consulting Director of a global consulting firm. He is very experienced in IT issues, especially in managing IT Projects. He has conducted courses in methodologies eg Quality Assurance, IT implementation, Business Process Re-engineering etc. He has also developed and conducted numerous soft-skills courses as well as technical courses in IT implementation and in trading strategies for equities.

He has conducted many public and in-house training courses. Among the organizations that he has conducted in-house courses for are the Sime Darby group, Mayban Finance Bhd, Tenaga Nasional Berhad, Price Waterhouse, KPMG, Arthur Andersen including the Chicago training center (3-week residential course), Harrison & Crossfields, Sarawak Shell, Huffco East Asia, Phillip Securities Pte Ltd, Standard Chartered Bank, SIM University and was a guest lecturer in an MBA course conducted jointly by the Ohio University and Tenaga Nasional Berhad. He has conducted 2 other 5-day residential courses, one for newly hired consultants and the other for newly promoted managers.

Mr Chan holds a B.Sc. (Honours) from the Imperial College of Science and Technology, University of London.

IN-HOUSE TRAINING

This workshop can be run in-house.

ADMINISTRATION

Early Bird Discount (before 2 June 2010)

Course Fees : **RM980.00** per person

Group Discount: **RM930.00** per person for 2 or more participants.

Normal Course Fees

Course Fees : **RM1130.00** per person

Group Discount: **RM1080.00** per person for 2 or more participants.

All registration must be accompanied with payment.

All cheques should be crossed "A/C Payee" and made payable to "CX MANAGEMENT DEVELOPMENT"

(Fees are inclusive of tea breaks, lunch, course materials and Certificate of Attendance)

CONTACT

CX Management Development

TEL: **03-8024 1697 / 016-272 8306** (Cassy / Girlie / Vivienne)

FAX: **03-8024 4026**

Email: training@cxmgt.com

Online Registration: <http://www.cxmgt.com>

Office Hours: Monday to Friday (9.00 am – 6.00 pm)

REGISTRATION FORM (Closing Date: 9 June 2010)

IT Project Management (16 & 17 June 2010)

(ref vem)

Company: _____

Address : _____

Postcode : _____ Email: _____

Tel : _____ Fax: _____

Contact Person: _____

Approving Manager : _____

Designation: _____

Cheque No: _____ Amount: _____

Name1 : _____

Designation: _____

Name2 : _____

Designation: _____

Name3 : _____

Designation: _____

Forthcoming workshops in May to June 2010

Website: <http://www.cxmgmt.com>

MAY 2010

- 10 & 11 May - [Juruteknik & Pembantu Juruteknik yang Cemerlang](#)
- 10 & 11 May - [Sales Management - How to Lead & Manage Your Sales Team](#)
- 10 & 11 May - [Enhancing Effectiveness at the Workplace](#)
- 10 & 11 May - [Designing a Competency Based Management System](#)
- 12 May - [Developing An Employees' Handbook - The Practical Guidelines](#)
- 12 May - [Customer Complaints Investigation Techniques](#)
- 12 & 13 May - [Business Etiquettes for Managers & Executives](#)
- 12 & 13 May - Inspire Any Audience - High Impact Presentation Skills
- 13 May - [Pengurusan Rekod & Fail](#)
- 13 May - [Job Analysis/ Job Descriptions / Job Specifications - Applications & Implications](#)
- 17 & 18 May - [Kepimpinan dan Motivasi Untuk Penyelia dan Team Leader](#)
- 17 & 18 May - Effective Channel Management
- 17 & 18 May - [Measurement & Calibration Systems](#)

- 17 & 18 May - Developing Customer Service Excellence for Front Liners
- 19 & 20 May - Employers - Know Your Rights & Protections within the Law
- 19 & 20 May - Effective Cash Flow Management
- 19 & 20 May - Effective Contract Management
- 19 & 20 May - Production Planning & Inventory Control Practices
- 24 & 25 May - Credit Management & Debt Collection Strategies
- 24 & 25 May - Project Management
- 24 & 25 May - Key Competencies for Managers & Executives
- 25 May - Penerimaan Arahan Pesanan (PO) - Perkara perlu dilakukan / dielakkan (Accepting Purchase Orders - The Do's & Dont's)

JUNE 2010

- 9 June - How to Handle Difficult Customers & Complaints Effectively
- 9 & 10 June - Time Management
- 10 June - Peranan Pekerja Dispatch
- 14 & 15 June - Effective Store/Warehouse Operations
- 14 & 15 June - Building Today's Professional Administrator
- 14 & 15 June - Succession Planning
- 16 & 17 June - Kemahiran Penyeliaan yang Berkesan
- 16 & 17 June - Misconduct & Domestic Inquiry Documentation & Procedures
- 16 & 17 June - Managing Customer Relations Effectively
- 16 & 17 June - IT Project Management
- 18 June - Records & Filing Management
- 18 June - Meningkatkan Kecemerlangan & Etika Pemandu Korporat
- 21 & 22 June - Effective HR Management
- 21 & 22 June - Enhancing Interpersonal Communication Skills

21 & 22 June - Purchasing & Procurement Management Practices

23 & 24 June - Accounting Skills for Accounts Clerks & Assistants

23 & 24 June - Writing Skills for HR Documentation

23 & 24 June - Influencing & Negotiation Skills

23 & 24 June - Implementing Business Process Improvement (BPI)

25 June - Telephone Courtesies & Effectiveness

25 June - How to Connect in Business in 90 Seconds or Less

25 June - Accepting Purchase Orders – The Do's & Donts

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