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This newsletter was produced by the Marketing and Communication Team.

Editorial

Dear Fellow PMI Switzerland Chapter Members,

Last month, Velan Thangavelu said that the Communications Team welcomes suggestions and ideas about our chapter publications or website. Please keep this in mind as you read this month's newsletter and send us your thoughts to communication@pmi-switzerland.ch.

Also, a side note to those of you who are attending the Congress in Dublin next month: please note that seven (a record!) representatives of the PMI-Switzerland board will be attending the **Leadership Institute Meeting** in Dublin at the same time, and you are invited to join them for a drink!

A few weeks ago, I was speaking to a project manager who was not yet a member of PMI, but who was interested in knowing the benefits of obtaining his PMP certification and joining the local PMI chapter.

Because his interactions with other PMPs were limited (to his knowledge), he was surprised to learn about the large community that exists within PMI-Switzerland. Of course, I told him that, by attending the PMI-Switzerland activities, he would quickly find himself meeting friendly and interesting fellow project managers from different industries and backgrounds. This conversation led me to consider how different our experiences as project managers can be, and how much one can learn from PMI.

Methodologies exist which I would not know about if I were not a member. For example (please, I am not always this slow), a year ago I could not have told this person about Agile Project Management. After all, it wasn't until the winners of last year's competition were announced (Confessions of an Agile Project Manager) that I ever heard the term. Go to the PMI website now and you will see that an **Agile Certification Pilot** begins next month, in May, 2011. Surely some of you qualify to participate. I wish I qualified....it looks refreshing, effective, and fun!

The **PgMP Certification** has been around for much longer. I told my conversation partner that Switzerland has a small number of PgMPs (is it really just two people?). I am not surprised, because the qualifications are pretty difficult to meet, in my opinion. Not only are more qualification hours required to take the PgMP, but an applicant actually requires -gasp- other people's professional evaluations of you! That, right there, could separate the chickens from the eggs, if you know what I am saying. This definitely would be such a valuable expertise to prove, knowing you can take on and influence wide-reaching programs.

Next, I voiced my opinion about the **PMI-RMP Certification**. Don't all three of you approach me at the same time, but I would love to meet someone in Switzerland with this certification, because, well, it strikes me as certification that an employer would encourage employees to get. What employer would not welcome some improvement in risk management, and what project manager would not welcome the chance to lead the improvement of corporate process and success?

The person I was speaking to had found my information both useful and surprising. I think, like many, he did not expect such variety and novelty in the field of project management. I hope we can welcome him to the community some time soon.

Paul Selwold

Marketing and Communication Team, PMI Switzerland Chapter

Upcoming Chapter Events



Dr. Thomas Diethelm

Joint IIBA - PMI Event: «The Power of Partnership»

PMI Switzerland and the IIBA Zurich Chapter (International Institute of Business Analysis) are proud to announce our next Partner Event.

April 5

Zurich

1.5 PDU

Soon!
Sponsored
Hosted

The IIBA Zurich Chapter and PMI Switzerland established a partnership in 2010 that has gone from strength to strength. Collaboration efforts have been healthy, and have been proving valuable for both, the members of the two associations and for the general community at large.



Brigitte Ross

«Project Success through BA and PM Partnerships»

Dr. Thomas Diethelm has 25 years of professional experience in IT and IT related services. Starting as operations analyst he moved into materials management and later IT management. After joining IBM in 1997 as part of an outsourcing transaction he focused on project/program management and high-level solution design. He was founder member of the PMI Switzerland Chapter and participated in the review of an earlier version of the PMBOK Guide.

Beside the use of project management methods, Thomas applied data modeling and software package configuration techniques. He has regularly performed project assessments and set up several projects using global resources. He holds a Ph.D in mathematics.

«Use Enterprise Architecture to Align Business Strategies with IT Needs»

Brigitte Ross has 22 years experience in the financial service industry. She has been in IT strategy management, application development and project management aligning business strategies with IT investments. In Banking she was primarily involved in asset management, U.S. tax- and performance reporting. Her IT expertise involves business architecture modeling, iterative Software Engineering methods such as RUP and IT Off shoring.

Currently she is working at Credit Suisse, Private Banking Switzerland, Corporate & Institutional Clients in charge of project management and business architecture management for this department. Together with her team she manages a wide portfolio of projects and initiatives including IT investment planning and IT solution delivery, operational excellence improvements and business architecture management. Brigitte has 15 years of experience with CMM and CMMI. She holds degrees in Wirtschaftsinformatik (Business Informatics) and Chemistry.

[Register here](#)



Martin Tiberg

Project Management Challenges in Modern Outsourcing

Wondering about the outsourcing and what kind of techniques will help you during outsourcing?

April 7

Geneva

1.5 PDU

Soon!

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PMI Switzerland chapter brings you an excellent evening to discuss and learn what tools and techniques best suits the changing outsourcing environment.

Outsourcing started in the manufacturing industry, today it has spread to almost every industry, and tomorrow it will enter your personal life. Traditional outsourcing is compartmentalized, long-term and inflexible. Modern outsourcing is communicative, lean and adaptable. What new challenges do these shifts pose to project managers and teams involved in the outsourcing process?

After the current outsourcing shifts and trends are outlined, the attendees are faced with a case study and a set of Project Management challenges. The attendees must demonstrate their PM skills as they discuss in groups what tools and techniques best remedy the various challenges.

Martin Tiberg (www.martintiberg.info), our speaker, is a serial entrepreneur, a winner of the Swiss Technology Award in 2006, a privacy advocate and a Micro Outsourcing evangelist. He holds engineering degrees from MIT in the US and KTH in Sweden.

His latest company, SourceItOut, helps small and medium size enterprises to cut cost and increase productivity, as they augment their work force on demand with whatever skills and resources they need. Previously, he worked six years for engineering giant ABB, and was Global Technology Manager in one of ABB's service divisions.

[Register here](#)



Michael Gentle

IT financial skills – mind the gap! Why PMs and their teams need to raise the bar in financials.

April 14

Basel

1.5 PDU

Soon!

Sponsored

IT project teams may be well-schooled in project delivery, but they generally have a low level of financial awareness, with little idea of how their everyday work impacts the company's financial statements.

You can assemble the best project teams and meet all of your milestones and deliverables, but at the end of the day, your projects live or die by their financials, right across the life cycle:

- Investment planning: poor financial practices can result in the "wrong" projects being chosen (read project likely to fail despite everyone's best efforts).
- Budgeting: PMs often work to unrealistic project budgets cast in stone. For many projects, it is the budget, and not the spending, that is out of line.
- Cost management: poor financials, combined with strong cost pressures, result in a frustratingly high amount of non-value added tracking and reporting.

- Chargebacks: business customers often have little idea of what they're paying for, resulting in a focus on costs rather than on value.

Come and listen to Michael Gentle explaining the current state of IT project financials, his suggestions for quick wins and long-term change, and why PMs and their teams need to raise their level of financial awareness. The good news is that you don't have to be a bean-counter to understand this, for only 20% of IT project financials is accounting – the rest is process.

Michael Gentle has over 20 years of experience in IT departments and software vendors in Europe, North America and Asia-Pacific. He is the author of An Introduction to IT Project Financials – Budgeting, Cost Management and Chargebacks (2010), IT Success! (2007) and The CRM Project Management Handbook (2003).

[Register here](#)



Congrès du Management de Projet – 27 & 28 April 2011 Last moment to sign up!

To participate in our leading-edge training sessions and workshops, attend exclusive conferences and expand your network while enjoying the early bird rate, register without delay at: www.congres-pm.ch.

April 27/28

Lausanne

Workshops and training sessions fill up very quickly. Guarantee your spot in the sessions of your choice by registering without delay on the Congress website.

**Up to 13.5
PDUs**

You will find all you need to know about the 17th edition of the Congrès du Management de Projet and its theme, responsible management.

**Event
language
F/ E**

HIGHLIGHTS FOR 2011

- 32 brand new training sessions out of 44 total
- 11 captivating threads, including governance, responsibility and innovation...
- An event not to miss: "Le Carrefour des Décideurs"
- Easier registration with online help to aid you in choosing your training sessions.

Certified project management professionals can obtain up to **13.5 PDUs** when participating in the Project Management Congress and the "Carrefour de Décideurs"

Receive a CHF 100.- discount as member!



*Olivier Lazar,
PMP, PMI-
RMP*

Ensure PMO's Sustainability: Make it Temporary! The Project Management Office Life Cycle ©

Many organizations and companies have or used to have one or more Project Management Offices. PMOs are delivering value to the organization, as it has been shown in various studies, books and conferences. If a company does not already have one, it has the project to implement one.

However, the same studies that shown PMO as delivering value to the organization and being a key function which every company should implement, these studies show that the life expectancy of a PMO is less than 3 years (Aubry & Hobbs 2008). Some well known and respected Project Management gurus state that a PMO has to be a temporary organization or structure (Thiry, 2007).

Then how to deal with this instability? How to ensure that the PMO delivers value for the organization on a sustainable manner?

In this presentation, we'll try to find the answers to those questions...

Olivier Lazar, PMP, PMI-RMP, is a Project Management consultant, coach and trainer, PMO and Project Management Practice Manager at **Altran Education Services**. He is a MSc graduate and MBA in Strategy, Project and Program Management from the Lille Graduate School of Management (now Skema Graduate School). Among other activities, he is also visiting professor of Project Management at the Geneva School of Business Administration (HEG Genève).

[Register here](#)

May 26

Lausanne

2 PDUs

Sponsored



*Michael
Voedisch*

Project and Portfolio Management in one of the leading hospitals of the country - How do we manage complexity?

BERN Events Committee kicks off with a new event on June 14th 2011!

PMI Switzerland is happy to start the chapter activities in the heart and capital of the country - BERN. The new initiated BERN Events Committee has kicked off its activities by launching the first of its kind event with the Inselspital, Bern University Hospital. **Mr. Michael Voedisch**, Head of Corporate Development, will present about how the complexity of Project and Program Management is managed in one of the most prestigious and renowned hospitals in the country. The event will be opened by a key note of Dr. Urs Birchler, CEO of the Inselspital.

Please visit the Events page for more information and book your place right now as the number of seats is limited. The event will be in German.

Our fellow volunteers for the BERN Events Committee are Velan Thangavelu, Abdul Kareem and Markus Guggisberg. If any of you want to volunteer for the events team or have ideas for next topics in Bern, please feel free to contact Velan.thangavelu@pmi-switzerland.ch or the PMI Switzerland chapter office.

[Register here](#)

June 14

Bern

1.5 PDU

**Event in
German**

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Hosted

Chapter News

From your VP Members desk: membership status update

Last month, the PMI Switzerland Chapter was pleased to welcome 41 new members, bringing the active membership to **1220** as of February 28th.

Congratulations also to our 17 chapter members who obtained their PMI certification in **January 2011** (by certification date):

Joachim Ast, Chantal Marianne Buerge, Eric Delaplace, Alexander Grasset, Ole Hassel, Martin Israel Kleiner, Ramona Lauterbach, Filippo Meloni, Dragan Milovankic, Ami Parashar, Samantha Louise Pitchford, Uwe Riepenhausen, Paul Stiff, Claus Walter, Jean-Marc Waser, Beat Zeller, Daisy Premat

The PMI Switzerland Chapter board representatives and professional colleagues hope to meet you personally at one of our next [networking or training events](#). Events are a great way to network and to maintain PMI certifications.



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By Dr. Deasún Ó Conchúir, PMP, VP Education & Certifications, PMI Switzerland Chapter

How to get Advice about PMI Credentials and Examinations

One of the advantages of a PMI accreditation is that the evaluation process is identical throughout the world. This helps when working in an international environment with others who use the same project management standards. For example, a shared understanding of project management terminology avoids the need to negotiate basic matters, such as the meaning of Scope or Project Charter. This reduces the risk of misunderstandings and increases the chances of completing your project successfully.

A side effect of working with a global institute is that process of supporting members is complex, due to the range of locations, languages, time zones etc in which the members live and work. PMI simplifies this for members in most of the European continent, including Switzerland, by providing a cost-free telephone number and e-mail address to the multi-lingual **EMEA Customer Support Centre (CSC)**, which is located in Lelystad in the Netherlands.

The CSC should be your first point of assistance for matters concerning **PMI Credentials and Examinations**. Telephone: **0800-7464-8490** (also accessible on +31 320 239 539), E-mail: customercare.emea@pmi.org.

Advantages of Contacting the Customer Support Centre

There are several reasons why you should contact the Customer Support Centre *first* (and not the Chapter Office in Bern):

- Provided that you call from a fixed line within Switzerland, **the call is free for the caller**. There are restrictions, such as for calls from mobiles from some countries and blocking of toll-free calls by some employers. However there is no restriction from a private line in Switzerland e.g. at home.
- The CSC is part of the global PMI organisation. This means that you get **direct access to the information you require**.
- The CSC supports a high volume of contacts from several countries. This means that they are more likely to be **immediately familiar with the point you wish to discuss**, so you get a quicker and more complete response.

- The CSC is multilingual and can respond in **German, French and Italian** as well as English and some other languages.
- The CSC operates **in the same time zone as Switzerland**, making it available during normal business hours.

Can I call the Chapter Office in Bern?

Yes, but it is not the best method for queries about Credentials and Examinations:

- The office is assigned to the administration of the Chapter. Because we are part of PMI, it would not make sense if the Chapter duplicated (and paid for) a service which is already provided through our membership subscriptions.
- The office is staffed on a part time basis. For most of the time, the best response you will get is repeated messages, taking time and blocking everybody's inbox.
- Because the Chapter Office is busy supporting the Chapter, it is not fully briefed in matters relating to Credentials & Examinations (which are "out of scope"), so at best can forward your query to the Customer Support Centre.
- Calling the Customer Support Centre directly releases both the time and cost of the Chapter Office to focus on supporting the Chapter. This means that you get a better service from the Chapter.

What other Topics can the Customer Support Centre answer?

The CSC is your point of contact for most individual PMI matters (renewals, fees, accreditation etc.). However there is one area relevant to ALL credential holders, where the information is also more directly available electronically. This is the recording of PDUs and this will be described in an article in next month's newsletter.

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More...



The Congrès du Management de Projet needs more Volunteers!

The Congrès du Management de Projet is one of the most significant event for the PMI Switzerland Chapter and you now have the opportunity to **get involved**.

We need **several volunteers** to help the Organization Committee, **just before and during the event**, in various areas such as set-up and preparation, trainers' care, welcome desk, networking event preparation, signage, etc.

You will be adequately coached before and during the time of your involvement, **you will be also granted access for the two days** (worth CHF 930) and you could earn up to 13.5 PDUs for the learning sessions you will attend, while helping the organization and the participants.

Please send your application to [Catherine Sprungli](#) or [Thierry Labriet](#), from the Organization Committee.



PMI® Global Congress 2011-EMEA from 9-11 May 2011 in Dublin

The PMI Global Congress 2011-EMEA features several areas of focus that meet a variety of **career development paths**. Topics include advanced project management skills, research, communications skills, consulting skills, general business skills, new project management trends and more. With **numerous sessions** that address the factors that are currently influencing project management trends in the EMEA region, plus several opportunities for **professional networking**, the Global Congress experience offers attendees the opportunity to understand **how to work within real-world parameters** to deliver successful projects.



This year, **seven PMI Switzerland Chapter board members** have decided to attend **PMI Leadership meeting**. This is a great opportunity for the team to learn about successful initiatives in other chapters and share ours. In the June and July newsletter the board members will share with you news from the **Leader Institute meeting Congress Dublin**.

PMI Switzerland will host an informal networking evening/drink for all Switzerland PMI chapter members attending the congress in Dublin. Exact venue will be published second half of April.

Please register, to allow us to book the right size of networking location

[Register here](#)

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More...



Online survey about outsourcing of project management activities

On behalf of the University of Applied Sciences bfi Vienna, we would like to ask for your kind support, by providing us with your personal evaluation (by an online survey) of the role of outsourcing of project management activities (PM activities) in companies. This request for support is to contribute towards a broader comparative study in Austria, Germany and Switzerland which is currently conducted by the UAS bfi Vienna (Austria) in cooperation with Mr. Rüdiger Geist and Mr. Tibor Stockinger (Switzerland). This study is to comparatively assess the perception and status quo of outsourcing of PM activities.

This endeavor is guided by two specific objectives:

1. To discover whether or which PM activities are assigned the potential to become outsourced.
2. To find out whether or to what extent companies are already outsourcing PM activities.

The resulting study aims to summarize the status quo of outsourcing of PM activities in companies and to ultimately serve decision-makers at company level in designing future outsourcing plans for PM activities. We will finalize and publish the study in the third quarter of 2011.

Please complete the online survey (available in English or German) [here](#):
Thank you for supporting us in reaching our objectives.

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The PMI Switzerland Chapter Newsletter is published monthly and distributed electronically to all members of the PMI Switzerland Chapter and other newsletter subscribers, over 2000 project managers and professionals in Switzerland and neighbouring countries. Advertising rates and conditions can be requested from the chapter office.

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Editor: PMI Switzerland Chapter, Marketing & Communication Team, Wasserwerksgasse 37, CH-3000 Bern 13, communication@pmi-switzerland.ch - Tel +41 31 311 53 08

Soon!

When you see this logo in our events list, it means this is the last announcement for this event in the chapter newsletter.



When you see this logo in our events list, please consider self organized car pooling as public transportation may not be very practical or nearby.