

PSA PROJECT TEAM

WELCOME

Welcome all to our first edition for 2016!

We reflect on the ground swell that we are seeing for Program Management akin to that for Project Management some 30 years ago, with industries and communities now demanding outcomes that are linked to strategy. This has also been reflected in various knowledge-building sessions PSA has worked through in the PMI/AIPM community, in the past months as Program Management is set to surpass the demand for Project Management.

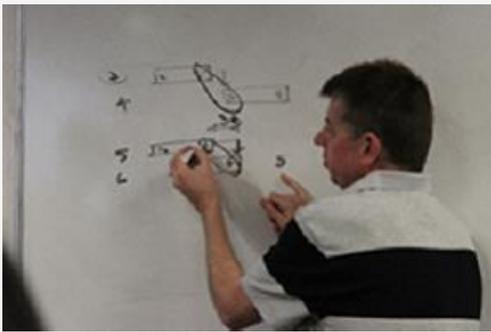


Having attended the pre-cursor to the PMI's Program Management Professional (PgMP) exam we observed the opportunities that a Program Management approach allows for, and this has sparked excitement for us regarding the synergies that exist with our very own Certificate IV in Community and Post Disaster Program Management (CPDPM). Also in this edition we are pleased to announce that we have greater capacity to mentor and guide in Program Management best practices with the recent qualification gained by Garry of a Certificate IV in Training and Assessment (TAE). We have a course reflection from PSA employee Chloe who recently undertook our Cert IV, while on the delivery front, we discuss the outcomes of the Stage 1 Chapel off Chapel upgrade works with the theatre's Business Manager.

PSA NEWS

FIND OUT WHAT'S NEW AT PSA

PSA UPGRADE THEIR TRAINING & MENTORING IN PROGRAM MANAGEMENT



With the interest in our Program Management framework and Certificate IV continually growing we have seen the need to provide and upgrade our mentoring and training capabilities. Over the past few months Garry Smart has undertaken his Training & Assessment qualification which he has successfully completed so that he is now an officially certified assessor.

Garry found the course invaluable in not only learning about the assessment process but in creating greater awareness of participant's understanding to help shape and structure course content to meet their unique needs.

PSA understand the importance of developing greater capacity and capabilities and what educating others can provide to an organisation. PSA can develop your Program Management capabilities through training and mentoring. [Contact us](#) to find out more.

PSA PARTNERING WITH THE DEPARTMENT OF JUSTICE

PSA are pleased to announce that they have been commissioned on behalf of the Department of Justice to support the project team on one of their challenging programs.



PROGRAM MANAGEMENT ASSISTS GREATER UNDERSTANDING OF PURPOSE AND ASKING WHY?

To gain better insight into the Program Management understanding gained from applying the knowledge obtained through our Cert IV, we sat down with one of our recent participants of the Cert IV CPDPM and an undergraduate student of Project Management, Chloe Spiliopoulos. Participants in the course are required to apply the theory to a live Program, providing a unique learning experience that they can relate to immediately within their own context and understanding. This is seen to accelerate their learning with real time results that are usable. Chloe was drawn to the methods and expressed to us there were some real key differences in the way that we approach Program Management.

With the importance of continual planning, monitoring and evaluating against the key stakeholder requirements really come to the fore. No longer focused purely on traditional time, cost and quality metrics, the course helped Chloe to think about the bigger picture of "why" and ask the questions to provide greater understanding of the purpose of the program, not just about how you are going to reach the goal. This has left a burning question for Chloe moving into the future - *do we place enough focus and attention towards understanding the "why" when Program planning?*

The course is based on a unique practical learning application providing not only a qualification, but also providing participants with further insights into successful projects. [Contact us.](#)

PROGRAM MANAGEMENT PROFESSIONAL DEVELOPMENT

With the emergence of Program Management as an internationally recognised management technique, the PMI's Program Management Professional (PgMP) accreditation may be a leading light for practitioners globally and it is interestingly aligned with the PSA Certificate in Community Post Disaster Program Management. This comes as no surprise as the PMI sponsored our leading research in 'Understanding the Antecedents to Project Management Best Practice' and then joint authored and published a book on its outcomes entitled 'What Enables Project Success' which realised the best methods and their importance for effective Program Management as a necessary precursor for Project Success.

The PSA Program Management Framework, which is also supported through an Australian Government accredited Certificate IV in Community, Post Disaster Program Management, is interestingly aligned with the PMI's framework making it a great precursor to attaining the PgMP. This alignment is outlined in the table below.

 psaproject Program Management Framework		 PMI Program Management
Program	Rapid Assessment	Program Strategy Alignment
Strategy	Stakeholder Engagement	Stakeholder Engagement
Alignment	Outcomes	Benefits Management
Project	Defining & Planning	
Monitoring & Evaluation	Implementation, M&E	Lifecycle Management
Governance	Organisational Governance Structure	Governance

The PgMP is still emerging, with the most recent count of those accredited in Australia totalling a mere 39, illustrating the leading edge that it is and most certainly standing those that have it ahead of the many thousands of PMP certified practitioners. PSA Program Management is helping lead the way in this key needed and beneficial innovation.

PROJECT MANAGEMENT IN LOCAL GOVERNMENT

This month saw the AIPM host a specialist round table discussion on "The state of Project Management in Local Government" which helped us bring together a very clear message for Local Government and that is that accountability and transparency to community are two of the most important factors in delivering successful projects.

Local Government/Councils are the vehicles that provide the vast majority of community infrastructure and respond to the values that are reflected by the majority of community groups. So it makes sense that PSA's Community and Post Disaster Program Management leads the way, with its ability to link the overall vision and strategy with the delivery of projects and provide greater benefit and value to the community.

This is common sense, however Program Management challenges the way organisations have been delivering projects now for the past 3 decades. It demands greater stakeholder engagement, not only upfront but ongoing, while values are no longer measured purely by time, cost & quality. The effect of that is that organisations and their communities will see far greater /better outcomes delivered when traditional Project Management is integrated with Program Management.

Many organisations are yet to identify this missing piece. *Does your organisation realise the benefits of aligning their Program Management with Project Management?*



PSA PROJECT SUCCESS

PROJECT SUCCESS THROUGH
PROGRAM MANAGEMENT

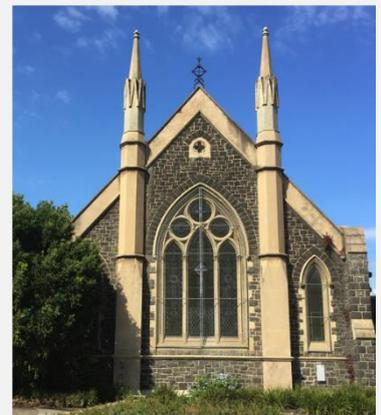
CHAPEL OFF CHAPEL THEATRE

PSA were recently commissioned as Program Managers for the first stage of building works for the Chapel off Chapel Theatre, as part of its overall improvement program to be completed over the next 1-2 years. This involved 3 key contractors onsite, completing a slate tile roof replacement, major air-conditioning upgrades and general building compliance matters.

May 2016

Since the dust has settled and theatre goers are enjoying the facility again we sat down for an interview with Gary McMahon, currently Business Manager at Chapel off Chapel and who has been with the theatre for many years. PSA worked closely with Gary and council's project staff as well as operations staff to ensure that the tight timeframe and multiple contractors onsite could complete their works for a bumper January event calendar.

Gary noted they had just recently celebrated their 20th anniversary of operation as a performance space and for many different reasons really haven't seen many upgrades or maintenance work take place. The aging building challenged the program with the works uncovering many unexpected latent conditions. This required PSA to drive timely solutions and positive engagement with stakeholders to ensure the most valued outcomes of improved amenity, better staff OH&S conditions and greater accessibility could be achieved.



This engagement was supported by maintaining strong pragmatic communications with project staff, Gary and his team throughout delivery and strong governance for timely decision making. Chapel off Chapel has realised benefits to the organisation in the short time operating since the upgrade and Gary recognised the hard work of PSA and the project team, awarding the overall project performance 4 out of 5 stars!