

Focus: On Site Course Catalogue

Project Management

This catalogue provides outlines of the project management courses and workshops which we find are most likely to be requested for delivery at our clients' own premises.

They cover most of the requirements an organisation has as it seeks to enhance project management capabilities.

Quality and relevance of training is central to us at Focus. All our trainers have extensive project management training experience and most have been personally responsible for delivery of major projects. If it's a course with a qualification then it will be delivered in association with one of the top training providers with the appropriate third party accreditation.

On site delivery brings you advantages over public courses:

- Opportunity to tailor training to meet your specific needs
- Scope to reflect your own style and approach
- Cost reduction if you have six or more delegates

Remember, as well as the courses in this catalogue we can arrange to deliver all of our public courses on a company specific basis if required.

Request a Quote for On-Site Training

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Essentials

Popular introductory courses which provide those new to project management with practical skills to improve effectiveness

Project Management Essentials 1 Day Workshop

Project Management Essentials 2 Day Workshop

Project Management Essentials 3 Day Workshop

Risk Management Essentials 1 Day Workshop

Microsoft Project Essentials 2 Day Workshop

Project Management Essentials in a PRINCE2™ Environment 2 Day Workshop

ITIL® Essentials 1 Day Workshop

Certifications

The most widely adopted project management qualifications which provide organisations with consistent process and which give recognition to the capabilities of project staff

PRINCE2™ Foundation 3 Day On-Site Course with Exam

PRINCE2™ Practitioner 5 Day On-Site Course with Exams

PRINCE2™ Conversion 2 Day On-Site Course with Exam

PRINCE2™ Re-registration 2 Day On-Site Workshop with Exam

APM Introductory Certificate 2 Day Course with Exam

APMP Certificate 5 Day On-Site Course with Exam

ITIL® Foundation 3 Day On-Site Course with Exam

P2 PRO

Meeting the needs of organisations that seek to fully realise their investment in PRINCE2™, these courses range from board level strategy development through to practical application of core concepts from the PRINCE2™ methodology

P2 PRO Writing the Project Initiation Document 1 Day Workshop

P2 PRO Planning in a PRINCE2™ Environment 1 Day Workshop

P2 PRO Implementing Successful Project Management 3 Day Strategy Workshop

P2 PRO PRINCE2™ for Business Leaders 1 Day Briefing

Project Management Essentials One-Day Workshop

Overview

Project management is about organising and managing resources to deliver all the work required to complete a project within defined scope, time and cost constraints.

This workshop will introduce members of management or project teams to the key concepts of project management.

Objectives

- Provide delegates with an appreciation of the essential principles for successful project management.
- Participants will gain an understanding of:
 - the characteristics of projects
 - the importance of planning and basic planning techniques
 - the use of basic project documentation
 - how project risks are identified and managed
 - roles and broad responsibilities of the Project Organisation

Learning Style

- A case study will be used to illustrate the principles covered.

Who will the course benefit?

- Anyone new to the role of Project Manager
- Others working in a project management environment
- Managers with responsibility for projects

Prerequisites

- Previous project management experience is not essential.

Workshop Content

- Principles of Project Management
 - Differences between projects and other management structures
 - Why use a different management process
- Project Organisation
 - Defining the Plan
 - People and resources
- Planning and Scheduling
 - Resource scheduling
 - Coping with change
- Communications
 - Right content, right medium, right people
 - Personal effectiveness
- Teamwork
 - Cross functional structures
 - Techniques for success
- Risk Management
 - Differences between risks and issues
 - Management of risks and issues
- Handover and Review
 - Closing the Project
 - Evaluation

Project Management Essentials Two-Day Workshop

Overview

Project management is about organising and managing resources to deliver all the work required to complete a project within defined scope, time and cost constraints.

This workshop will introduce new project managers and members of project teams to the key concepts of project management. It will allow them to practise the application of basic project management principles and techniques.

Objectives

- Provide delegates with an understanding of the essential principles of effective project management.
- Participants will gain an understanding of:
 - the characteristics of projects
 - the common causes of project success or failure
 - various project lifecycles
 - the importance of planning and an overview of the basic techniques
 - how to relate project objectives to organisational need
 - how to identify and manage risks and issues
 - how to produce and use appropriate project documentation
 - roles and broad responsibilities of the Project Organisation
 - effective communication and project team building.

Learning Style

- This is an interactive workshop rather than a one way training course.
- A case study will be used to illustrate the principles covered.
- There will be a number of “break out” exercises allowing delegates to practise the application of key learnings.

Who will the course benefit?

- Anyone new to the role of Project Manager
- Others working in a project management environment
- Managers with responsibility for projects

Prerequisites

- Previous project management experience is not essential
- Ideally delegates should have exposure to a project management environment

Workshop Content

INTRODUCTION

Principles of Project Management

- Differences between projects and other management structures
- Why use a different management process

Project Failure

- Why projects fail
- Priorities to avoid failure

Project Lifecycles

- Key project phases
- Interfaces between phases

PLANNING

The Project Business Case

- Goals, customers, deliverables, measures
- Project Stakeholders

Project Organisation

- Defining the Plan
- People and resources

EXECUTION & CONTROL

Quality in a Project Environment

- Definitions of Quality
- Methodologies to deliver quality

Planning and Scheduling

- Resource scheduling, smoothing and levelling
- Coping with change

Controls

- Plan – Monitor – Control
- Process and tools

Risk and Issue Management

- Differences between risks and issues
- Management of risks and issues

Communication

- Personal effectiveness
- Managing the team

Handover and Review

- Closing the Project
- Evaluation

Project Management Essentials Three-Day Workshop

Overview

Project management is about organising and managing resources to deliver all the work required to complete a project within defined scope, time and cost constraints.

This workshop will introduce new project managers and members of project teams to the key concepts of project management with emphasis on effective team management and communication. It will allow them to practise the application of basic project management principles and techniques using case studies throughout.

Objectives

- Provide delegates with an understanding of the essential principles of effective project management.
- Participants will gain an understanding of:
 - the characteristics of projects
 - the common causes of project failure
 - various project lifecycles
 - the importance of planning and an overview of the basic techniques
 - how to relate project objectives to organisational need
 - how to identify and manage risks and issues
 - how to produce and use appropriate project documentation
 - roles and broad responsibilities of the Project Organisation
 - effective communication and project team building.

Learning Style

- This is an interactive workshop rather than a one way training course.
- A case study will be used to illustrate the principles covered.
- There will be a number of “break out” exercises throughout the 3 day session.
- Delegates will practise the application of key principles in a practical way and be able to review their performance.

Who will the course benefit?

- Anyone new to the role of Project Manager
- Project managers wishing to consolidate and enhance their skills
- Others working in a project management environment
- Managers with responsibility for projects

Prerequisites

- Previous project management experience is not essential
- Ideally delegates should have exposure to a project management environment

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Workshop Content

INTRODUCTION

Principles of Project Management

- Differences between projects and other management structures
- Why use a different management process

Project Failure

- Why projects fail
- Priorities to avoid failure

Project Lifecycles

- Key project phases
- Interfaces between phases

PLANNING

The Project Business Case

- Goals, customers, deliverables, measures
- Project Stakeholders

Project Organisation

- Defining the Plan
- People and resources

CONTROL

Quality in a Project Environment

- Definitions of Quality
- Methodologies to deliver quality

Planning and Scheduling

- Resource scheduling, smoothing and levelling
- Coping with change

Controls

- Plan – Monitor – Control
- Process and tools

Risk and Issue Management

- Differences between risks and issues
- Management of risks and issues

Project Documentation

- Initiation
- Control

Handover and Review

- Closing the Project
- Evaluation

COMMUNICATION

Basic skills

- Right content, right medium, right people
- Personal effectiveness

Building and Managing the Team

- Cross functional structures
- Techniques for success

Risk Management Essentials One-Day Workshop

Overview

Management of risk is critical to project success but is often overlooked.

Identifying risk is all about addressing areas of uncertainty that may affect the project outcome. Uncertainty can express itself in varying ways e.g. range of costs; range of durations; differing pathways dependant on the outcome of certain assumptions and results.

Once identified and analysed, risks should be eliminated, bypassed, or their impacts reduced to tolerable levels.

Objectives

- Provide delegates with an understanding of the essential principles of risk identification, analysis and management
- This course will enable delegates to:
 - Understand the difference between risks and issues
 - Describe the main components of a risk management process
 - Appreciate the relationship between risks at the Strategic, Programme, Project and Operational level
 - Investigate the nature of the risks facing their business
 - Assess risks and their potential consequences
 - Select appropriate countermeasures

Learning Style

- An interactive workshop with break out exercises to consolidate key learning points

Who will the course benefit?

- Project Managers with responsibility for the implementation and operation of the management of risk
- Team managers and specialists who are likely to contribute to an effective risk management process

Prerequisites

- Ideally delegates should have had exposure to a Project Management environment

Workshop Content

- Basic Principles
 - Defining the approach
 - The importance of culture
- Risk Identification
 - The difference between issues and risks
 - The risk lifecycle
 - Assessment of the impact on the project / organisation
- Responding to risk
 - Understanding response options
 - Implementation of countermeasures
- On-going risk management and review
 - Risk responsibilities
 - Review
 - Communications

Microsoft Project Essentials Two-Day Workshop

Overview

Microsoft Project (or MSP) is a project management software program which is designed to assist project managers in developing plans, assigning resources to tasks, tracking progress, managing budgets and analysing workloads.

It is the most widely used tool of its kind in the world. At a basic level it will provide disciplined scheduling – but with advanced users it can optimise project performance and provide valuable reporting and communications capability.

There have been regular upgrades to the package since it was released in 1987. The latest, 2007, edition (now known as Microsoft Office Project) includes enhanced integration with other Microsoft programmes (eg graphics generation in Excel) and easier change functionality.

A two day workshop is recommended though an abridged one day course can be delivered. Training will be appropriate to the software version operated by your organisation.

Objectives

- This course will enable delegates to:
 - create and set up key elements of a new project
 - adjust and manage schedules
 - manage people and material resources
 - track and measure project time and costs
 - understand strategies for minimising and maintaining project timescales

Learning Style

- Day 1 is dedicated to learning how to use the software whilst Day 2 concentrates on creating a project from scratch
- There is an option to tailor the training to suit specific customer requirements

Who will the course benefit?

- Those new to Microsoft project or existing users who wish to broaden their knowledge of this powerful planning tool

Prerequisites

- A good level of general PC literacy including keyboard and mouse skills

Workshop Content

- Introduction
 - Overview of Project screen and commands
 - Project Management concepts
 - Breaking down the project into manageable work packages
- Creating a new project
 - Project information
 - Setting up calendars and work times
 - Entering tasks and milestones
- Scheduling
 - Linking tasks
 - Constraints and lead times
 - Identify the critical path
- Resources
 - Setting up resources
 - Assigning resources and personnel
 - Setting resource availability
- Costs
 - Setting up resource costs
 - How costs are calculated
 - Viewing project costs
- Formatting
 - Formatting the Gantt chart
 - Adding text to the Gantt chart
 - Formatting tables
- Reporting
 - Using Project reports
 - Adding Project information to reports
 - Export of information

Project Management Essentials in a PRINCE2™ Environment Two-Day Workshop

Overview

This course will introduce key principles of successful project management and will summarise the PRINCE2™ methodology.

It is aimed at those working in a PRINCE2™ project environment, rather than the project and programme managers themselves. This is NOT an accredited course leading to an exam and qualification.

By ensuring that a broad cross section of staff is aware of the project management process, organisations have found that the effectiveness of project delivery can be significantly enhanced. There is an option to tailor this course to suit the specific requirements of an organisation.

Objectives

- Provide delegates with an appreciation of the essential principles for successful project management
- Participants will gain an understanding of:
 - the characteristics of projects
 - the importance of planning and basic planning techniques
 - the structure and terminology used in PRINCE2™ projects

Learning Style

- A case study will be used to illustrate the principles covered.
- There will be a number of “break out” exercises allowing delegates to practise the application of key learnings.

Who will the workshop benefit?

- Those who participate in and support PRINCE2™ projects
- Managers seeking an awareness of PRINCE2™

Prerequisites

- None

Workshop Content

INTRODUCTION

Principles of Project Management

- Differences between projects and other management structures
- Why use a different management process

Project Failure

- Why projects fail
- Priorities to avoid failure

Project Lifecycles

- Key project phases
- Interfaces between phases

OVERVIEW OF PRINCE2™

The reasons for PRINCE2™Origins; what it is; what it is not

- The benefits

The structure of a PRINCE2™project

- Concepts
- Processes & Components

PROJECT PLANNING

First steps

- Starting up a project
- Initiating a project

The Project Business Case

- Goals, customers, deliverables, measures
- Project Stakeholders – roles & responsibilities

Project Organisation

- Defining the Plan
- People and resources

Product Based Planning

- Understanding the concept
- Allocation of work to team leaders and team members

PROJECT EXECUTION & CONTROL

Planning and Scheduling

- Resource scheduling, smoothing and levelling
- Coping with change

Controls

- Managing Stage Boundaries
- Managing Product Delivery

Quality in a Project Environment

- Definitions of Quality
- Methodologies to deliver quality

Risk and Issue Management

- Differences between risks and issues
- Management of risks and issues

Handover and Review

- Closing the Project
- Evaluation

ITIL® Essentials

One Day Workshop

Overview

This course will introduce key principles of successful IT Service Management using the ITIL® framework.

It is aimed at those working in an ITIL® or ISO20000 environment, rather than the managers or project leaders who have direct responsibility for implementation and delivery. This is NOT an accredited course leading to an exam and qualification.

Depending upon business requirements this course can be tailored to suit audiences at different levels within the organisation.

Objectives

- Provide delegates with an overview of the latest version of ITIL®
- Explain how structured approaches to IT Service Management
 - underpin achievement of corporate goals
 - make the contribution of individuals more effective
- Delegates will gain an understanding of:
 - the service management cycle (Strategy-Design-Transition-Operation-Improvement)
 - the importance of core ITIL® concepts such as service level agreements
 - the structure and terminology used in ITIL®
 - how ITIL® is deployed
 - the training and qualification structure
 - linkage to other best practice frameworks and standards

Learning Style

- An interactive workshop with break out exercises to consolidate key learning points

Who will the workshop benefit?

- Those who participate in and support an ITIL® or ISO20000 environment
- Managers considering implementation of ITIL®

Prerequisites

- None

Workshop Content

- Why ITIL® as become the International benchmark for Service Management
- Key components of ITIL®
 - Service Strategy – Design – Transition – Operation - Improvement
 - Service portfolio & relationship management
 - Service design & optimisation
 - Service monitoring & control
 - Service operation & support

- Living with ITIL
 - Key principles
 - Benefits & problems
 - Success ingredients
 - How ITIL® fits into a typical IT department

- Hints for successful implementation of Service Management
- Foundation, Intermediate and Diploma qualifications
- Relationships to other best practice methodologies and frameworks

Note – the content of the workshop can be tailored to suit the seniority and objectives of the audience

PRINCE2™ Foundation 3 Day On-Site Course with Exam

Overview

PRINCE2™ is the world's leading "best practice" project management methodology. It can deliver tangible benefits through use of logical stages, defined steps and clearly identified roles, responsibilities and relationships. Since its introduction in 1989, PRINCE2™ has become the de facto standard for project management in both the public and private sectors.

This course is delivered in association with one of our training partners whose course content and training skills have been independently accredited by the APM Group. This also means that the Foundation level exam can be integrated within the intensive 3 day course.

All delegates will receive a copy of the PRINCE2™ Manual: Managing Successful Projects with PRINCE2™ (2005: 4th edition).

Objectives

- Achievement of the PRINCE2™ Foundation qualification
- Familiarity with PRINCE2™ methodology and terminology
- Ability to describe and apply PRINCE2™ processes, components and techniques

Learning Style

- This is an intensive instructor led course delivered at a location of your choice. Delegates are expected to familiarise themselves with the PRINCE2™ Manual in advance of the course, and to undertake assignments and revision during the evenings
- The training will include review of PRINCE2™ project documents and of sample Foundation Exam questions

Who will the course benefit?

- People who have worked in a project management environment and have an understanding of project management principles
- Practising project managers who are responsible for managing projects using PRINCE2™, or considering using PRINCE2™ for their next project
- Managers with project accountability or working within a project management environment
- Those who wish to go on at a future date to achieve PRINCE2™ Practitioner status

Pre-Requisites

- There are no formal prerequisites other than a basic awareness of project work in the delegates own business environment
- Pre-course study of 5 to 10 hours

Course Content Summary

- Introduction to PRINCE2™
- Management and Specialist Products
- Developing a Business Case and Project Initiation
- Project Organisation and Project Team Roles
- Project Assurance and Support
- Plans and the Product-Based Planning Technique
- Controls, including Work Packages and Checkpoint Reports
- Management of Risk
- Quality in a Project Environment
- Change Control and Configuration Management
- Project Document Management

Examination

Foundation: 1-hour multiple-choice paper (Day3)

PRINCE2™ Practitioner 5 Day On-Site Course with Exams

Overview

PRINCE2™ is the world's leading "best practice" project management methodology. It can deliver tangible benefits through use of logical stages, defined steps and clearly identified roles, responsibilities and relationships. Since its introduction in 1989, PRINCE2™ has become the de facto standard for project management in both the public and private sectors.

This course is delivered in association with one of our training partners whose course content and training skills have been independently accredited by the APM Group. This also means that the Foundation and Practitioner exams can be integrated within the intensive 5 day course.

All delegates will receive a copy of the PRINCE2™ Manual: Managing Successful Projects with PRINCE2™ (2005: 4th edition).

Objectives

- Achievement of the PRINCE2™ Practitioner qualification.
- Successful delegates will be able to:
 - Produce detailed explanations of PRINCE2™ processes, components and techniques
 - Show that they understand the relationships between processes, components, techniques and PRINCE2™ products – and apply them in a project scenario

Learning Style

- This is an intensive instructor led course delivered at a location of your choice. Delegates are expected to become familiar with the PRINCE2™ Manual in advance of the course, and to undertake assignments and revision during the evenings

Who will the course benefit?

- Practicing project managers who are responsible for managing projects using PRINCE2™, or considering using PRINCE2™ for their next project
- Managers with project accountability or working within a project management environment

Pre-Requisites

- There are no formal prerequisites other than a basic awareness of project work in the delegates own business environment
- Pre-course study of 10 to 20 hours

Course Content Summary

- Introduction to PRINCE2™
- Management and Specialist Products
- Developing a Business Case and Project Initiation
- Project Organisation and Project Team Roles
- Project Assurance and Support
- Plans and the Product-Based Planning Technique
- Controls, including Work Packages and Checkpoint Reports
- Management of Risk
- Quality in a Project Environment
- Change Control and Configuration Management
- Project Document Management
- PRINCE2™ in practice

Examinations

Foundation: 1-hour multiple-choice paper (Day3)

Practitioner: 3-hour case study based examination (Day5)

PRINCE2™ Conversion 2 Day On-Site Course with Exam

Overview

This course is for holders of the PRINCE2™ Foundation certificate who wish to upgrade to Practitioner status.

PRINCE2™ is the world's leading "best practice" project management methodology. It can deliver tangible benefits through use of logical stages, defined steps and clearly identified roles, responsibilities and relationships.

This course is delivered in association with one of our training partners whose course content and training skills have been independently accredited by the APM Group.

A three day option is available where this better suits the needs of the delegates.

Objectives

- Achievement of the PRINCE2™ Practitioner qualification.
- Successful delegates will be able to:
 - Produce detailed explanations of PRINCE2™ processes, components and techniques
 - Show that they understand the relationships between processes, components, techniques and PRINCE2™ products – and apply them in a project scenario

Learning Style

- This is an intensive instructor led course delivered at a location of your choice. Delegates are expected to be familiar with the PRINCE2™ Manual in advance of the course, and to undertake assignments and revision during the evening.

Who will the course benefit?

- Practicing project managers who are responsible for managing projects using PRINCE2™, or considering using PRINCE2™ for their next project
- Managers with project accountability or working within a project management environment

Pre-Requisites

Delegates must hold the PRINCE2™ Foundation certificate in order to sit the Practitioner exam.

Depending on how recently the Foundation exam was taken, delegates will need to undertake 10 to 20 hours pre course familiarisation with the latest PRINCE2™ manual.

Course Content Summary

Revision of PRINCE2™:

- 8 management processes
- 8 management components
- Techniques and project management team roles

The APMG Examination process:

- Hints and tips on passing the examinations
- Typical examination scenarios and questions
- Mock examination papers

Examinations

PRINCE2™ Practitioner: 3-hour case study based examination

PRINCE2™ Re-registration 2 Day Workshop (including exam)

Overview

This course will refresh the PRINCE2™ skills of qualified project managers.

In order to keep the PRINCE2™ Practitioner accreditation it is necessary to pass a one hour re-registration exam; the workshop will prepare delegates for this exam which can be taken on the second day.

Delegates will receive the 2005 edition of the manual, "Managing Successful Projects using PRINCE2™". There have been significant changes in the areas of Risk, Tolerances, Change Control, Communications and Business Case Management.

Objectives

- Update PRINCE2™ skills to reflect the latest "best practice" methodology
- Prepare and take the PRINCE2™ Re-registration exam

Learning Style

- The trainer and course materials will be accredited by APMG – the organisation responsible for upholding the PRINCE2™ qualification
- As well as formal training inputs, delegates will have the chance to apply PRINCE2™ to a given scenario

Who will the workshop benefit?

- PRINCE2™ Practitioners who need to refresh their skills and certification

Prerequisites

- Original PRINCE2™ registration 3 to 5 years ago

Workshop Content

- Identify the major changes in the PRINCE2™ manual
- Review Components, Processes and Techniques used in PRINCE2™
- PRINCE2™ case study
- Prepare and sit the PRINCE2™ Practitioner re-registration exam. (The exam is a 1 hour open book case study exam which will be returned to the APM Group for marking)

APM Introductory Certificate 2 Day On-Site Course with Exam

Overview

This course provides a structured introduction to the project management discipline.

Developed by the Association for Project Management (APM) in conjunction with the Department for Education and Skills (DfES) the course provides an entry point to the higher level APM professional qualification structure.

The content is designed to introduce the key elements of the widely respected APM Body of Knowledge (5th Edition).

Objectives

This course will enable delegates to:

- Identify the project management processes
- Understand project management terminology
- Correctly identify the roles involved in project management
- Describe project success criteria and success factors
- Support and contribute to a successful project outcome
- Prepare project documentation

Learning Style

- The trainer and course materials will be accredited by the APM – the leading professional body for project managers in the UK
- The course will follow the APM syllabus but will also make reference to real world scenarios

Who will the workshop benefit?

- Those new to project management or who require an insight into project management and how it fits within the business context.

Prerequisites

- None

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Workshop Content

- Project Management in Context
 - Project management.
 - Programme management.
 - Portfolio management.
 - Project context.
 - Project sponsorship.

- Planning the Strategy
 - Project success and benefits management.
 - Stakeholder management.
 - Project management plan.
 - Project risk management.
 - Project quality management.

- Executing the Strategy
 - Scope management.
 - Scheduling.
 - Resource management.
 - Change control.
 - Information management and reporting.
 - Issue management.

- Techniques
 - Estimating.
 - Configuration management.

- Business and Commercial
 - Business case.
 - Procurement.

- Organisation and Governance
 - Project life cycles.
 - Handover and closeout.
 - Project reviews.
 - Organisational roles.

- People and the Profession
 - Communication.
 - Teamwork.

APMP Certificate 5 Day On-Site Course with Exam

Overview

This comprehensive five-day course is based on the Association for Project Management's Body of Knowledge and covers the syllabus for the APMP examination. It is designed to improve the skills of project management staff to enable them, through good project management practice, to make sound business decisions and thereby manage their projects to a successful conclusion. The examination will provide the delegate with an internationally recognised qualification.

The course builds on existing knowledge and experience and attendees will learn how to better plan, control and monitor their projects including risk and financial analysis together with reporting on progress. Interpersonal skills such as negotiation techniques and managing stakeholders are also covered in theory together with exercises to reinforce the learning.

Objectives

- Enable delegates to:
 - appreciate business processes and lifecycle models for projects and project management
 - use critical path analysis techniques and manage resource conflicts
 - Contribute to the development of the business case
 - Select and apply appropriate project monitoring and control methods
 - Use a systematic approach to analysing and planning a project.
 - Consider and apply appropriate conflict management and negotiating techniques
 - Appreciate the project context and actively manage the project stakeholders
 - Apply work breakdown structures and map responsibilities
 - Appreciate the context and relevance of project change control processes
 - Recognise the importance of developing effective leadership skills and communication techniques
- Prepare for and take the APMP examination

Learning Style

- This is an intensive instructor led course delivered at a location of your choice. Approximately 10 hours of pre course reading is recommended
- The course is based upon lectures with participative exercises, case studies and revision questions.

Who will the Course Benefit

- Anyone who intends to be, or is involved in managing a project
- Project personnel looking to continue the development of their project management career skills
- Team members wishing to learn more about successfully managing projects
- Project managers wishing to attain formal APM accreditation. APM is the leading professional association for project management

Pre-requisites

- Good project management basic skills or attendance on the APM Introductory course plus 3 months practical experience

Course Content Summary

- Portfolio and programme management concepts
- The project context and stakeholder management
- The project lifecycle and business processes
- Developing a business case, investment appraisal techniques
- Risk management
- Project strategy and constructing the project management plan
- Scope management and breakdown structures
- Time and resource scheduling
- Budgets and cost control
- Change control and configuration management
- Teamwork and communication
- Procurement and contracts
- Conflict and negotiating s skill

Examinations

- The APMP assessment involves one three hour written essay-based paper (APMP candidates are examined on the APMP Syllabus 3rd edition, which is aligned to the APM Body of Knowledge 5th edition)

ITIL® Foundation 3 Day On-Site Course with Exam

Overview

ITIL® is the international gold standard when it comes to IT Service Management. The ITIL® best practice framework ensures that IT services are tightly aligned with all areas of the business and it helps deliver high quality and high efficiency performance.

The ITIL® Foundation course introduces the key elements of the IT Infrastructure Library® (ITIL®) which embodies IT service management best practice as demonstrated by leading organisations worldwide.

This course is delivered in association with one of our training partners whose course content and training skills have been independently accredited. This also means that the Foundation level exam can be integrated within the intensive 3 day course.

Both version 2 and version 3 syllabus options are available during 2007.

Objectives

- Achievement of the ITIL® Foundation certificate
- Familiarity with the ITIL® methodology and terminology
- Ability to describe and apply the main concepts, benefits, impacts, techniques and methods associated with each of the IT Service Delivery and Service Support processes
- Recognition of the cost and service improvements to be gained through correct implementation

Learning Style

- This is an intensive instructor led course delivered at a location of your choice
- As well as the more formal lectures this workshop includes discussions, exercises, presentations and test examination questions.

Who will the course benefit?

- Those tasked with developing, delivering and supporting new or existing IT applications and services
- Application developers, administration, implementation, delivery, support and relationship management staff
- Those who require the internationally recognised ISEB/EXIN Foundation Certificate in IT Service Management and higher level ITIL® qualifications

Pre-Requisites

- A basic level of IT literacy

Course Content Summary

- Introduction
 - The control, resolution, release and delivery processes
 - The ITIL® lifecycle framework
- Configuration Management
 - Identification and control of IT assets
 - The configuration management database
- Service Desk and Incident Management
 - How to manage and control incidents
 - First-line incident support
- Problem Management
 - Distinguishing problems and incidents
 - Third party supplier issues; pro-active and re-active methods
- Change Management
 - Control of changes
 - Role of Change Manager and Change Advisory Board
- Release Management
 - Storage and release of authorised software
- Service Level Management
 - Service level requirements
 - Supplier-client management issues
- Availability Management
 - Improving service availability
- Capacity Management
 - Creating a capacity plan
 - Workload, resource, performance, and demand management
- Business Continuity and IT Service Continuity Management
 - Creating a contingency plan
 - Risk management
- Financial Management
 - Understanding the issues inherent in providing quality IT services
 - Improved reporting as a result of disciplined data collection
- Examination practice, technique, hints & tips

Examination

Foundation Certificate: 1-hour 40 question multiple-choice paper (Day3)

P2 PRO

Writing the Project Initiation Document One-Day Workshop

Overview

This course will help PRINCE2™ trained project managers translate the principles of the Project Initiation Document into practice.

Arguably the most critical stage of any project is to ensure the key elements of the justification and plan are clearly stated and communicated to all concerned. It can be easily overlooked as time pressures and organisational enthusiasm sweep all before.

Our clients sometimes choose to combine this course with "Planning in a PRINCE2™ Environment" to provide a broader PRINCE2™ refresh and deepening experience.

Objectives

- Be able to prepare a logical document which brings together the key information needed to start a project on a sound basis
- Appreciate the importance of including justification, time-table, responsibilities, risk management policy and quality control standards
- Understand how to communicate the information effectively to all concerned

Learning Style

- An interactive workshop led by an experienced PRINCE2™ trainer
- A scenario based case study will be used to illustrate key points
- This is not an accredited course and there is no associated examination

Who will the workshop benefit?

- PRINCE2™ project managers who wish to deepen their skills

Prerequisites

- Familiarity with PRINCE2™ methodology
- Ideally Foundation or Practitioner qualification

Workshop Content

Introduction to Project Initiation

- Definitions
- Purpose of the PID

Purpose

- Clear PRINCE2™ definition of project scope
- Breakdown into specific objectives and deliverables

Quality

- Clear definition of features and characteristics of the product
- Process for quality review and monitoring

Context

- Assumptions
- Constraints

Project Organisation

- Roles, responsibilities and interfaces
- Processes to organise and direct the team

Time-table

- Key delivery dates
- Breakdown into project stages

Risk Management

- Identification
- Process for review, analysis and response

P2 PRO Planning in a PRINCE2™ Environment One-Day Workshop

Overview

This course will help PRINCE2™ trained project managers apply the principles of product based planning. It will help delegates to scope a project, and to develop product breakdown structures and product flow diagrams. It will also introduce delegates to proven techniques for effective planning of all project activities.

Our clients sometimes choose to combine this course with "Writing the PID" to provide a broader PRINCE2™ refresh and deepening experience.

Objectives

- Be able to define project scope as a first step towards creating the plan
- Appreciate how product based planning fits with other planning activities, techniques and use of planning software
- Understand links between identification of products and identification of related activities
- Understand different estimating methods and techniques
- Understand network analysis in the planning process and explore potential uses in planning software

Learning Style

- An interactive workshop led by an experienced PRINCE2™ trainer
- A scenario based case study will be used to illustrate key points
- This is not an accredited course and there is no associated examination

Who will the workshop benefit?

- PRINCE2™ project managers who wish to deepen their skills

Prerequisites

- Familiarity with PRINCE2™ methodology
- Ideally Foundation or Practitioner qualification

Workshop Content

Introduction to Planning

- Definitions
- Purpose of breakdown structures

Defining and Analysing Products

- Product-based planning technique and steps
- Benefits of focusing on products rather than activities

Identifying Activities

- Links between product based planning and the work breakdown structure
- Creating a work breakdown structure

Schedule

- Planning tools and techniques
- Dependencies, durations and critical path
- Minimising plan duration

Estimating

- Time, cost and material
- Alternative techniques

P2 PRO

Implementing Best Practice Project Management Three-Day Strategy Workshop

Overview

Many organisations have recognised the benefits of a structured approach to Project Management and now have staff qualified in PRINCE2™ (or indeed other “best practice” methodologies).

This workshop is for organisations who wish to consolidate these best practice skills and apply the methodology to meet their own objectives – in ways which are consistent with their own size, style and culture.

For this process to be effective it is imperative that there is sponsorship, involvement and commitment from senior management.

The content can be tailored according to the start point and circumstances of an individual organisation.

Focus is not interested in selling consultancy; we want to help organisations map their own route forward.

Objectives

- Ensure that all participants are familiar with the basic elements of the PRINCE2™ process
- Share examples of where other organisations have derived most benefit
- Identify the strengths and weaknesses of your current project management methodologies, in the context of business needs
- Explore options for developing, sharing and embedding best practice
- An outline plan to deliver a step change improvement in Project Management effectiveness

Learning Style

- This is an interactive and flexible workshop rather than a traditional training course. Focus will supply a workshop leader who can advise, coach and facilitate – as well as provide training inputs
- There will be a number of “break out” exercises which focus on the issues facing your own organisation

Who will the workshop benefit?

- General Managers / Directors
- Functional Heads
- Senior programme and project managers

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- Those responsible for project and programme management disciplines
- We recommend participation by staff from a cross section of disciplines including representation from the senior leadership team, finance, IT and operations

Prerequisites

- A recognition of the need for a structured approach to Project Management
- A cluster of staff with existing project management training (typically PRINCE2™)

Workshop Content

DAY 1

Understanding your project management start point

- Web based competency survey
- Examples of good and bad project delivery
- Project Management Strengths and Weaknesses

Understanding where you need to get to

- Relating projects to organisational goals
- Relative importance of Scope, Time, Budget and Risk
- The ideal end game

Key Principles of Project Management – “Refresher” Part I

- The Business Case
- Stakeholders
- Project Organisation

DAY 2

Key Principles of Project Management – “Refresher” Part II

- Planning & Scheduling
- Controls
- Management of Risk

Your Project Management Road Map

- Options available and steps necessary to move to desired end game
- Road blocks and short cuts
- Inter-relationships with your structure, style and systems
- Gap analysis – eg skills, resource, structure, support

DAY 3

Key Principles of Project Management – “Refresher” Part III

- “We use best practice disciplines and our projects still under perform”
- People & Communication

Translating your draft Road Map into an Action Plan

- Use your Project Management Skills!
- Business Case – Project Initiation – Planning – Set Up etc
- Define work packages
- Define resource requirement
- Define milestones
- Define measures of success
- Define communications plan
- Take ownership

Workshop evaluation – feedback – next steps

P2 PRO PRINCE2™for Business Leaders One-Day Briefing

Overview

This intensive one day briefing is designed to provide an overview of PRINCE2™ methodology from a senior management perspective. The workshop will enable the leadership team to effectively sponsor and support PRINCE2™ projects.

One challenging aspect for senior managers moving towards a project based organisation is the impact on traditional hierarchical boundaries. The benefits and issues associated with "transverse management" will be explored.

The content of the event can be adjusted to reflect the current level of awareness and use of PRINCE2™.

Objectives

- Explain the structure of PRINCE2™ and its contribution to the strategic management of an organisation
- Clarify key elements of PRINCE2™ and how they relate to strategic objectives
- Identify the benefits of using PRINCE2™

Learning Style

- This is an interactive and flexible workshop. It includes structured training inputs but also provides space for facilitated discussion on the benefits of structured project management and the different approaches to implementing best practice
- Based on a relevant project scenario, the delegates will apply PRINCE2™ through a number of activities, including
 - Appointing the Project Board
 - Creating a Business Case
 - Key questions to be asked at an End Stage Assessment

Who will the workshop benefit?

- General Managers / Directors
- Functional Heads
- Project Sponsors

Prerequisites

- No detailed knowledge of PRINCE2™ is assumed

Workshop Content

- The PRINCE2™ methodology - key concepts and terms
- An overview of the project lifecycle using the PRINCE2™ process model
- An overview of the organisation structure and the key responsibilities for each Project Board roles, including Project Assurance
- The importance of the Business Case and its links to the PID
- "Directing a Project". Role of the Project Board
- "Management by Exception". Controlling the project via stages and tolerances
- The challenges that organisation need to address when implementing PRINCE2™
- Benefits and issues associated with Transverse Management
- Realising the benefits of using PRINCE2™