
Assuring and Maintaining IT Project Profitability

This two-day learning experience will expose the truth behind runaway IT projects – and how to avoid them. It will show how to assess the profitability of IT Projects and will explore the IT Project viability process, management methodologies for control and IT project evaluation.

You now have the opportunity to experience the most advanced and detailed *interactive* presentation on IT Project Profitability in Kuala Lumpur and Singapore. Return to your organisation fully equipped to:

- Develop a result-driven project management team
- Explore and learn from IT Project viability processes
- Understand tested management methodologies for control
- Identify how an IT project evaluation is performed
- Discover critical success factors and hidden risks – by getting proven, cost-effective solutions

**PLEASE NOTE: THERE WILL ONLY BE LIMITED SEATS AVAILABLE
PLEASE BOOK EARLY TO AVOID DISAPPOINTMENT**

Expert Course Director:



Andrew Hiles BA, FBCI, MBCS, MIMIS, is a Director of Kingswell -an international consultancy specialising in managing business risk and delivering service. Clients of Kingswell International have included Allied Breweries; American Express, AT&T. BBC; JP Morgan, Prudential Assurance.

Starting his IT career with the Royal Air Force in programming and systems, Andrew moved to London Transport in an operational role. Later, in their Central Productivity Unit and subsequently as I.T. Projects Manager and as Manager of the Business Process Re-engineering function, he led several major technical and organisational reviews involving the reorganisation of key functions of London Transport. From there he moved to the Post Office as their first Business Systems Consultant with responsibilities for major projects. Subsequently as Computer Services Manager at the UK Atomic Energy Authority he provided supercomputing, mainframe, midrange and client / server bureau services and operational support of mainframe and midrange installations that they facility managed. He also had Customer Support and Quality Assurance responsibilities for the Datacenter.

He has delivered over 250 seminars, presented at Henley, Cranfield and GEC Management Colleges and on television. He has published numerous articles and is the author Business Continuity Management: Best Practice, and three books on Service Level Agreements, all Published by Rothstein Associates Inc.

Program Agenda

STRATEGIES FOR PROJECT PROFITABILITY

- Successful Approaches for implementing IT projects
- Factors for IT project success

MANAGEMENT METHODOLOGIES FOR CONTROL

- Pressures for Change
- Organisational Growth
- New Business Directions
- Productivity Improvements
- Competitive Edge

THE INFINITE CAPACITY SYNDROME

- The Big Bang Approach
- Step-by-step Change
- Flexible Systems

PROJECT VIABILITY

- The Business Case
- Cost/Benefit Analysis: techniques of project evaluation
- Evaluating Options

- The Invitation to Tender
- Analysing Quotes & Supplier Capabilities
- How to Get a Better Deal

SYNDICATE EXERCISE: PROJECT EVALUATION

MANAGING PROJECTS -1

- Project execution and control
- Progress reporting

MANAGING PROJECTS –2

- Schedule, resource and cost tracking
- Hidden Costs - Checklist - Milestones & Breakpoints
 - Estimating Costs - Deliverables
 - Planning Hints - Testing & Implementation

SYNDICATE EXERCISE: MANAGING A PROJECT

Who should attend:

Directors, Vice Presidents, Managers and Project Leaders in the IT function in medium to large organizations.

Hiles, A. N. *The Complete Guide to IT Service Level Agreements, Matching Service Quality to Business Needs..* Revised and enlarged 2002 edition ISBN 0-9641648-2-5 published by Rothstein Associates Inc. The standard work on IT Service Level Agreements.

Hiles, A. N. *E-Business Service Level Agreements: Strategies for ISPs, ASPs, *SPs and CLECS.* Published by Rothstein Associates Inc. The first book to deal specifically with e-commerce Service Level Agreements.

Hiles, A. N. *Service Level Agreements, Winning a Competitive Edge for Supply and Support Services.* ISBN 0-9641648-4-1 published by Rothstein Associates Inc. This book applies Service Level Agreements to services other than IT. Real case studies and example SLAs are provided ranging from Human Resources, Logistics, through Training, Livestock Handling, Logistics and Field Service Engineering.

Hiles A.N. and Gunn, Dr. Y. *Creating a Customer-Focused Help Desk: How to Win and Keep Your Customers.* Published by Rothstein Associates Inc. ISBN 0-9641648-6-8 This book has the support of the Help Desk Institute www.helpdeskinst.com

Hiles A.N. *Business Continuity Management: Best Practice.* Published by Rothstein Associates Inc. revised ISBN 0-9641648-3-3. This book explicitly covers all the ten areas of business continuity competence required for membership of the Disaster Recovery Institute International (DRII) and the Business Continuity Institute (BCI).

Hiles A.N. (Editor and main contributor) *The Definitive Handbook of Business Continuity Management*, John Wiley & Sons. ISBN 078-0-4750-51638-6 (HB)

Hiles A.N. *Enterprise Risk Assessment & Business Impact Analysis – Best Practices* ISBN 1-931332-12-6
Published by Rothstein Associates Inc. Covers many techniques and methods of risk and impact
assessment with detailed examples and checklists.

Hiles A.N. *Guide to Risk Management*. Published by the Institute of Chartered Accountants of England and
Wales.

All books can be obtained from:

Rothstein Associates Inc.
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Connecticut 0608-3104 USA
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e-mail pjr@rothstein.com
Telephone:
USA: 1-888-ROTHSTEIN
Worldwide: 203 740 7400

Hiles, A.N. (contributor), *Croner's Purchasing and Supply Guide to I.T.*, 1994, ISBN 1 85524 271 0

Hiles, A.N. (contributor), *Guide to Business Continuity Management*, 1999, for the Confederation of British
Industry by Caspian Publishing

Hiles A.N. (contributor) *Business Continuity Management*, 2000, Institute of Directors / Department of Trade
& Industry.

Andrew's books are required or referenced reading at universities across the USA, Canada and the Middle
East.

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