



# **PMI Singapore Regional Symposium 2012**

October 4<sup>th</sup> & 5<sup>th</sup>  
Marina Bay Sands Convention Centre





## VISIT OUR EVENTS

4<sup>TH</sup> AND 5<sup>TH</sup> OCT

### **CUSTOMER IMMERSION EXPERIENCE**

@ MICROSOFT EXHIBITION BOOTH

4<sup>TH</sup> OCT

@ MICROSOFT ROOM

Microsoft Project...  
Beyond Project Scheduling

13:30 - 14:25

Unleash the Power of  
Enterprise Project Management

14:30 - 15:25

Better Productivity with Visio

16:00 - 16:55

Open Discussion :  
Meet the Project Expert

17:00 - 17:55

5<sup>TH</sup> OCT

@ MICROSOFT ROOM

Microsoft Project...  
Beyond Project Scheduling

09:00 - 09:55

Unleash the Power of  
Enterprise Project Management

10:00 - 10:55

Better Productivity with Visio

11:15 - 12:10

Open Discussion :  
Meet the Project Expert

13:15 - 17:25

Microsoft  
Visio 2010

Microsoft  
Project Standard 2010

Microsoft  
Project Professional 2010



Microsoft  
Project Server 2010

[www.microsoft.com/project](http://www.microsoft.com/project)



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- You can study Curtin's Project Management program in Perth, Sydney, Malaysia or Singapore

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## **PMI Singapore Regional Symposium 2012**

### **Organizing Committee**

Mr. Tim Gorter  
Mr. Nithin Bomirasipeta  
Mr. Cyril Boon Keng Quah  
Mr. Kim Khim Roland Tan  
Mr. Jose Mari Rubi-Cruz  
Mr. Rama Prasad Mamidi

### **Paper Review Committee**

Mr. Ramesh Rajangam  
Mr. Aik Hoe Seow  
Mr. Seng Chong Tan  
Mr. Chim Hock See  
Mr. Umesh Ursekar

### **Finance**

Ms. Jasmine R Tan

### **Supporting Party**

ie IDEAS, Special thanks to Ms. Vanessa Tay

**Project Management Institute Singapore Chapter (SPMI) Board Members for Year 2012, Project Management Institute (PMI) and Volunteers;** we welcome you to our biggest annual event this year; the **PMI Singapore Regional Symposium 2012.**

We hope your experience in this year's SPMI Annual Symposium will be a memorable and exciting one. A lot of work has been put up by all the members of the PMI Singapore Chapter Board Members, Volunteers and Partners to make our annual symposium this year a resounding success!

***Thank you, learn and enjoy!***

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# **PMI Singapore Chapter Executive Committee 2012 - 2013**



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**Vice President  
See Chim Hock**



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**Nithin B  
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and IT Support**



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**Tim Gorter  
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Program**



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Social Events**



**Praveen Dayal  
Auditor and  
Corporate Outreach**

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## **Message from Umesh Ursekar, President, PMI Singapore Chapter**

Dear Members of the PMI Singapore Chapter and Fellow Professionals,

The PMI Singapore Chapter is very proud to bring to you the grandest Regional Symposium to date. The theme of the symposium is "The Pursuit of Management Acumen – Admire, Adapt and Ascertain." It focuses on opportunities and challenges in emerging markets, global project management and entrepreneurship.

The Regional Symposium has become the key event attended by project management professionals, across different industries and different levels – be they CIO, practitioners, vendors, consultants, speakers or trainers. Whichever segment you represent, it brings a lot of value to participate in this 2-day unique event. We have 26 eminent speakers and subject matter experts to share their knowledge and experiences.

There are many exciting learning and networking opportunities at this 2-day event. You can also network and connect with industry peers to discuss common issues, innovative solutions, best practices, and learn about the latest trends, tools and techniques. Tim Gorter, the Organizing Committee head, and the entire board has exerted countless hours of effort to make this event a reality.

On behalf of the Singapore Chapter, I would like to thank our Guest of Honor, Mr. Michael Palmer, Speaker of Parliament, Adviser to Punggol East GROs and MP to Punggol East SMC for gracing the event and giving the opening speech. I would also like to thank to Mr. Mark Langley, President and CEO of PMI for making a special efforts to attend the symposium and giving the keynote speech. Also his staff for support provided in organizing this event. I appreciate the presence of the presidents and representatives of the chapters.

I wish to thank all the sponsors for your continued support. Thanks to our support Partners and well-wishers for your guidance and encouragement.

I believe you will benefit greatly from this truly exciting event.

**Umesh Ursekar,  
President, PMI Singapore Chapter**



## **Message from Tan Seng Chong, Vice-President, PMI Singapore Chapter**

Dear fellow professionals,

It is with great pleasure that PMI Singapore Chapter (SPMI) is organizing the 2<sup>nd</sup> Regional Symposium in Singapore supported by PMI HQ.

This year symposium will be attended by more than 700 project management professionals from the countries in the Asia Pacific region. Being the largest symposium ever organized by SPMI, a large amount of planning, co-ordination and administrative efforts have been put into it. I would like to express my appreciation to Tim Gorter and his team of volunteers who have worked tirelessly, yet enthusiastically to ensure that every detail is taken care of. It took a lot of sacrifice and commitment on their part, especially when they are holding a full time job.

Project Managers are the important link that ensures every project will be viable, and able to achieve its objectives. A successful project manager not only has to stay ahead of the learning curve, he or she is also an effective leader, and a cohesive team player. They must continuously improve themselves in other discipline as well as gaining new knowledge in the area of project management. SPMI has invited distinguished practitioners of Project Management to share their in depth knowledge and vast experience. I hope that their presentations will enrich you as you gain a deeper insight into the latest project management tools. Do also take this opportunity to actively network with fellow project management professionals. Thank you for your participation. Without you and the organizing committee, this event will not have been successful.

I also like to take this opportunity to express our appreciation to the sponsors for their generous contributions and support and to the speakers for contributing their time and effort in this symposium.

On behalf of the PMI Singapore Chapter and the organizing committee, I would like to thank all of you again, and wish that you have a fruitful and enjoyable time during the symposium.

**Tan Seng Chong**  
**Vice President, PMI Singapore Chapter**

**Message from Chim Hock See**  
**Vice President of**  
**PMI Singapore Chapter**



Dear fellow Chapter Members and Professionals,

Thank you for participating in our grand event of the year – The Annual Regional Symposium 2012.

This event has been organized for you – fellow Project Management Professionals, and it is only with your participation and support that the event can grow from year to year to achieve new record high number of participants, and we have managed to attract more speakers from all over the world to share their experiences and research with us.

The 2012 Symposium team lead by Tim Gorter has put in countless hours over the last 6 months to put together this high quality event

I would like to take this opportunity to thank all our Sponsors for their generous support. Special thank also goes to all our speakers who have volunteer their time and effort to share their experiences with the audience. Your participations have enhanced our event!

To all participants, once again thank you for your participation, do share, enjoy and network. I hope your experience in this Symposium will be a memorable one.

**SEE, Chim Hock**  
**Vice President (Governance)**  
**PMI Singapore Chapter**



## **From the desk of Shaligram Pokharel Component Mentor, Region 15**

**Associate Professor, Qatar University**

**Dear PM Professionals,**

Singapore Chapter of the Project Management Institute has been conducting project management symposiums every year and this year, it is even more effective and relevant to what is going on in the project management discipline. We, as project managers, crave to learn best practices and emerging concepts in tools and techniques of project management in order to increase the value of our work, enhance the contributions and expand the productivity of projects. I am confident that the sessions organized during the event will help you to get exactly that.

There is a growing need to design and develop project faster and better by using modern technology and modern skills. We do not only need to know the stakeholders in the project but also the stakeholders outside the project, who can eventually impact the development of the project. We extract the better part of project management, by listening, sharing, networking and contributing to the large of like minded professionals. Therefore, I urge you to take advantage of the platform of Regional Symposium to maximize the benefits that you can accumulate.

I would like to thank the leaders in PMI Singapore Chapter for doing their part in highlighting the essence of project management in order to make an impact in our profession and congratulate them for consistently organizing the event to increase professionalism in project management.

**Shaligram Pokharel  
Component Mentor, Region 15  
Associate Professor, Qatar University**



We, PMI Indonesia Chapter, are very happy knowing PMI Singapore will be conducting the 2012 Project Management Symposium as International Event that is also very beneficial for our members who will be participating in this event. I believe they will know and learn from the experts who are internationally recognized. We fully support the Singapore Chapter to make this event successful and hoping to gain more knowledge and experience from the prominent speakers.

**Mohammad Ichsan,PMP**

Other Chapters in PMI region 15





# Curtin University



## MAKE TOMORROW BETTER

**C**urtin University prides itself on being recognised nationally and internationally for innovation and excellence in education and research.

We offer a wide range of undergraduate and postgraduate courses in business, humanities, health sciences, resources, engineering and related sciences. We're also recognised for research across four defined and distinct areas of focus:

- ICT and emerging technologies
- Health
- Sustainable development
- Minerals and energy

We have close links with corporate business, industry, government, the community and over 90 universities worldwide. Curtin's degree courses are comprehensive, practical and designed in consultation with industry. You are taught by staff with industry experience, knowledge of the latest concepts in their field, and a strong commitment to education. Curtin graduates are job-ready and prepared with skills that enable them to make a genuine and positive influence in a continuously changing world.

### Where we are

Curtin is located in Western Australia, and also has campuses in Sydney, Malaysia and Singapore. Each of our campuses and education centres is well-placed geographically to forge strong links with community and industry, upholding our reputation as a university of service. We also deliver courses from a number of international partner institutions.

### Teaching areas

Our educational and research programs are delivered by our five faculties.

- Centre for Aboriginal Studies
- Curtin Business School
- Health Sciences
- Humanities
- Science and Engineering

### For more information contact:

Curtin International Office on +61 8 9266 7331,  
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# Curtin Singapore

## JOIN THE GLOBAL EXPERIENCE

**W**ith internationally-recognised courses that link with industry around the world, a Curtin degree opens up global opportunities. Curtin University enjoys a global reputation as a leader in education and research. Curtin's main campus is in Bentley, Perth, Western Australia's capital city and it is the largest and most culturally diverse university in the state. Since the University's establishment in 1968, we have vastly expanded our horizons to now include a Sydney Campus and international campuses in Singapore and Malaysia.

Curtin has been delivering its programs in Singapore since 1986. In 2008, Curtin took its relationship with Singapore one step further when it inaugurated the Curtin Singapore Campus. Curtin Singapore courses use the same curriculum as those offered at the Perth campus with the added attraction of offering three trimester a year, allowing students to complete their degree in a shorter amount of time. An ideal learning environment would not be complete without high-quality facilities. Students at Curtin Singapore have access to specially-developed facilities with the latest audio-visual teaching equipment and current computer technology with electronic and extended library services.

Our international presence ensures students graduate with qualifications that are recognised around the world. Curtin is continuing to provide excellent teaching facilities in partnership with industry players to ensure that graduates receive a diverse, challenging and rewarding education grounded in the real world.

### Master of Science (Project Management) Inaugural Scholarship

Curtin Singapore will be launching the Master of Science (Project Management), starting in March 2013 intake. Qualified applicants enrolling in March 2013 intake at Curtin Singapore campus will be entitled to one course unit scholarship worth S\$2,500. Interested applicants can contact Curtin Singapore to find out more.

### Curtin Singapore

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ESI International is a global, project-focused training company. Our clients tell us that we're better and different because we take them beyond traditional training to achieve sustained, measurable results. Our staffs are dedicated and passionate about enabling organisations to improve vital skills to achieve great things now and prepare them for what's next. We do this by putting you (back) in control of how you manage your projects, your people and your contracts and bringing certainty to your commitments. WE ARE BUILT TO MAKE YOU BETTER.

As a leading global Registered Education Provider with the Project Management Institute (PMI)\*, we offer a range of certification pathways and professional accreditations to help you earn valuable PDUs. Our courses are also endorsed and approved under various Singapore government funding programmes.

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**Is your PM learning 'Sticky'? How to design the Best Transfer Climate**

By: Raed S. Haddad, Managing Director Asia Pacific, ESI International  
4th October, Thursday, 17:00 – 17:55

Learn how to develop a robust training roadmap that will result in learning transfer that will strongly impact project performance at both the individual and organisational level.

**The Global State of the PMO: On the road to the Next Generation**

By: Ravi Sahi, Executive Client Solution Director, ESI International  
5th October, Friday, 13:15 – 14:10

Our second annual global benchmarking survey on the PMO uncovered strong insights on the perceived value, effectiveness and maturity of this important function both in Singapore and globally.

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## CORPORATE PROFILE

Voted HR Magazine's IT Training Vendor of the Year 2009, 2010, 2011

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COMAT has been providing consistently high quality instructor-led classroom training on IT applications since 1984. Today, 28 years since it was founded, the 100% owned subsidiary of ST Electronics has reinvented its capability and capacity to certify and train the T-Shape Workforce of the Future.

With technology being the leading driver in shaping the business and economic landscape of tomorrow, the workforce competency in 2020 will be drastically different from those in 2011. Vertical domain expertise in technologies such as Microsoft and Oracle, or in specializations such as Project Management or IT Service Management, will no longer be sufficient. The workforce of the future needs to be equipped with new competencies to ensure they can contribute productively, compete effectively and collaborate purposefully.

With this clarity of vision, COMAT set out to design programs, develop accreditations and deepen alliances so we can offer industry-relevant and internationally recognised certifications and training programs to equip the T-Shape Workforce of the Future. These programs include Foundational-level competency leading to certifications from CompTIA, ICDL and MOS, complemented by Core-level competency leading to certifications from EC-Council, Cisco, Microsoft, Oracle, PMI, to name a few; and elevated by Emerging-level competency leading to certifications in Data Analytics, Cloud Computing, Green IT and Mobile Computing. Together with our in-house developed Social Media and Financial Literacy programs, COMAT is now able to assist organizations in capability and capacity building to strengthen their human capital development and sharpen their competitive edge.

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## An introduction to APMG-International By Richard Pharro, CEO



APMG-International is a global organization which provides accreditation and certification services. Through our international network of Accredited Consulting and Training Organizations we help end users develop their professional skills and organizations improve their processes through the adoption of worldwide best practice. We accredit trainers and training materials all over the globe but we do not offer training ourselves in order to remain impartial, which is safeguarded by our Ethics and Standards Board.

**As an international organization we are multilingual and multicultural. We offer examinations in over 20 languages which can be delivered daily to any country in the world.**

We are 100% committed to delivering the highest standards of service and quality possible. As a certification and qualification body, we set, enforce, maintain and improve standards. As well as our own world-class internal quality assurance processes, we have three other powerful

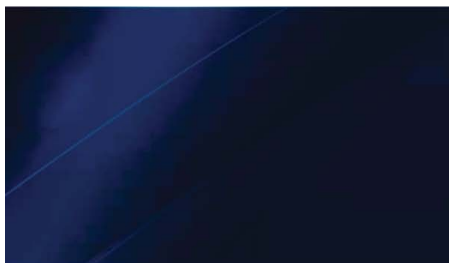
mechanisms to ensure that high standards are maintained. We have a bespoke Quality Management System in place which means we are always striving to advance and improve and are not prepared to rest on our laurels. Finally, our accredited communities are our last quality assurance mechanism. They are regularly asked to give feedback on our performance and we welcome discussion on this topic.

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Our pricing structure is based on local market forces, so wherever you are in the world, examinations will always be competitively priced. Our commitment to investing in the latest technology means we aim to provide our candidates with the fastest possible turnaround, so they will know whether they passed their exam promptly. We process thousands of examinations every week, but every single one is important to us.

All our qualifications are delivered by APMG Accredited Organizations (AOs); these are either Accredited Training Organizations (ATOs) or Accredited Consulting Organizations (ACOs). Each AO has been rigorously assessed to verify their knowledge and understanding of their chosen products as well as to ensure their competency to teach and manage their candidates professionally.

Research commissioned by the Consultative Committee for Professional Management Organizations (CCPMO) indicates that people who hold professional qualifications and memberships increase the probability of being employed by 9%. Those who hold professional qualifications earn 37% more on average than their colleagues who are not qualified. With such promising potential, APMG-International understands the importance of investing in your career through certification.





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### ASL/BiSL Qualifications

APMG signed a contract with the ASL BiSL Foundation in The Netherlands to run the ASL® and BiSL® qualifications as of 1st May 2012. The ASL BiSL Foundation reviewed its strategic plans and sought expressions of interest to develop and market its qualification scheme. APMG was delighted to win.

Application Services and Business Information Services are playing an increasingly important role in the management of IT and its links with business strategy. There is a lot of synergy between ASL/BiSL and other standards such as ISO 20000, and of course with ITIL®.

"This is an important step in creating international awareness and demand for the ASL and BiSL qualifications", Richard Pharro, CEO, APMG said. "Our network of Accredited Training Organizations (ATOs) extends around the globe and they work with other compatible frameworks such as ITIL and ISO/IEC 20000, so ASL and BiSL will be an exciting new product for them."

"We plan to ensure that candidates who currently do not have access to ASL and BiSL will be able to access training in their region. We are experts in translating material and rolling it out globally. This will be good news for candidates and for the ASL BiSL Foundation."

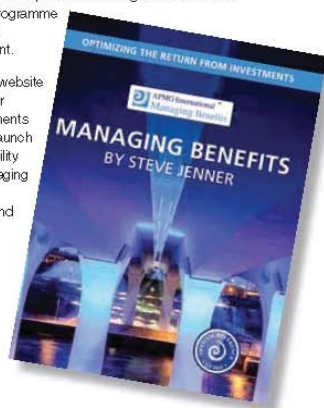
## Coming soon .... Managing Benefits

In September, APMG will be launching its new Managing Benefits guidance and exams. Authored by Stephen Jenner, the guidance puts a clear focus on achieving benefits to help organizations gain clarity in their change programmes.

Stephen says, "Organizations in the public, private and third sectors struggle to demonstrate return on their investments in change. The significance of this is huge in a volatile economic climate where the failure to optimize benefits realization may put future initiatives at risk as investors lose confidence in the organization's ability to manage change."

The new guide gives practical advice, case studies and techniques for achieving the benefits your organization strives for. It complements existing Best Practice in portfolio, programme and project management.

Watch our website and blog for announcements about the launch and availability of the Managing Benefits guidance and exams.





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Time	Activities		
08:00	REGISTRATION AND BREAKFAST		
09:00	DELEGATES SEATED		
09:10	Welcome Speech by Umesh Ursekar, SPMI President		
09:25	Opening Speech by Michael Palmer, Speaker of Singapore Parliament		
10:00	Address by Mark Langley, PMI President & CEO		
11:00	MORNING BREAK		
11:15	<b>Capturing the Power of a Superior Service Culture: Creating A Sustainable Competitive Advantage</b> Ron Kaufman, UP! Your Service		
12:00	LUNCH		
13:00	Presentation by Curtin University, Track 2	Presentation by Microsoft, Track 3	
	TRACK 1	TRACK 2	TRACK 3
13:30	<b>How to Arrange the Deck Chairs on the Titanic</b> Mark Smalley, ASL BiSL Foundation	<b>The Project Manager as CEO</b> Dr KC Chan, COMAT	<b>The Enabling Role of Building Information Modelling</b> Prof Peter ED Love, Curtin University Ian Simpson, CSi Global Services
14:30	<b>Culture Change During Business Transformation/ Business Integration</b> Ben de Haldevang, PCUBED	<b>Project Managers' Dilemma With Service Innovation Projects</b> Geok Seong Wah, NUS-ISS	<b>Managing Cultural Diversity in Project Teams</b> Dr. Olga Muzychenko, University of Adelaide
15:30	AFTERNOON BREAK		
16:00	<b>Challenges and Success of Project PM in Emerging Markets – India</b> Raj Kalady, PMI India	<b>The Eleven Commandments of Negotiation</b> David Goldwich, MBA JD	<b>IT Portfolio Management Using EA and ITIL Service Strategy</b> Goh Boon Nam, NUS-ISS
17:00	<b>Diagnosing Troubled Projects and Prevention Practices</b> Eric Loh, Oracle	<b>Is Your PM Learning 'Sticky'?</b> Raed Haddad, ESI	<b>Entrepreneurship, Business, Management – A Unique Trilogy</b> Niket Karajagi, Atyaasaa Consulting
18:00	END OF DAY 1		

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Curtin University

## BUILDING INFORMATION MODELLING: THE SHAPE OF THINGS TO COME.

**Worldwide, architecture, engineering and construction industries are increasing their uptake of advanced visualisation technologies.**

In many countries, governments now require that submissions for infrastructure projects be made using building information modelling (BIM) technologies. These modern resources – which can further create simulated environments in virtual reality (VR) and augmented reality (AR) – are becoming integral to developing a holistic vision.

In 2010 John Curtin Distinguished Professor, Peter Love, a world-renowned researcher in construction engineering and management, identified the need for building capacities in construction and other industries. He commenced addressing this need by recruiting to Curtin's School of Built Environment, Professor Xiangyu Wang, a leading academic and researcher in VR, BIM and AR.

Professor Love and Professor Wang are now leading Curtin's capacity-building in BIM, VR and AR.

"Our plan is to have Curtin take a leading position in Australia in these areas, and we're already underway in building the best BIM facility in the country, possibly even the Southern Hemisphere, to produce local expertise in VR and AR," Professor Wang says.

Curtin University is now among only a few universities undertaking research in AR, VR and BIM technologies for construction, engineering and infrastructure projects. These technologies can enhance the representation of buildings and components in virtual settings that mimic the real space. At the design stage, this benefits designers, architects and engineers, and during construction AR enables project managers to evaluate progress.

**Come and see our interactive demonstrations of BIM, AR, VR technologies in the Curtin VIP room, at the symposium. Visit our exhibition booth for more information.**

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Time	Activities		
08:00	REGISTRATION AND BREAKFAST		
	TRACK 1	TRACK 2	TRACK 3
09:00	<b>Relation Management in Integrated Project Delivery</b> Prof Peter Davis, Curtin University	<b>Best Kept Secret in PM: How To Turn Data Into Intelligence To Solve PM Problems</b> Matthys Fourie, Thinking Dimensions Global	<b>Delivery Of Underground Rail Infrastructure Projects – A Risk Management Perspective</b> Rama Venkata, LTA
10:00	<b>Fire In Your Belly – Inspiring Yourself As A Project Team Leader</b> Michael Lum, HardKnocksCollege	<b>Project Management In A Global Operation</b> Mathias von Bescherer, Microsoft	<b>Master Your Unique Brand As Project Leader And Achieve Greater Success</b> Brenda Bence, BDA International
11:00	MORNING BREAK		
11:15	<b>Sustainable Practices – Critical Mass Index</b> Srinivasan Iyer, Digiprotek	<b>Engagement: An Approach To Transform Project Management</b> Fergie Miller, Busification	<b>How To Develop Razor Sharp Focus</b> Nishant Kasibhatla, Memory Vision
12:10	LUNCH		
13:15	<b>Designing and Implementing A Portfolio, Program, Project Management Office Blueprint</b> Jamie Donoghue, Lucid IT (Asia)		<b>The Global State of the PMO: On The Road To The Next Generation</b> Ravi Sahi, ESI
14:15	<b>Aftermath: What Happens After “Successful” Projects Are Completed</b> Scott Celley, Standard Chartered		
15:10	AFTERNOON BREAK		
15:30	<b>Panel Discussion About the Symposium Tracks</b> 1. Emerging Markets And Project Management in Asia 2. Portfolio, Program and Project Management 3. Entrepreneurship, Business, and Management – A Unique Trilogy Hector Garcia, Patrick Eardley, Shinji Oda, Umesh Ursekar		
16:30	<b>When You Are Faced With Critical Decisions, Are You Equipped To Think Critically?</b> Tremaine du Preez, The Leadership Consultancy		
17:30	Closing Address by Umesh Ursekar, SPMI President RAFFLES DRAW		
18:00	END OF DAY 2		

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## **Mark Langley**

*President and CEO,  
Project Management  
Institute*

### **About the Speaker:**

Mark A. Langley became PMI's President and CEO in December 2010 after serving over eight years as Executive Vice President and Chief Operating Officer. In the chief executive role, Mr. Langley is responsible for overseeing and serving as the lead advocate for PMI's complex global organization, consisting of more than half a million members, certification holders and other stakeholders in more than 185 countries. In support of the PMI Board of Directors, Mr. Langley's primary responsibility is leading the organization's alignment to and execution of PMI's strategic plan through the development and implementation of its operating strategies and organization.

In his previous role, Mr. Langley was responsible for creating and cultivating alignment of PMI's operating groups to drive market and business development; as well as inspiring lasting and loyal relationships with members, volunteers and other stakeholders that helped advance the profession and drive customer satisfaction in worldwide markets. During his leadership, PMI's stakeholder base has grown five-fold and transitioned from primarily North American to a truly global representation. During that time, PMI also introduced additional professional certifications, developed program and portfolio management standards, and published several practice guidelines. Mr. Langley has spent countless hours demonstrating the value of project management to practitioners, organizations and governments as well as collaborating with volunteer leaders, and working with communities to advance the profession of project management.

Mr. Langley joined PMI in 2002 as Director, Finance and Administration and was promoted shortly thereafter to executive vice president and chief operating officer. Prior to joining PMI, he served as Chief Financial Officer for ChemLogix and held senior leadership positions with AssetTRADE.com, Quala Systems, Inc. and Castle Energy Corp. He began his career at Price Waterhouse (now PwC) and is a Certified Public Accountant. He brings 30 years of experience to PMI in the areas of strategic planning, global business, association management, operations and financial management.

Mr. Langley is married and has three sons and one daughter. He is a graduate of St. Joseph's University in Philadelphia, Pennsylvania, U.S.

### **Contribution:**

4<sup>th</sup> October 2012 - Plenary, 10:15 to 11:15

### **The Pulse of the Profession**

This presentation reports on the state of project, program and portfolio management in 2012, examining a number of global dynamics that are forcing organizations, both public and private, to take a more critical look at their projects. The presentation highlights key areas of focus, and five trends that emerged from PMI's latest survey of practitioners and project management leaders, and provides examples of how current challenges are being met in the public and private sectors.



## **Ron Kaufman**

*Founder, UP! Your Service*

### **About the Speaker**

Ron Kaufman is the world's leading educator and motivator for uplifting customer service and building service cultures.

Rated one of the "Top 25 Who's Hot" speakers by Speaker Magazine, Ron presents powerful insights and global best practices from working with clients on every continent for more than twenty years. His energetic keynote speeches and workshops have inspired millions.

Ron is author of the New York Times, USA Today and Amazon.com bestseller, "Uplifting Service! A Proven Path to Delighting Your Customers, Colleagues and Everyone Else You Meet" and 14 other books on service, business and inspiration. He is also the founder of UP! Your Service, a company that enables organizations to build Uplifting Service cultures and enjoy a sustainable advantage.

Ron's obsession with results and practical action, and his extensive experience across industries, are distilled into proven methodologies to help clients consistently upgrade service performance and improve service culture.

Ron's unique approaches to learning and leadership include history-making events on the Great Wall of China, the Capitol Mall in Washington DC, and at St. Basil's Cathedral in Moscow. He has been featured in the New York Times, the Wall Street Journal, USA Today, LIFE Magazine and on TV.

Ron was first invited to Asia in 1990 by Singapore Airlines and the government of Singapore to create and launch a national service quality training organization.



He is a graduate of Brown University, USA with studies in France, London and Berkeley, California. He is a professional member of the Author's Guild, Global Speakers Federation and Association of Learning Providers.

Ron resides with his wife Jen and daughter Brighten on Singapore's East Coast, and travels extensively to share this vision: "A world where people are educated and inspired to excel in service."

## **Contribution**

4<sup>th</sup> October 2012 – Plenary, 11:15 to 12:10

### **Capturing The Power Of A Superior Service Culture: Creating A Sustainable Competitive Advantage**

In a world where customers and staff have increasing options, companies with a powerful service reputation and an uplifting service culture are attracting and retaining the best talent, achieving market leadership and enjoying sustainable success. In fact, building a service-focused culture today is no longer an option – it's a competitive necessity.

This session provides senior executives with the opportunity to step back and answer the question, "Is the service culture that exists in my company today providing me with a strong competitive advantage for tomorrow? If so, what can I do to keep it growing stronger? And if not, what can I do to make it better right now?"

Packed with case studies and best practice examples from companies around the world, Capturing The Power Of A Superior Service Culture shows you why some organizations succeed beautifully – and others fail miserably. Participate in this presentation to find out what works, what doesn't, what your organization should do, and what you must avoid.

## **Key Learning Points**

Why an uplifting service culture earns you a sustainable advantage.

How to engineer your service culture with a proven three-part architecture and implementation roadmap.

How to align The 12 Building Blocks of Service Culture™ to get more impact from the activities you are already doing.

How to track, improve and measure the value of your service culture.

Why a weak service culture leads to more complaints, lower margins and higher staff turnover – and how you can avoid these problems.



# **Mark Smalley**

## ***ASL BiSL Foundation***

### **About the Speaker**

Mark Smalley is responsible for global promotion at the not-for-profit, vendor independent ASL BiSL Foundation and is an IT Management Consultant and Principal Technology Officer at Capgemini in the Netherlands. He is specialized in Application Lifecycle Management and IT Governance. Mark is a regular speaker at international conferences, where he has reached out to thousands of IT professionals.

### **Contribution**

4<sup>th</sup> October 2012 – Track 1, 13:30 to 14:25

### **How to Arrange the Deck Chairs on the Titanic**

During this session you will learn to ignore the cries of “Help!” from distressed business users and focus on yet another inside-in IT project achieving outcomes that have absolutely nothing to do with value, costs and risks. No, instead of this, you’ll identify an exciting opportunity to propose an organizational change project that will enable the business to get better control of their information systems. Whether the business uses information ‘just’ to support daily operations or utilizes Big Data to gain competitive advantage, you will demonstrate your value as an enterprising project manager.

As a participant in this lively why-what-how session, you will get insight into the key challenges in the business - IT alignment area realize that it take more than head-nodding if you really want to make a difference sense the waves of business urgency behind ‘IT Spring’ & ‘Occupy IT’ understand the role that the business plays in managing information and IT Services see what needs to be changed discover how the well-established BiSL framework and other instruments for effective business information management can save you from a watery grave get takeaways to apply when you get back to work



## **Dr KC Chan**

*Principle Consultant /  
Master Trainer  
COMAT Training Services*

### **About the Speaker**

Dr Chan has over 25 years of senior management experience covering precision engineering to service industries in 30 countries. Simultaneously, he has over 20 years of international management consulting and human capital development; in particular, utilizing project management for leadership development; creating a common language for work reinforcing it as the core competency of every manager; enhancing the entrepreneurial spirit of managers in pursuit of supreme execution capability with the dexterity of engaging in international projects. To-date he has trained over 10,000 senior, middle and junior managers to become whole brain managers.

### **Contribution**

4<sup>th</sup> October 2012 – Track 2, 13:30 to 14:25

### **The Project Manager as CEO**

The presentation reveals the critical T-Skills essential for a project manager to leverage to attain the CEO position of SMEs, Conglomerates, MNEs.

The human capital ultimatum demands four types of power, i.e. connecting power, adaptive power, knowledge power, and stamina power. The author will share his experiences in grooming CEOs over the last 15 years. Hard skills are important but soft skills are pertinent to succeed in the pursuit of a CEO endeavour. This is supported by practical paradigms developed by him and published in reputable journeys to-date.



## **Professor Peter ED Love**

### *Curtin University*

Dr. Peter Love is a John Curtin Distinguished Professor at Curtin University and CSi Global Services Chair in Building Information Modelling. He is a Fellow of the Royal Institute of Chartered Surveyors (FRICS) and recipient of 2010 Scopus Young Australian Researcher of the Year Award (Humanities and Social Science) and was a member of the Australian Research Council's Engineering and Environmental Science Panel for the 2010 Excellence in Australian Research Exercise. Dr. Love has published more than 500 peer reviewed research papers and multi-disciplinary background. His current research focuses on improving the performance and productivity of construction and offshore projects.



## **Ian Simpson**

### *CSi Global Services*

Ian Simpson has over 20 years' experience within the construction industry with multiple disciplines (Subcontractors, Builder, Estimating & Design technology) he is currently the Asia Pacific Consulting Managers for CSI and manages a team of experienced BIM Managers that are deployed throughout the globe to deliver BIM projects. AEC Systems are engaged by Asset Owners/Construction companies at the beginning of a project to integrate BIM processes throughout the Design and Construction phases so the intelligent information can be captured early and utilized to improve the management of the Asset Owners facilities throughout the life of the facility.

## **Contribution**

4<sup>th</sup> October 2012 – Track 3, 13:30 to 14:25

### **Reduction and Containment of Scope Changes, Rework and Errors in Infrastructure Projects: The Enabling Role of Building Information Modeling**

Construction and engineering infrastructure projects often experience cost and schedule growth. Major contributors to cost and schedule growth are changes in project scope, design errors and rework. In this paper we use case examples to demonstrate how Building Information Modeling can be used to significantly improve the performance and productivity of infrastructure projects for asset owners and clients.



## **Ben de Haldevang**

### *General Manager, Asia Pacific of PCUBED*

#### **About the Speaker**

Ben runs the Asian practice for PCUBED, having joined from PricewaterhouseCoopers where he was head of Post Deal Services for Singapore. He has spent the last 14 years working with clients going through a complex transformation, either deal related or internal – he has worked on projects in Europe, US and in the last 4 years in Asia, where his clients have included Credit Suisse, Prudential, AIA, OCBC, ANZ and DBS.

#### **Contribution**

4th October 2012 – Track 1, 14:30 to 15:25

#### **Culture Change During Business Transformation / Business Integration**

One of the biggest challenges for any transformational project is 'passive resistance' from employees who interpret the change being demanded as a significant departure from the way the company has operated in the past. This goes beyond the implications of changing process, operations or methodology and into potentially changing the behavioural norms and culture of the company.

We intend to explore the analysis process of cultural barriers as well as how to generate solutions. At its core, aligning strategic intent with transformational success will often meet in arena of cultural change.



## **Geok Seong Wah**

### *Member, Service Innovation Practice, NUS-ISS*

#### **About the Speaker**

Seong Wah is a member of the service innovation practice at the Institute of Systems Science, National University of Singapore. He is currently a trainer and consultant in service innovation. He is also involved in curriculum design, courseware development, and accreditation of service innovation courses. Within the umbrella of service innovation, he specializes in methods like design thinking, value co-creation, service system design, ethnography research and experiential learning. He also mentors start-up teams in incubation programs.

Previously he worked for organizations like StarHub, Tata Communications, Microsoft, NCS and NCB (previous name for iDA). He has taken both technical and managerial roles in service innovation, program office, product management, consulting, complex-large scale projects, and application development.

#### **Contribution**

4th October 2012 – Track 2, 14:30 to 15:25

#### **Project Managers' Dilemma with Service Innovation Projects**

Project managers who are asked to work in a service innovation project team often feel that something is amiss. While attempting to converge on requirements, they struggle with innovation projects which embrace a divergence approach. They typically get invited to manage projects when they are ready to be managed. Now they are asked to participate when there is only a fuzzy idea available. They may also be puzzled having to manage teams with members who have 'nothing' to do with the project. Why are service innovation projects so different? This session bring to light the essence of service innovation and what a project manager can do to make it better.





## **Dr Olga Muzychenko**

### *Lecturer, University of Adelaide Business School*

#### **About the Speaker**

Olga Muzychenko is a lecturer at the University of Adelaide Business School. She holds a PhD from the University of Adelaide (Australia), M. Sc. from the University of Stirling (UK) and BA (Hons) from Moscow State University (Russia). Her expertise in the field of Cross-cultural Management is based on both research and experience of working and living in different countries in Europe and Asia. She authored and co-authored a number of refereed publications in international academic journals and won two best paper awards at international conferences. Her award winning PhD research explored how Australian entrepreneurs expand their ventures internationally and deals with cultural diversity in business environment. One of Olga's passions as a professional is to promote competent management of cultural diversity in organisations and help individuals and organisations in building their cross-cultural expertise. Olga has been involved in cross-cultural education and training since 1999 and worked in this field in Australia, China and France.

#### **Contribution**

4<sup>th</sup> October 2012 – Track 3, 14:30 to 15:25

#### **Managing Cultural Diversity in Project Teams**

One of the complexity layers in project management stems from cultural diversity among project team members. Culturally diverse project teams are more difficult to manage due to variations in team members' behaviours that can lead to challenges in communication, complications in building trust, lack of cooperation and other roadblock to successful project execution.

This is further exacerbated when cross-cultural teams are virtual, which is a frequent occurrence in the world of project management. Cross-cultural competence is a necessary set of attributes for a modern project management professional to enable effective management of cultural diversity. This presentation (1) introduces analytical tools and techniques that help assess cultural differences and their impact on team dynamics, (2) outlines strategies for constructive resolution of cross-cultural situations in project management teams, including virtual teams, and (3) assists project management professionals with suggestions on how to develop cross-cultural competence.



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## **Raj Kalady**

### ***Managing Director, Project Management Institute India***

#### **About the Speaker:**

Raj Kalady was named Managing Director of PMI (India) in January 2008. In his current role he is responsible for the advancement and advocacy of project management and PMI in India. His key responsibilities include designing, developing and implementing the strategic and business plan in addition to outlining the corporate culture for PMI in India. A keynote speaker, Raj also delivers powerful messages about the criticality of project management in achieving success in today's increasingly competitive business environment.

Raj has held senior management positions in various companies in India dealing with large national and international clients during his tenure. Various assignments held by Raj include, Vice President - Special Projects at Manipal Universal Pvt. Ltd. and Vice President at Aptech Ltd. Given his experience as an SBU head, Raj has been instrumental in ideation and setting up businesses for the various organizations. He has also been involved in identifying and managing strategic alliance partners with global IT companies.

An MBA in Marketing, Raj commands over 26 years of national and global experience in working closely with Indian Central and State Governments, Academia and large national as well as international clients.

An ardent hobbyist, Raj is a certified Level 1 paraglider, and a PADI certified open water diver. With an interest in amateur photography to match his passion for travelling, Raj also enjoys relaxing with a good book and listening to music on his iPod.

## **Contribution:**

4<sup>th</sup> October 2012 - Track 1, 16:00 to 16:55

## **Challenges and Success of Project Management in Emerging Markets – India**

Infrastructure industry is driving India's GDP growth is an obvious fact. This is bolstered by the planned government spending of around INR 50 Trillion (USD 1 trillion) for the 12th five-year plan (2013- 17) and a staunch commitment for infrastructure investment proposed by the government. Planned infrastructure spends and growth projections however paint only one half of the picture.

With such large investments coming in, the importance of completing projects on time has increased manifold. Successful project delivery and spend efficiency, by the Government and Private sector alike, are imperative to realize the desired growth and consequent benefits. While modest strides have been made in enhancing project delivery, projects are still burdened by serious time and cost overruns, misconduct, wastage, all within an inflationary environment.

This presentation looks at the India story as it stands today, the ground challenges it faces for completing projects on time, the causes of resistance towards project management v/s the growth drivers of project management in India and last but not the least this presentation will cite a couple of examples of successful projects executed in spite of the ground realities.



## **David Goldwich**

### *MBA, JD*

#### **About the Speaker**

David Goldwich is a “reformed” lawyer who is committed to helping people get what they want by teaching them how to play the negotiation game and be assertive, compelling, persuasive communicators.

David practiced law in the United States for more than ten years, arguing before judges and political, government, and community bodies. He knows how to persuade the toughest audiences.

Recognizing that lawyers perpetuate rather than solve problems, David began lecturing and training in 1995. An engaging and award-winning speaker, David uses humor and stories culled from his own experience as a lawyer, businessman, and father to help people reach breakthrough changes in their personal and professional lives. He is the author of several books, including *Win-Win Negotiations: Developing the Mindset, Skills and Behaviours of Win-Win Negotiators*.

David conducts workshops and delivers keynotes in the areas of Negotiation, Persuasive Business Presentations, Storytelling in Business, Assertiveness, and Influence and Persuasion.

#### **Contribution**

4<sup>th</sup> October 2012 – Track 2, 16:00 to 16:55

#### **The Eleven Commandments of Negotiation**

We all negotiate every day, yet few people are ever taught how to negotiate. In this interactive and engaging talk, negotiation expert David Goldwich gives an overview of some of the most important negotiation principles, including

Uncovering interests hidden behind positions

What “no” really means, and what to do about it

The problem of compromise

Optimizing your concessions

How to give or respond to an ultimatum

Creating value out of almost nothing

and much more!

Presented with memorable stories, live demos, and humor, this session will help you negotiate winning agreements as soon as you walk out the door.



## **Goh Boon Nam**

*Chief, New Initiative &  
Strategic Planning of ISS-  
NUS*

### **About the Speaker**

Boon Nam has over 20 years of management experience in IT, holding management portfolios in IT governance, planning, architecture, quality and process improvement, application development, operations, IT financial management and outsourcing.

He has also developed and implemented various IT management processes, and successfully led IT organisations in achieving CMM / CMMI Level 3. At ISS, he oversees the initiation and incubation of new venture areas. In addition, he also teaches and consults on enterprise architecture, business analysis and IT process improvement (eg. IT Service Management and CMMI).

Boon Nam is a Chartered IT Professional and holds certificates in ITIL (Expert), CGEIT, TOGAF, CITPM(Senior) and COMIT.

### **Contribution**

4<sup>th</sup> October 2012 – Track 3, 16:00 to 16:55

### **IT Portfolio Management using Enterprise Architecture and ITIL Service Strategy**

Project and Programme Management helps to ensure that things are done well and done right. Portfolio Management, complements these at a more strategic level to ensure that only the right things are being selected to be done.

PMI currently has good guidance on Portfolio Management that is applicable across all domains. However, if specific guidance is needed for a particular domain, where can such guidance be obtained?

In the case of the IT domain, IT professionals can obtain guidance on IT Portfolio Management from two key areas – one is from the PMI Singapore Regional Symposium 2012

field of Enterprise Architecture; another is from ITIL Service Strategy. This presentation will explain the benefits of IT Portfolio Management and how it can be achieved through Enterprise Architecture and ITIL Service Strategy, the scenarios that would be suitable for the use of each method and the current level of usage for these methods.





## **Eric Loh**

*PMO Director*

*Oracle Consulting Services  
Asia Pacific*

### **About the Speaker**

Eric is a Program Director within the PMO service line in Oracle Consulting Services APAC. He focuses on the successful delivery of projects across APAC, anticipating problems and taking remedial and preventative steps. Eric has over 20 years of work experience that spans various functions in business development, program management, consulting and project delivery in Asia Pacific, US and Canada. He has engaged with large enterprises, multi-nationals enterprises and public sector organizations – mostly with issues on complex business applications. Through his engagements, Eric is able to articulate and apply the need for IT solutions to business end-users. He possesses deep knowledge of business processes together with enabling technologies such as ERP, Supply Chain Management, Customer Relationship Management, BI and After-Sales/Service Analytics solutions.

### **Contribution**

4<sup>th</sup> October 2012 – Track 1, 17:00 to 17:55

### **Diagnosing Troubled Projects and Prevention Practices**

IT Projects have received plenty of attention in business headlines today. Being part of a backbone for company innovation, projects are sometimes launched with misaligned expectations as the holy grails of fixing all sorts of company illnesses. Thus, projects were conceived out of unexpected user demands, unrealistic timelines and often but not the least, either outrageous or shoe-string budgets. Every project, to embark on, carries as much risks than benefits for the sponsoring organization. A well-managed project should clearly exhibit a set of prevention best practices in project management. The speaker will share lessons learned and tools in diagnosing challenging projects.



## **Raed S. Haddad**

*Managing Director Asia  
Pacific, ESI International*

### **About the Speaker**

Mr. Haddad serves as managing director of ESI for the Asia-Pacific region. He will deliver on ESI APAC's strategic plan in the most effective and efficient manner that serves our clients in the region and increases ESI's presence in markets we serve as well as expanding into new markets. He will be accountable for the overall performance of the company and will focus on ensuring that our global, project-based, training is making a difference to our clients' organization. Prior to this role, he was based in the US where he was responsible for Global Delivery Services with ESI. His focus was ensuring flawless delivery of ESI services where he leveraged automation, creative vendor management, and other strategies to ensure ESI's competitive advantage. Mr Haddad worked directly with clients to develop innovative training strategies that drive performance improvement and led ESI's Measurement Strategy where a global solution was implemented to measure training effectiveness and Value of Investment (VOI) for ESI's clients.

Mr. Haddad's more than 25 years of project management expertise across a range of industries including health care, technology, government, telecommunications and financial services has brought a lot of insights to ESI's clients especially in how to leverage project management for strategic advantages.

Highly respected in the arenas of project management, talent management and measurement, Raed is an in-demand speaker at conference, events and with executive audiences worldwide. Till 2011 he was a Professorial Lecturer at The George Washington University School of Engineering Management and Systems Engineering in Washington, DC, where he taught graduate level courses related to program and project management.

Raed holds a bachelor's degree in Civil and Environmental Engineering and a master's degree in Engineering, both from the University of Phode Island. Additionally, he holds an MS in Engineering Administration in Project Management & MIS from The George Washington University.

## **Contribution**

4<sup>th</sup> October 2012 – Track 2, 17:00 to 17:55

### **Is Your PM Learning 'Sticky'? How to Design the Best Transfer Climate**

It's not just what you know; it's how you use what you know. Attending a training class without proper post-course knowledge integration is a futile, yet common practice. In fact, a recent study shows that when organisations estimate a high level of learning transfer, the reality does not bear that estimate out.

This presentation will explore the gap between the hope for learning transfer and the reality within today's organisations. Readers will identify the characteristics of a high knowledge transfer climate, and learn which tools, frameworks and resources work best for continuous knowledge application on the job.

Then, based on real-life scenarios and research collected from the industry, this presentation identifies the top methods for creating a supportive environment to maximise your teams' skill application and foster continuous learning.

In addition, we will explore the importance of measurement and the ability to predict the impact of learning programs with tools that can pragmatically assess the impact of post-learning strategies to improve overall knowledge absorption and adoption. With proper planning, PM training can be 'sticky' and result in learning transfer that impacts project performance on an individual and organisational level.



## **Niket Karajagi**

### ***Founding Director, Atyaasaa Consulting***

#### **About the Speaker**

Niket Karajagi is the Founder Director of Atyaasaa Consulting Private Limited, Pune. He is a Mechanical Engineer by education with a rich corporate experience of over 12 years in various senior management positions in brands both in India and overseas. He has undergone training in USA on “Process of Selling a Change”. He is a Master Practitioner of Neurolinguistic Programming (NLP) certified by The National Federation of Neurolinguistic Psychology, USA.

He has a rich and diverse experience in training, sales and marketing, advertising, business consulting, channel management, managing large-scale operations and human resource development. His passion for creating business excellence through transformational OD interventions has facilitated building high performance teams and organizations. He is a coveted coach for top notch brands for awakening excellence in the managerial, leadership and business competencies amongst CXOs, VPs and other senior leadership positions. He has varied experience of coaching over numerous senior leaders both in India and overseas.

#### **Contribution**

4<sup>th</sup> October 2012 – Track 3, 17:00 to 17:55

#### ***Entrepreneurship, Business and Management - A Unique Trilogy***

The talk would cover what it takes to be an Entrepreneur, dynamics of start up and creating star organizations and essentials of people, product, process and profit management.



## **Professor Peter R Davis**

*Head of School,  
Built Environment,  
Curtin University*

### **About the Speaker**

I am currently Head of School, Built Environment - Curtin University. Prior to Curtin I worked in the private sector on commercial construction projects in the United Kingdom and more recently in Australia. Projects managed varied, but were significant in terms of organisational structure, budget, complexity and scope. They encompassed; Hotels, Hospitals, Schools, Prisons, Local Government buildings and major commercial developments using an array of Procurement methodologies and Contract strategies. I have a PhD in Economics and Finance, studying the impact of Relationship Based Procurement and Development. This was completed at Royal Melbourne Institute of Technology (RMIT). I have a Masters in Project Management.

### **Contribution**

5<sup>th</sup> October 2012 – Track 1, 09:00 to 09:55

### **Relation Management in Integrated Project Delivery**

Drawing on recent empirical research the presentation will explore strategies to enhance relationships in projects using integrated project delivery methods, provide an understanding of the value of shared relationships in project teams and present several strategies to build relationships.



# **Matthys J Fourie**

## *President and Managing Partner, Thinking Dimensions Global*

### **About the Speaker**

Matt Fourie co-founded Thinking Dimensions with Chuck Kepner in 1997. Together they developed the KEPNERandFOURIE™ thinking methodology. His primary focus is on product design and managing the international network across 20 countries. This is supported by solution design, facilitation and capability development in the areas of project management, process improvement, ITIL Continual Service Improvement Management, Lean-Sigma and general problem solving practices.

Matt Fourie holds a B.Mil (B.Sc) from The University of Stellenbosch in Cape Town, a B.Comm (Honors) from the University of South Africa and his PhD from LCU London, UK. He is a former Air Force Pilot (Cpt) where he was an Officer Instructor in Management Studies and Project Management. He brings over 29 years of global and Fortune 1000 experience. He has worked in the United Kingdom, Netherlands, Belgium, France, Germany, Turkey, Spain, Russia, Switzerland, China, Taiwan, Hong Kong, Singapore, Australia, Italy, Brazil, United States and Canada.

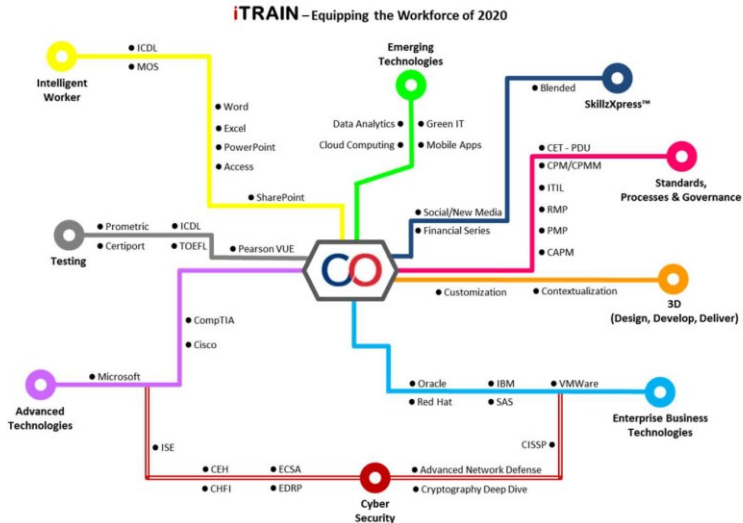
### **Contribution**

5<sup>th</sup> October 2012 – Track 2, 09:00 to 09:55

### **Best kept secret in PM:- "How to turn Data into Intelligence to solve PM Problems"**

For the Project Professional is it important to deal with accurate and "fresh" information that would help with effective project management decision making. This is difficult in today's complex work environment and the aim would be not to confuse people, but to rather have clear and crisp decisions filtering through to all relevant stakeholders.

The secret to a successful project deviation investigations and decision making is to have the right level of relevant information so that the problem solver does not get confused by irrelevant issues. The key is to have certain questions, when asked would produce the right accurate information every time. This presentation will share the findings of a client case situation on what they've done to manage information overload and how this helped them to decrease the time of solving projects incidents drastically.



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## **V Venktaramana (RAMA VENKTA)**

*Director Rail Group, Land  
Transport Authority*

### **About the Speaker**

Rama has been with the Rail Group of the Land Transport Authority (LTA) of Singapore since 1994. Before joining LTA (then known as MRTCL), he was working for a Multi-National Construction Company (Bauer Engineers & Contractors) specializing in foundation and underground works. He was promoted to Project Manager in a short spell of time to handle complicated foundation projects especially close to existing MRT lines and sensitive structures. He then joined LTA and undertook larger scale project management of rail-transit infrastructure projects.

Through the 18 years he has been with LTA, Rama has gained hands-on project management experience in managing large scale Civil Engineering works for both above-ground and underground rapid transit structures. These include the Woodlands MRT Line (1996), the Bukit Panjang LRT System (1999), the Station Upgrade Project (2004) and the more recently completed Circle Line MRT Stage 5 (2011).

He is currently overseeing one of the most challenging sections of the new Downtown Line Stage 3 from Chinatown to Kallang Bahru, weaving through the heart of the city from River Valley towards Bencoolen and Jln Besar. His primary role as the owner's project representative is to ensure that the key project objectives are met through effective project control and proper governance. He has successfully managed past projects within a tight schedule and budget, delivered the end product to the required quality standards, and met the stakeholders & end-users expectations upon completion of the projects.

Rama was conferred the Outstanding Project Manager Award (Senior Category for Civil Engineering) in 2010 by the Society of Project Manager (SPM), Singapore. He is also a member of the Special Task Force for Tunnelling and Underground Works for the Society of Construction Law (SCL), Singapore.



## **Contribution**

5<sup>th</sup> October 2012 – Track 3, 09:00 to 09:55

### **Delivery of Underground Rail Infrastructure Projects – A Risk Management Perspective**

The management and delivery of major underground rail transit projects from inception through to operation requires the culmination of multitude of engineering disciplines and having to deal with many inputs, conditions and variables to achieve a fully functioning and cost effective product for the owner.

A crucial and extremely high risk component involved in major underground railway infrastructure projects is in the execution of the heavy civil engineering works such as deep excavation and tunnelling. Through this talk, the speaker hopes to share what it takes to deliver a major rail infrastructure project successfully along with some of the lessons learnt in the risk management of underground civil works on behalf of the owner cum developer. Key aspects of construction-related risks, programme and interface management between the different engineering disciplines, and some challenges encountered during construction particularly during the tunnelling works will be covered.

Like an acrobat crossing a tight rope, risk management of heavy infrastructure projects involves a balancing act of having to reach the other side safely within the given project constraints while taking only tolerable risks.



# **Michael Lum**

## *Master Trainer*

### *Coach, HardKnocksCollege*

#### **About the Speaker**

Michael Lum is a PMI-certified PMP and PMI-RMP. He teaches the Project Management using Accelerated Learning and NLP (Neuro-linguistics Programming). He also teaches Project Management and Management in SIM University, NUS Extension, Marketing Institute of Singapore and ICPAS. In 2010 and 2011, he spoke on “Raising the Project Team EQ” and “Project Management Negotiation Skills” respectively in Singapore PMI, Annual Symposium.

He has 16 years of finance, marketing and project management experience in Asia Pacific including a 3 year stint as a finance manager in Sydney. His 17 years of stand-up training includes NUS, SIM, MIS, COMAT, ICPAS and other MNCs. Michael has a Bachelor of Accountancy (NUS), Master of Commerce (University of New South Wales, Sydney) and a Graduate Diploma (Training and Development) from Civil Service College, Singapore.

A Certified PMP and PMI-RMP, Michael is also a certified trainer with American Board of NLP, American Management Association and Louis Allen Leadership Program. He is a Laughter Yoga instructor, Advanced Toastmaster (Gold), IACT Stressologist and a member of National Guild of Hypnotists.

An author of “I Once Wore Diapers”, “Who Broke My Rice Bowl?” and “From Beggars to Millionaires” and they are translated in Indonesian and Korean.

In 2003, he was awarded ABC True Hero (2003) for community work amongst retrenched workers.

His clients include HDB, ITE, LTA, MINDEF, MOE, NLB, Prisons, SAF, SCDF, SPF, AIA, Bax Global, Baxter, Diethelm, Bossini, Eli Lilly, ERA, FMC, Foxboro, Fujitsu, GE, John Hancock, Jurong Shipyard, Mercedes Benz, Medtronic, Merck Sharp & Dohme, Mobile One, National Panasonic, Natseel, Pepper and Fuchs, Popular, Ricoh, Roche, Samsung, Shimano, SPH, Singapore Technologies, ST College, Toyota, Turf Club and Wildlife Reserves.

## **Contribution**

5<sup>th</sup> October 2012 – Track 1, 10:00 to 10:55

### **Fire in your Belly – Inspiring yourself as a Project Team Leader**

It is complex to find the magic formula to motivate yourself as a project manager especially when you encounter difficult situations in your project and with your team members. It is even more challenging in these stressful times where multi-tasking and multi-cultural virtual teams are involved. How do you drive yourself to complete the project successfully? Are the motivational theories expounded by various management gurus work? Where are inspirational resources can you find to assist you get out of the rut? At the end of the session, you will take away some useful and practical tips on driving the engine of your life in the right direction. Michael Lum, an established trainer and NLP Master, will explore these.



# **Mathias von Bescherer**

## *Director of Business Operation Microsoft Asia Pacific Operations Center*

### **About the Speaker**

Mathias is the Director of Business Operations for Microsoft Asia Pacific Operations Center (APOC), a role he has assumed since 2011.

In his role as Business Operations Director, Mathias heads several functions that ensure APOC continues to deliver quality service to our stakeholders. These include Program Management, APOC Readiness, Business Intelligence, Customer Partner Experience and Quality Business Excellence.

Mathias started his career in Microsoft as Director of Channel Operations for Microsoft's Interactive Entertainment Business Unit in 2008 until his move to his present role in 2011.

During his tenure, Mathias led a regional team in Channel Operations Management and Business Process Outsourcing (BPO). He is widely credited for creating an enduring value proposition for Channel Operations as a strategic business partner to the Field. Mathias was also instrumental in the creation of a BPO center for third-party transactional work in Manila, and overhauled the supply chain process in the People's Republic of China, resulting in substantial savings for Microsoft and our Partners.

As part of the business unit that launched key Microsoft consumer products in Asia Pacific including Office 2010 and Windows 7, Mathias also led the APOC team that contributed to Kinect setting a new entry in the Guinness Book of Records for "Fastest Selling Consumer Electronic Device" by shipping 8 million units worldwide in 60 days, out of which Asia Pacific accounted for 1 million.

Prior to joining Microsoft, Mathias was APJ Managing Director for Targus Inc. Hong Kong, a global computer peripherals company. He graduated from the University of Kaiserslautern, Germany, with a Bachelor of Science (Biology) in 1989 and a Masters in Business Administration and Mechanical Engineering from University of Heilbronn, Germany, in 1994.

In his free time, Mathias enjoys tennis, swimming, traveling and putting his private pilot license to good use.

## **Contribution**

5<sup>th</sup> October 2012 – Track 2, 10:00 to 10:55

### **Project Management in a Global Operation**

In a very dynamic global environment multinational corporations such as Microsoft are required to increase the pace and flexibility to stay on top. This is particularly true in the highly potential emerging markets with their complex structures and constant volatility. Microsoft will demonstrate and showcase some of the tools we are using to project manage strategic assignments:

- Deployment of the right resources and competencies
- Service level agreement with stakeholders and sponsors
- Data driven decision making, business analytics
- The need for a Central Project Repository and real-time reporting



## **Brenda Bence**

*Managing Director, BDA  
International*

### **About the Speaker**

Brenda S. Bence is an internationally-recognized branding expert, Certified Executive Coach, Certified Speaking Professional, dynamic trainer, and award-winning author of six corporate and personal branding books. With an MBA from Harvard Business School, Brenda spent the first 20 years of her career building mega brands for companies like Procter & Gamble and Bristol-Myers Squibb, where she was a senior executive responsible for billion-dollar businesses across four continents and 50 countries.

In 2002, Brenda left the corporate world and founded BDA International. Now doing business across 30 countries and with offices in both the U.S. and Asia, BDA International provides training, speaking, and executive coaching services to clients located in Southeast Asia, Greater China, the U.S./North America, Western & Eastern Europe, the Indian Subcontinent, Australia/New Zealand, and Africa. In 2011, BDA's development programs were ranked #29 in the Independent Trainers/Coaches category of Leadership Excellence's annual Leadership 500 ranking of the best development programs worldwide.

As an in-demand trainer and speaker, Brenda has addressed audiences at conferences, conventions, and companies all across the globe for clients such as 3M, Bank of America Merrill Lynch, Boston Consulting Group, Citibank, Credit Suisse, Danone, Deutsche Bank, General Electric, Hershey's, KFC, Kraft, Johnson & Johnson, Lilly, Mattel, Pizza Hut, Sheraton Hotels, and Standard Chartered Bank.

Having been a senior executive herself, Brenda understands the challenges of senior leadership jobs. She has an extensive

background in both internal and external coach training along with many years of executive coaching experience. She is certified by the International Coach Federation and with Results™ Coaching Systems (Australia) and has trained extensively with the College of Executive Coaching (U.S.).

An avid writer, Brenda is author of the How YOU™ Are Like Shampoo series of personal branding books as well as recently-released Smarter Branding Without Breaking the Bank and Branding Matters which have collectively won a total of 16 international book awards. As both a magazine and a newspaper columnist, Brenda writes articles related to branding, leadership, and coaching.

Brenda and her articles have been featured in more than 300 media and publications all across the world including NBC TV, Reader's Digest, Financial Times, Investor's Business Daily, Entrepreneur Magazine, Kiplinger's Personal Finance, SmartMoney, Cosmopolitan, and The Los Angeles Times. Brenda is a frequent guest on radio and TV shows.

Brenda sits on boards of both public and private companies as well as not-for-profit organizations. She has traveled to 75 countries, is an avid Mahjong player, and enjoys studying foreign languages.

## **Contribution**

5<sup>th</sup> October 2012 – Track 3, 10:00 to 10:55

### **The Trademarked "YOU™"® - Master Your Unique Brand as a Project Leader and Achieve Greater Success**

Why do some project managers continue to move up in an organization and others don't?

The answer isn't necessarily because you have the most experience or the most education. In fact, you're more likely to be selected for increasingly responsible positions within your organization based on how well others perceive, think, and feel about "YOU™" -- The Trademarked You. The art and science of "Leadership Personal Branding" is what keeps successful individuals moving up the ladder and growing personally. And, that holds true both for managers who

are leading others, as well as individuals who are primarily focused on self-leadership.

In this engaging, thought-provoking, and interactive program, internationally-recognized branding expert, certified executive coach and award-winning author **Brenda Bence\*** will reveal the foundations and the fundamentals of Leadership Personal Branding and how it can not only impact your own career as a Project Manager, but how it can also impact the overall success of your company as a whole.

Brenda will share top Leadership Personal Brand Busters® that she sees regularly in her coaching practice. If not caught early enough, these surprising (but not uncommon) on-the-job blunders can stop you from reaching your full career potential and limiting your success as a project manager.

During this interactive session, you will:

- Learn what leadership personal branding is and why it's important to your on-going success in project management.
- Tap into the six core elements that define your own unique brand as a leader on the job
- Understand the five most important ways to take charge of how you are perceived at work
- Uncover the single most important skill that separates the highest-achieving project leaders from the rest
- Take a quiz to see whether you are committing Top Leadership Personal Brand Busters®. These are the mistakes often made on the job which can – unknowingly – damage your individual brand and, thus, limit your career short-term and long-term.

Walk away with tips, tools, and techniques you can use immediately back at work to achieve greater short- and long-term success





## **Srinivasan S. Iyer**

### ***Digiprotek Consulting and Services***

#### **About the Speaker**

Srini heads a company he founded in the year 2004. Prior to that, Srini has worked for global MNC's (Multinational Companies) Leica Geosystems, United Technologies and Mitsubishi group.

Srini spent several years of his working career moving up the ranks from a product design engineer to head the global product development of one of the divisions of Leica Geosystems, a Swiss based MNC.

Srini has spent several years working abroad in Singapore, Switzerland and USA before moving back to Singapore.

Srini holds a Bachelors degree in EEE (Bangalore, India), M.Tech in KE (NUS, Singapore) and MBA in International Marketing (Bangalore, India). Besides, he is a black belt in Six Sigma and has attended several other short term courses in his career of over 20 years.

Srini's organization offers Consultancy in product design, IT projects and services (as an outsourced model) and the set up is managed out of an office in India & Singapore.

Srini will share with us some of his personal experiences in the sustainability of processes specifically, the innovation process and the concept of Critical Mass Index and its applicability to project management.

## **Contribution**

5<sup>th</sup> October 2012 – Track 1, 11:15 to 12:10

### **Sustainable Practices - Critical Mass Index**

In today's age of complex and multi-dimensional projects, it becomes increasingly important and paramount to establish not only the clear goals and deliverables of the project, but also sustainability of the key / core processes and practices of the entities delivering such a solution.

Today project management techniques use several approaches such as the classical Water Fall, Spiral approach and the recent advances such as SCRUM or Agile methods. It is important for the project manager / program management to establish on if the identified goals and practices can be deployed in a given project and still make it viable financially for the stakeholders and have a successful completion and implementation.

In meeting this challenge, the author proposes an approach called the "Using the Critical Mass Index" to determine the probability of success (and indirectly the sustainability of a process / practice) where in a given project is broken into several key attributes (and their importance as critical success factors) and mapping the attributes on a multi-axes scale to determine the individual weights and to compute a composite index. This index compared to a benchmark will give a fair idea of the relative probability of success or otherwise.

The above approach is industry independent and can be applied for projects in IT, Construction, pharmaceuticals, defence etc.

The challenge is really for the project managers to evolve this as an internal tool and guide in determining the probability of success before embarking on a project. This approach lends itself to evolve with changes in the dynamics of the market place as well as can be scaled to include several projects.



## **Fergie Miller**

### *Founder & CEO, Busification*

#### **About the Speaker**

Fergie Miller graduated from Edinburgh University with an MA Hons in Economics. He founded travel agency Base Camp from his student bedsit at 22 and grew the business to 6+ countries. More recently he was Regional Head of Marketing for Compass Offices, Encore Professional Services & Encore IT in Hong Kong, Singapore & Tokyo until he resigned in May to launch Busification.

#### **Contribution**

5<sup>th</sup> October 2012 – Track 2, 11:15 to 12:10

#### **ENGAGEMENT: An Approach To Transform Project Management**

The world we live in is changing, and it's changing faster than ever. Concepts such as Social, Mobile, Gamification and Business Analytics, little known or not even heard of just 10 years ago, are now dominant themes in business leadership/management. There is an opportunity now for Project Management to realise its potential, to use these new technologies to significantly improve the way projects are managed and transform the way companies operate to improve business performance.



# **Nishant Kasibhatla**

## *Director, Memory Vision*

### **About the Speaker**

Nishant Kasibhatla is a trainer, speaker and author of 4 books on memory and learning. He is the director of Memory Vision Training Company in Singapore. He is a Guinness Record Holder and the only Grand Master of Memory in Singapore. Nishant is the youngest Certified Speaking Professional (CSP) in Singapore. The CSP designation is the speaking industry's international measure of professional platform skills. This designation is awarded by the Global Speakers Federation to speaking professionals with proven experience who understands what is required and knows how to deliver client satisfaction.

Nishant is a popular speaker with over 15 years' experience in conducting training in areas such as Peak Mental Performance, Learning to Learn, Information and Memory Management, Speed-reading, Motivation and Success. He has worked with many multi-national companies, schools, students and individuals of all walks of life in 11 countries across 4 continents.

Some of his clients include: Singapore Police Force, Citibank, Shell, Coca Cola, NTUC FairPrice, Philips, Petronas, Nestle, American Express, LG Electronics etc. In his speeches and workshops, Nishant has empowered thousands of people, helping them challenge their limiting beliefs and achieve greater heights of effectiveness.

### **Contribution**

5<sup>th</sup> October 2012 – Track 3, 11:15 to 12:10

### **How To Develop Razor Sharp Focus**

## **Proven Tips, Tools and Techniques Which You Can Apply Immediately**

Do you sometimes feel that you are not able to concentrate on your goals, tasks and projects? In today's information age, where people are 'multi-tasking' all the time, it is very common for people to experience a lack of focus and concentration. Out of all mental faculties, the ability to focus is perhaps the most important of all. From his experience of participating at the World Memory Championships and becoming a Guinness Record Holder in memory, Nishant will share with you simple tips, tools and techniques which will help you to develop a razor sharp concentration.

Learn about the essential ingredients of achieving powerful focus.  
Discover the 'devils' of poor concentration and how to defeat them  
How to get things done faster and more efficiently  
How to skyrocket your personal productivity by improving your powers of attention  
How to train your brain to eliminate distractions  
Multitasking – Yes OR No?



## **Jamie Donoghue**

### ***Senior Consultant and Trainer, Lucid IT (Asia)***

#### **About the Speaker**

Jamie, originally from the UK, has over 15 years of experience in the IT industry working for best in class companies in the UK, Australia and Asia.

His IT Project and Service Management experience spans the full breadth of IT functions including:

IT Management Consultant (Governance, Project Office, Operations)  
Best Practices Trainer (CGEIT, COBIT, PRINCE2, PMP, ITIL)  
Asia Regional Service Manager (Service Strategy, Governance and CSI)

Global Service Desk Manager (Service Transition and Operations)  
Project Manager to a wide and diverse range of projects of varying complexity (PRINCE2, PMBOK)

Technical Trainer (Microsoft, EMC, Computer Associates, Dell, HP, IBM)

Technical Specialist (Service Design, Operations and Architecture)

With an extensive track record of success demonstrated in strategy, design architecture and technology, Jamie's expertise centres around achieving real organisational benefits by applying effective management practices, organisational change, improvement and the pragmatic application of technologies.

Like no other ITSM consultant, Jamie is able to translate standards and frameworks to practical and technical solutions that have real relevance for IT management and staff.

As a Senior Consultant and IT Management expert for Lucid IT, he is currently advising and guiding organisations to: review, establish and improve IT Management, processes and procedures for optimal performance.

Jamie is a recognised, in-demand trainer for ITIL, PRINCE2, PMP and COBIT training programmes and delivers Lucid IT's Master Classes addressing ITIL processes such as: Incident, Problem, Change, Release, Configuration and Service Level Management, as well as the full breadth of the ITIL Lifecycle stages – Service Strategy, Service Design, Service Transition, Service Operation and Continuous Service Improvement.

Like his consulting, Jamie's training style is highly regarded, due to his ability in relating academic certification training to reality. He draws from his rich IT Service Management, technical specialism and consulting background to embed a great level of relevance, understanding, reality and entertainment into his training courses.

His experience gained at IT world leaders Dell Australia and Fujitsu Services UK Ltd have empowered Jamie with a deep understanding of the inner workings of IT from ground support staff to senior management level and this experience directly reflects in his ability to effectively train, consult and communicate with staff at all levels of maturity.

## **Contribution**

5<sup>th</sup> October 2012 – Track 1, 13:15 to 14:10

### **Designing a blueprint Portfolio, Programme, Project Management Office structure and implementing the blueprint into your organization, resulting in greating programme, project success and measurable ROI**

No organization would start a project or programmme to fail, but one in five does, according to The Standish Group International. More than two in five projects will face significant challenges, such as delays, budget overruns, and/or with end products with less than the required features and functions. Compound these with the increasing complexity of projects/programmes and organisations do have a major challenge at hand.

Establishing a mature Portfolio, Programme and Project Management Office structure addresses these challenges by providing governance, transparency, delivery support, reusability, and traceability.

Organisations that adopt an effective Portfolio, Programme and Project Management Office structure, have a higher chance of successfully

- prioritizing their investments to support their strategy,
- monitoring and controlling all aspects of the portfolio, and
- achieving programme and project objectives more cost effectively, timely , within specifications and towards the intended benefits.

This presentation provides valuable insight as to how you can

- rapidly design a practical Portfolio, Programme and Project Management Office blueprint (a target PMO Process Model, Organisation Structure, Tool configuration, Information and reporting architecture and PMO cost and continual improvement mechanisms)
- effectively implement the blueprint through a proven organizational change programme or project
- realize the intended benefits of a Portfolio, Programme and Project Management Office structure, including investment prioritization techniques, portfolio dashboards, programme/project management capability acceleration and project/programme management timeliness, cost effectiveness, benefit realization and risk management.

The design and implementation is based on PMBoK and P3O best practices, is highly scalable, practical and has a track record of rapid and highly successful implementations.





## **Ravi Sahi**

*Executive Client Solutions  
Director, ESI International*

### **About the Speaker**

Ravi Sahi has 20 years of project management experience in physical infrastructure development, strategy-based consulting, and information technology in the financial services sector. With widespread, cross-industry experience on many cross-border engagements, Ravi has a keen understanding and appreciation of the criticality of focused, disciplined, and effective project management. Along with his MBA (Strategy & Finance) he is also certified as a Project Management Professional (PMP®) by the Project Management Institute (PMI®), and is also a Stanford Certified Project Manager (SCPM). Ravi has delivered project and program management training and has consulted at all organizational levels which have significantly benefited clients worldwide.

### **Contribution**

5th October 2012 – Track 2, 13:15 to 14:10

The Global State of the PMO: On the Road to the Next Generation

The Project or Programme Management Office (PMO) has moved up the ranks in most organizations as more than just a warehouse of methodology and process. In an effort to improve business performance through training, provisions and project guidance, a PMO seeks to support project and programme management in either an administrative, strategic or directive role. Regardless of its particular position in a given company, the PMO is prevalent in virtually every industry. Given its entrenchment in today's business landscape, the PMO is slowly entering a new phase in its evolution. With a high level of maturity, business mindset and learning sustainment, the Next-Gen PMO has emerged.

ESI International undertook its second annual global benchmarking survey in January 2012, which had over 3000 respondents, from over 17 industries across five continents from both an internal and external perspective.

The aim of this survey was to explore topics such as the perceived value of the PMO, its role in sustainment of learning and how learning transfer impacts overall PMO maturity.

Some of the key questions addressed by the survey findings included:

- How do PMO's report on their effectiveness, if at all?
- What types of methods do organizations use to measure the impact of training?
- How mature are existing PMOs today?
- Has the value of the PMO increased?
- What role does learning transfer play in PMO maturity?

Ravi Sahi will highlight the most interesting findings of this survey in this presentation.



## **Scott Celley**

### *Group Head, Service Management*

### *Standard Chartered Bank*

#### **About the Speaker**

Based in Singapore, Scott Celley runs Service Management and the global IT Service Centers for Standard Chartered Bank (SCB). The specific capabilities he provides include helpdesk, remote desktop support, security administration, first level application support, problem, change, and incident management. These services are provided exclusively through captive centers (wholly-owned subsidiaries) in India and Malaysia. Prior to joining SCB, Scott had more than 20 years experience in Banking and technology with JP Morgan Chase, Merrill Lynch Bank of America, and IBM. During that time he led numerous technology-related transformational programs including mergers and acquisitions, off-shoring, outsourcing, insourcing, and operating model transformation and held a number of country and regional management roles in the APAC region.

#### **Contribution**

5<sup>th</sup> October 2012 – 14:15 to 15:10

#### **Aftermath: What Happens After “Successful” Projects are Completed**

In a complex and interconnected world, project success can no longer be declared simply because projects are completed on time and on budget. Projects must produce reliable and supportable services that can continue to meet evolving needs of stakeholders and they must be free of latent defects. Project Managers that can produce such services create more value for the organizations that employ them, and thus will have enhanced career prospects.



# Tremaine du Preez

## *The Leadership Consultancy*

### **About the Speaker**

Tremaine is an author, Times best Selling co-author, leadership coach and facilitator in the Asia Pacific region. She spent 10 years working and training in large, multinational financial services firms before embarking on a journey to understand the tao of transformational management.

Tremaine has an MSc in Financial Economics from the University of London and a BCom in Information Systems Engineering (with distinction). She also holds the International Capital Markets Qualification from the Securities Institute of London and is certified in Neuro Semantics by the International Society of Neuro Semantics. She is a professional member of Asia Professional Speakers - Singapore.

### **Contribution**

5<sup>th</sup> October 2012 – 16:30 to 17:25

### **When you are faced with critical decisions, are you equipped to think critically?**

Do you make a lot of decisions? Of course! Decisions made every day by project managers determine the success or failure of their projects. Do you have a strategy for making the best possible decisions that you can?

In this thought-provoking keynote we explore the tools and techniques of efficient decision making and experience some of the mental mistakes that we all make when processing information. We will unpack critical thinking - which is neither creative thinking nor thinking out of the box. Instead it is a way of striving for the highest level of reasoning and judgment that result in sound decisions every time. You'll never think about thinking the same way again.



## **Hector E. Garcia**

*Asia PMO Head, CTI Asia,  
Citi*

Hector has been working with Citi for over 20 years, and currently holding the position of Asia PMO Head. Hector manages a team of 100+ project managers located across 11 countries mainly Singapore, Hong Kong, Philippines and Malaysia. The project portfolio is mainly focused on infrastructure projects and includes a number of cross technology initiatives. An important part of his responsibilities is to work in close partnership with Business-aligned technology groups in identifying and prioritizing project demands and ensure timely programs and projects delivery in meeting business needs. Other than that, his responsibilities require collaborating and coordinating with AP Finance on projects investment planning, forecast and tracking.

Hector also chairs the Asia Project Management Council (APMC) which makes him accountable for Asia project management practices and standards.

In his last position as the Project and Business Office Head for CTI LATAM, Hector was responsible for the project management process in the region as well as to concentrate the regional project managers. The PMO supports and executes the utilization of leading project/program/portfolio management practices so that CTI LATAM can effectively support business strategies and achieve its objectives. The Business Office provides strategic support for CTI LATAM management and manages top level metrics and reporting, communications and events.

Also, Hector was the CTI LATAM regional compliance and control officer responsible to monitor adherence to Information Technology Management Policies and Regional Standards, Processes & Procedures. Responsible to establish risk and control programs and processes such as RCSA, Internal reviews and Information Security Questionnaires and managed all aspects of external audits to the organization.

In the past, Hector has held a number of technology positions within Citi, including being an architect, developer and project manager for business applications in the consumer and corporate sectors. In the last 10 years, Hector has managed and participated in a number of projects with APAC organizations, such as the Bank Cards LATAM programs and the LATAM processing move from the Asia Pacific Processing Center to the LATAM Processing Center.



## **Shinji Oda**

### *Head, Singapore Development Centre, Yokogawa Electric Int'l*

Shinji Oda is Head of Singapore Development Centre of Yokogawa Electric International, which is a global company in Industrial Automation. He is leading a software development center and is responsible for the development of core products in Yokogawa's mainstream business.

He holds a Bachelor Degree of Engineering from University of Tokyo. After his graduation he joined Yokogawa Electric, the parent company of Yokogawa Electric International, and started his career as a software engineer. He designed many products in Yokogawa as an architect and contributed to expand Yokogawa's business. He then lead large software development projects and introduced innovations to the market.

Prior to his assignment in Singapore, he was leading a software development center in US where he focused on technology marketing and worked in standardization activities, such as industrial communication and network security.

His current interest is in how to lead and motivate people to create more innovation and how to manage those innovation to maximize the business value.



## **Patrick Eardley**

After graduating in 1987 from Heriot-Watt University with a B.Eng in Electrical and Electronic Engineering in Edinburgh Scotland, Pat moved to the Netherlands spending 4 years in hardware and software development. Pat subsequently immigrated to Australia and after a number of software development and project management roles, he joined Motorola Australia. Pat spent 10 years in Sydney and after successfully delivering a number of mobile phone development projects, he moved to Perth in Western Australia and started the Motorola software centre. Collaborating with a number of Universities he grew the operation to 100 engineers in 2 years. Pat was then promoted to the role of Managing Director of the Motorola Australia Software Centre with oversight of the Perth, Adelaide and Sydney operations. In 2005, Pat relocated to Singapore to start the Barclays Capital Global Software Development Centre. He subsequently grew this team to 600+ developers and 250+ testers based in Singapore, working collaboratively with technology teams in London and New York. Utilising his experience in software centre start ups, Pat has subsequently completed technology consulting assignments with European and Canadian Investment banks.



**Umesh Ursekar, PMP**  
*Managing Director and  
Founding Member, U3  
Infotech*

Umesh Ursekar is the Managing Director and founding member of U3 Infotech. He is also responsible for Project Management Consulting and Outsourcing Services for the Asia Pacific Region. Prior to U3 Infotech, Umesh has worked with Infineon Technologies, AXA Insurance, and Hewlett Packard, in Singapore, in various capacities. Umesh received his Master of Management Science and Bachelor Degree in Science from Pune University, India. Umesh has lead and managed multi-million dollar Business programs and projects. Umesh is the president of PMI Singapore. Umesh has been assisting new entrepreneurs in evaluation and finalization of business and implementation plans, on volunteer basis.





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