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Message from the President

Amy J. Piper, Ph.D., PMP



I'm back from the Leadership Conference in Houston and "Boy, was it hot!" (both the weather and the conference). I arrived on Wednesday evening at the Hyatt and immediately met with other Region 4 representatives to discuss common concerns. We shared what each chapter in the region was doing in the areas of professional development, student involvement and member retention. Herman Walter is our Region 4 leader. If a chapter has a need for information, Herman is able to use his distribution list and contacts to encourage chapter leaders to provide the requested information. I've begun using this network and it really works!

One of the most informative sessions I attended was making it easy for members to get involved.

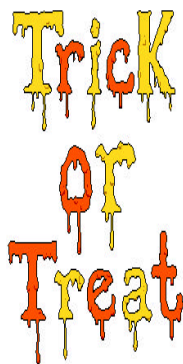
Thursday evening, a Component Showcase allowed us to see what other chapters and Special Interest Groups (SIGS) were doing. One goal that I have is to set up a table at next year's Component Showcase. The ancillary activity was a silent auction. Component groups donated items to be auctioned with the proceeds going to PMI student activities. (I bid on an Arabian brass coffee service; however, the bidding got too hot and I let it go.) The Michigan Capital Area Chapter (Penny Dewey) donated a MSU Championship T-shirt to be auctioned off.

Friday was the business meeting for the Association of Chapter Presidents. If anyone is interested in this meeting, the meeting minutes are available.

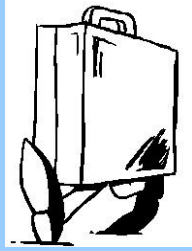
Friday evening, the Region 4 representatives met for dinner at Beni Hannas. This gave us another chance to network, socialize and discuss how we could work together. We shared information on credit card processing, member surveys, and professional development.

Continued. See PresMes on page 4.

Inside this Edition



Message from the President	1
Brief-Case-Study Challenge	2
Professional Development Program Update	3
Message from your VP - Membership	3
Max & Maxine (and Paul)	4
Grey Matters	5
Featured Speaker	5
PM Eye	5
Tips, Quips, and Quotes	6
Program Events Schedule	6



BRIEF-CASE-STUDY ***Challenge***



Following is a fact-based scenario experienced by one of our fellow chapter members; only the names have been changed to protect the guilty.

Your Challenge: If you were the Technical Resource Manager, what would you do?

The Situation: The Information Technology (IT) department of a major insurance company has undertaken a major project to bring new business to the company. Management has specified this project as the number one priority of the corporation. The project is eight weeks from completion - pretty much on schedule for the 18-month project.

The Organization: The External Services group of the IT department is responsible for the project and the External Services Manager and has hired a consultant in the Project Manager position. The Software Engineers (SE) assigned to the project are members of the External Services group and of the Systems Support group of the IT department. Some of the SE's are assigned full time to the project - others are utilized on an as needed basis.

The Technical Resource Manager (TRM) is responsible for the production support of the claims processing system of the insurance company and for supplying the resources needed to complete the project. The TRM reports to the Systems Support Manager. The Systems Support Manager and the External Services Manager both report to the Chief Information Officer.

In your role of Technical Resource Manager, one of your employees has come to you very upset over the treatment she has received from the Project Manager. She feels she has been treated disrespectfully, that the Project Manager has derided her reputation unfairly, and is always condescending to her. If she has to continue to work for this Project Manager (this employee is 100% dedicated to the project) for the next 8 weeks, she will quit. This is not the first instance of your employees having similar complaints about the Project Manager. There have been three other employees with similar complaints, although none have mentioned quitting. This employee is one of your best - you believe this employee has valid issues and may well be justified in leaving.

You have addressed the earlier events by bringing it to the attention of your manager, the Systems Support Manager, and the External Services Manager. The Project Manager was "spoken to", but your manager felt it was taken as a personality clash. Your manager feels your employees are simply not used to performing in a project environment where pressure is applied. Also, the project is on schedule, the user is happy with the progress of the project, and the External Services Manager and the Systems Support Manager have believed the Project Manager's version of all of the reports.

Obviously, you have to do something. Some things you know: 1) the Project Manager is critical to the success of the project and is unlikely to be dismissed, 2) you have no other resources with which to replace your employee on the project, and 3) your resource is also critical to the success of the project. What would you, as the Technical Resource Manager, do?

Please send your solution to buonodonod@state.mi.us. The best solution(s) will be discussed at the November Dinner Meeting and/or published in Maximum Float. Please specify if the solution is to be anonymous. The best solution will be awarded a prize!

Professional Development Program Update

Viji Jayaraman, PMP



We will be conducting a need analysis via a survey soon. Look for it on the MCAC web site the week of Oct 23. Please fill it out, because this forms the basis for developing and providing the right kind of professional development activities. I am also open to any suggestions via email (jayaramanv@state.mi.us).

Some important news from the Certification program department:

- *The Certification Program Department has extended the eligibility period* for the computer-based PMP® Certification Examination. The initial amount of time given to sit for the exam is being extended from three months to six months. Candidates will then be allowed one six-month extension if requested. Please note that this change affects candidates in North America only. Candidates who received eligibility information prior to this update and who wish to take advantage of the extension should contact the Certification Program Department. (certasst3@pmi.org)

Message from Your VP - Membership

Rick Cummings

PMI® Headquarters is pleased to announce that PMI members may now edit their demographic information online by accessing the PMI Web page at www.pmi.org/members. All current PMI members will be receiving notification via postal mail of this new feature. The letter should be received within four weeks, depending upon each member's location, and will contain his or her membership identification number as well as his or her password – both are required to access this secure site. Members should contact PMI's Customer Service Department (e-mail pmihq@pmi.org or call +610-356-4600 and choose option 8) if letters are not received within that time or if their passwords are misplaced or forgotten. Please review your personal information as it currently appears in our membership database and make any necessary corrections. *Particular attention should be paid to the e-mail address, as this is the most timely way that new information can be provided to our members. Please note that if your email address changes, that Kristen Mullaney, VP Communications, must still be notified. Her email address is mullaneyk@state.mi.us.*

Please give a warm welcome to the following new members/transferees:

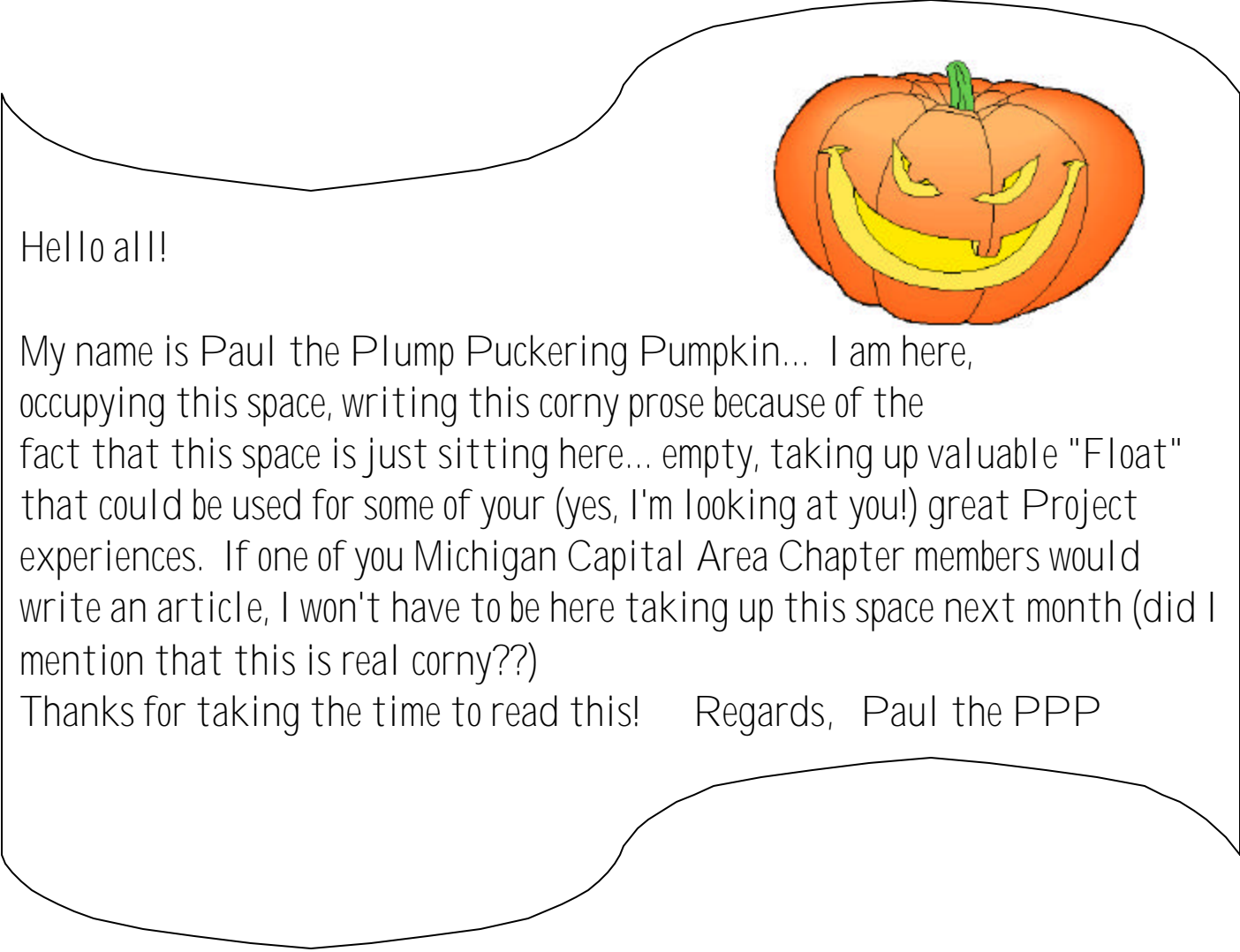
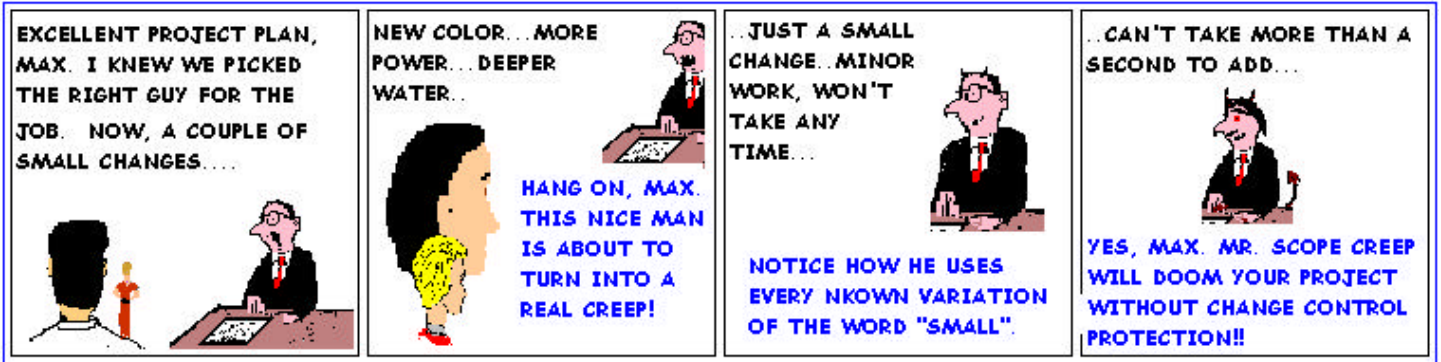
Ellen Klein – Bio Port Corporation
Karen Schoch – Michigan State Police
Fran Wresinski – Michigan State Police
Richard Yerman – Dow Chemical Corp.
Mark Mashburn, PMP – Great Lakes Chapter
Kevin Archbold – Great Lakes Chapter

Chapter Statistics:

Top 3 Company Representation:

Michigan Government - 58
EDS - 35
Spectrum- Maximus - 7

Total Membership - 180
PMP's - 31



Hello all!

My name is Paul the Plump Puckering Pumpkin... I am here, occupying this space, writing this corny prose because of the fact that this space is just sitting here... empty, taking up valuable "Float" that could be used for some of your (yes, I'm looking at you!) great Project experiences. If one of you Michigan Capital Area Chapter members would write an article, I won't have to be here taking up this space next month (did I mention that this is real corny??)

Thanks for taking the time to read this! Regards, Paul the PPP

PresMes continued...

Saturday, teams were formed using a format called "Open Space". Individuals proposed topics needing attention and those interested in that topic formed teams to address the issue. I attended a session on Professional Development and concerns with the Registered Education Provider status.

Overall the conference was motivating and a great opportunity for a new leader to understand the mechanics of chapter leadership.



Featured Speaker

Ms. Jennifer M. Grau
Executive Director
Lansing Habitat for Humanity



All project managers face the dilemma of recruiting talented resources that are committed to the goals of the project.

Imagine the challenge of managing an organization that builds six houses a year, is responsible for five special events a year, changes one-third of its leadership each year -- and is entirely volunteer based!

Hear about the special techniques that Jennie Grau, Executive Director of Lansing Habitat for Humanity Housing Projects uses to face and solve these challenges on a daily basis.

Jennie will also share "Lessons Learned" regarding Habitat's two most recent projects:

- The all women's build sponsored by Michelle Engler
- The Summer Blitz Build (three houses in five days)

Don't miss this opportunity to learn more about techniques for motivating and retaining talented resources.

Grey Matters

Random Thoughts on Project Management

By Dan Belcher

I once asked a 3 year old, "What kind of chips would you like with your sandwich?" Her reply, "chocolate!"

I would hazard to guess that if you were to ask 100 adults, of sound mind and body, the same question none would reply with chocolate chips.

Adult brains are caged by logic. We have been conditioned into thinking specific ways. Potato chips, Doritos, or Cheetos would be the logical response. Did I reward this free thinking with a pile of chocolate chips. No! I said "you know you can't have chocolate for lunch", adding one more bar to the cage.

Thinking out of the box seems like an easy task to accomplish. In reality it is very difficult to truly achieve because of how our brains are programmed to think. In our jobs we live by the rules. We rely on the rules to justify our existence. Think about it the longer you live with something the more difficult it is to change (just ask my wife).

When forming a project team someone new to the organization or with little experience could be the best source for thinking out of the box. If all else fails I have a 3 year old that you could borrow!

PMI Eye on Suandi Sugianto!



Suandi Sugianto is an Information Technology Programmer/Analyst with the Michigan Department of Corrections in Lansing. Suandi's primary line of business is client/server development. Suandi is currently the project manager for the Offender Management Network Information system (OMNI).

Suandi has been a member of the chapter for 9 months and enjoys networking, exchanging knowledge with other project managers.

Please introduce yourself to Suandi at a future dinner meeting, as he was the latest winner in the "free dinner" drawing!



Tips, Quips, and Quotes



Compiled by Liz Chaney

"True modesty and true pride are much the same thing: both -- consist in setting a just value on ourselves - neither more nor less." --William Hazlitt

"Until you make peace with who you are, you'll never be content with what you have." --Doris Mortman

"Fashion is what you adopt when you don't know who you are." --Quentin Crisp

"If people don't want to listen to you, what makes you think they want to hear from your sweater?" --Fran Lebowitz

"I base most of my fashion taste on what doesn't itch." --Gilda Radner

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it's the only thing that ever has." --Margaret Mead

"One always speaks badly when one has nothing to say." --Voltaire

"I like the dreams of the future better than the history of the past." --Thomas Jefferson

"The past should be culled like a box of fresh strawberries, rinsed of debris, sweetened judiciously and served in small portions, not very often." --Laura Palmer

"Let the past drift away with the water." --Japanese saying

"The greater part of our happiness or misery depends on our dispositions, and not on our circumstances." --Martha Washington

"Winning isn't everything. *Wanting* to win is." --Catfish Hunter, baseball pitcher

"Humor comes from self-confidence. There's an aggressive element to wit." --Rita Mae Brown

"Well-timed silence hath more eloquence than speech." --Martin Fraquhar Tupper

"I have often regretted my speech, never my silence." --Publius

Program Events Schedule

The Chapter Dinner Meetings are held on the third Tuesday of each month, September through May, excluding December. The Dinner Meetings are held at the Lansing Sheraton Hotel and Convention Center. Bonus Programs are held prior to dinner meetings from 5:15 to 6:00.

Costs: Dinner costs are \$25 for members and \$30 for non-members. Anyone who does not pay in advance will be charged an additional \$5 at the door. If you are not pre-registered, we may be unable to accommodate you due to restaurant limitations.

November 14, 2000 -- Charlie Kidd, EDS
"When Projects Go Bad"

December 25, 2000 -- Santa's Big Project
(Fast Tracking!)

January 16, 2000 -- Mark Wesley,
Emergency Management Division,
Michigan State Police, "Emergency
Management Project Strategies"

February 20, 2000 -- Mr. Steve Trecha,
CEO, *Integrated Strategies Incorporated*,
"Transforming Your Organization through
Project Management"

March 20, 2000 -- Mr. Dave Davis,
AT&T, "Schmoozing and the Art of Project
Management"

Maximum Float

Published Monthly prior to Chapter Meetings

Dan Buonodono	Managing Editor
Dan Belcher	Contributing Editor
Larry Selvage	Contributing Editor
Jerry King	Contributing Editor
Liz Chaney	Contributing Editor
Judy Walsh	Contributing Editor

Please send comments, suggestions and articles to buonodonod@state.mi.us