### Meeting Minutes

**Held:** October 18, 2010, 8:30-9:30 AM, at Keane offices

**Next Meeting:** November 15, 2010, 8:30-9:30 AM, at Keane offices

#### Attendees

(members attending in person highlighted in bold, attending via phone in bold italic)

<table>
<thead>
<tr>
<th>PM Committee Members</th>
<th>Affiliation</th>
<th>Role</th>
<th>Consecutive Meetings Absent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vivian Conboy</td>
<td>NYS Tax</td>
<td>Government Co-Chair</td>
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<tr>
<td>Diana Pinto</td>
<td>Thruway</td>
<td>Government Co-Chair/ Newsletter Co-Lead</td>
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<td>Girk Cakmak</td>
<td>Bowne</td>
<td>CRT Co-Chair</td>
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<tr>
<td>Chris Foster</td>
<td>CGI</td>
<td>CRT Co-Chair</td>
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<tr>
<td>Connie Benton</td>
<td>NYS OSC</td>
<td>BA Coordination Lead</td>
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<tr>
<td>Jonathan Blake</td>
<td>Keane</td>
<td></td>
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<tr>
<td>Brenda Breslin</td>
<td>DOH</td>
<td>Government Co-Chair</td>
<td></td>
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<tr>
<td>Jon Haverly</td>
<td>Keane</td>
<td>PM COP Lead, SDLC Lead</td>
<td></td>
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<tr>
<td>Susan Mardon</td>
<td>NYS DOT</td>
<td></td>
<td></td>
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<tr>
<td>Ellen Peil</td>
<td>NYS DEC</td>
<td>PMO Roundtable/Matrix</td>
<td>2</td>
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<tr>
<td>Bob Pennacchia</td>
<td>NYS DOH</td>
<td></td>
<td></td>
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<tr>
<td>Drew Prescott</td>
<td>NYS OFT</td>
<td></td>
<td>1</td>
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<tr>
<td>Alan Ross</td>
<td>GOER</td>
<td>PM Training Lead</td>
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<tr>
<td>Ann Scott</td>
<td>NYS DMV</td>
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2010 Initiatives
The following initiatives were generated from the Forum annual planning session on Friday, July 16, 2010. The top 3 are based on the number of votes received by the entire group at the planning workshop. The remaining 5 are those brainstormed at the table and are not in priority order.

**Tool to measure business value of project management in Agencies – TBD:**
The following items were pulled from the brainstorming session and rolled into this initiative:

1. Develop a directory of successful project "stories" and how good PM helped them to be successful.
2. Develop a standard lessons learned process (incorporated based on request from Ontario County on their fiber ring implementation). Brenda brought up the effort she has done relative to the Ontario County fiber ring lessons learned. Based on a discussion with Ed Hemminger she sent out the questions to contacts provided by Ed. She asked for feedback by this past Friday and has not received anything to date. She will wait until mid-week and send one more request for input. If there are no updates provided it will be dropped.

10/18 Update: Brenda reached out to CTG to see if they might be interested in working with us on developing such a tool. CTG is not available to assist.

**Knowledge transfer – Brenda Breslin:** Enable knowledge transfer (from the project team to those who will maintain and support the resulting product) and sustainability of project results by defining concrete activities, deliverables, and measurements to be incorporated into project management methodology.

10/18 Update: A Spring 2011 PM COP based on the DOH NY State Electronic Certificate of Need (NYSE-CON) project knowledge transfer work will be done. Brenda and Chris will lead the session. Chris is the vendor PM on the project and the idea would be to share best practices and actual examples from the project.

To map out the Round Table and COP Jon will put together a 2011 calendar similar to what he shared for 2010.

**Project triage group for PM’s – Vivian Conboy and Jonathan Blake:** Facilitate a regular (monthly?) project triage group for PMs to collaborate real time solutions on active projects with peers across the Forum. Suggestion was made to roll this into the PMO Round Table purview.

10/18 Update: Jonathan shared a PM Help Desk Charter that he and Vivian put together (included at the end of these minutes). The suggestion is to create a listserv to submit questions. An advisor role would respond to inquiries while a monitor role would keep an eye on the email traffic. The attendees agreed that an administrator role would serve as a super user. Feedback should be provided back to Vivian and Jonathan by this Friday. They will present at the next PMO Round Table.

Others brainstormed to keep in mind but not to be addressed at this time: (in order discussed - NOT priority order)

1. Provide Business Analysis training that is not IT based – passed on to IT Skills work group.

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2. Support the formation of a PM Workgroup in NYC. (NOTE: Russ was attending from NYC. The Corporate Roundtable has established the Metro NY group with marked success. Russ has also reached out previously to the co-chairs of our group and attended at least one PM COP session here in Albany.)

3. Reach out to the Small/Medium/Local Agency group to assist the support of PM in those areas. – Melissa participates on that group and was to determine if they have needs we can assist with.

Ann brought up a DMV PM training initiative being done in conjunction with GOER. There would be 10 half day training sessions for mid level project management for PM’s and their team members. There is a spring train the trainer pilot that is being developed. OSC, DOH, and Tax and Finance expressed interest in learning more. DOT and WCB may also be interested. It is funded through GOER and Alan will share an outline via email.

Brenda will look into what updates need to be made to the Forum website portion that has the PM work group information listed.

**Ongoing Initiatives**

**Updates to the SDLC – Jon Haverly:** A draft addendum has been shared with the Security and Business Continuity work groups. Jon is gathering feedback from Mark Spreitzer. It will be passed on to the PM work group once all comments have been incorporated.

**GOER Training – Diana Pinto:** A Fundamentals call is in the works. GOER is lining up instructors for a train-the-trainer. Scheduling of the class and then a notice to agencies will follow.

**NYS PM Guidebook updates:** Drew will continue to keep the group apprised of how we can be of assistance but there have been no updates.

**Repository/Social Networking – Chris Foster:** Chris spoke with Corinne Brennan a couple weeks back at a Forum event. Both Diana and Chris believe that the current approach will be for Deborah Buck to assist with seeing if a repository can be established. This is based on feedback attendees of the last executive council provided.
PMO Roundtable Meeting (PMO RT)
There are 92 people listed on the distribution list at this time. *Vivian will share a copy of the distribution list with the meeting attendees to see if there are names that should be removed.*

Q4 2010  Marketing Strategies for a PMO – Interactive amongst attendees
Scheduled for November 4th from 2:30 to 4 pm (have the room reserved from 2 to 4:30) in the Forum conference room. 6 to 8 people have signed up to date.

Owner(s): Vivian Conboy (for this session only, need to find a new lead since Ellen has stepped down)

Action Plan:

<table>
<thead>
<tr>
<th>Action</th>
<th>Assigned to</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Create an agenda with discussion points</td>
<td>Vivian</td>
<td>Open</td>
</tr>
<tr>
<td>➢ Send out a save the date to attendees</td>
<td>Vivian</td>
<td>Closed</td>
</tr>
<tr>
<td>➢ Send reminder emails to attendees</td>
<td>Vivian</td>
<td>Open</td>
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</table>

Consider the following topics for future meetings:
- How to communicate PM/PMO value to Agency Executives (strategies, briefing books…)
- Working session on Knowledge Repository requirements
- PMO strategic planning and outreach

PM Community of Practice (PM COP)
There are 197 people listed on the distribution list at this time. *Vivian will share a copy of the distribution list with the meeting attendees to see if there are names that should be removed.*

Q4 2010  Project Spotlight planned for November 9th in ESP Room 5. Mary McDonald from DMV will speak about the Gold Plate project and Theresa Gilooly will discuss DOT’s NYSeMail project. OFT will most likely not participate but Jon will confirm that is the case.

Owner(s): Jon Haverly

Action Plan:

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<tr>
<th>Action</th>
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<th>Status</th>
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<tbody>
<tr>
<td>➢ See if DMV Gold Plates Project will talk</td>
<td>Ann Scott</td>
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</tr>
<tr>
<td>➢ See if DOT NYSeMail conversion will talk</td>
<td>Jon</td>
<td>Closed</td>
</tr>
<tr>
<td>➢ See if OFT will participate</td>
<td>Jon</td>
<td>Closed</td>
</tr>
<tr>
<td>➢ Send out a save the date to attendees</td>
<td>Jon</td>
<td>Closed</td>
</tr>
<tr>
<td>➢ Send reminder emails to attendees</td>
<td>Jon</td>
<td>Open</td>
</tr>
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</table>

Consider the following topics for future meetings (look to schedule the 4th quarter session for November prior to Thanksgiving):

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Joint Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Responsible</th>
<th>Status</th>
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<tbody>
<tr>
<td>Joint PMI Session</td>
<td>Brenda and</td>
<td>Scheduled for April 20, 2011</td>
</tr>
<tr>
<td></td>
<td>Chris</td>
<td>Topic: Project Portfolio Management: You Can’t Manage the Plan Until You Have the Plan</td>
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<td></td>
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<td>Speaker: Lisa DiTullio</td>
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The meeting will be held at the usual PMI Chapter time and location (5:30pm networking, 6:00 dinner, 7:00 speaker, 8:00 adjourn at the IACC). The earlier time is too difficult for the PMI chapter’s regular attendees and the state government attendance was down significantly last year resulting is substantial expenses to the PMI chapter. We will use Forum’s PM lists to advertise the event.

PM Committee Newsletter

4th Quarter Newsletter slated for a late November release
3rd Quarter Newsletter was published 7/28/2010
2nd Quarter Newsletter was published 4/26/2010
1st Quarter Newsletter published 1/20/2010

Owner(s): Diana Pinto  and Jon Haverly

Action Plan:

<table>
<thead>
<tr>
<th>Section</th>
<th>Assigned to</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>PMO Roundtable Recap</td>
<td>Ellen</td>
<td>Open</td>
</tr>
<tr>
<td>PM COP Recap</td>
<td>Brenda</td>
<td>Done</td>
</tr>
<tr>
<td>SDLC Initiative Update</td>
<td>Jon</td>
<td>Open</td>
</tr>
<tr>
<td>Interview with Ann Scott, DMV PMO Director</td>
<td>Diana</td>
<td>Open</td>
</tr>
<tr>
<td>Repository/Social Networking Update</td>
<td>Chris</td>
<td>Open</td>
</tr>
<tr>
<td>GOER PM Class Update</td>
<td>Alan</td>
<td>Open</td>
</tr>
<tr>
<td>New Co-Chair Bios</td>
<td>Diana</td>
<td>Open</td>
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Next Meeting: November 15, 2010, 8:30-9:30 AM, at Keane offices
Charter

Project Management Help Desk

Special Interest Group of the NYS Project Management Workgroup

Preamble

Whereas New York State Forum’s Workgroup on Project Management was created to support government project managers as they adopt and utilize project management standards and practices;

Whereas the NYS PM Community of Practice provides a forum for an interactive exchange of ideas, practices, lessons learned, etc. among project managers in New York government;

Whereas the Forum annual planning session on Friday, July 16, 2010, recommended an initiative to facilitate a forum for PMs to collaborate real time solutions on active projects with their peers;

Therefore, to enable Project Mangers to obtain real-time support from their peers across the State, a NYS Project Management Help Desk Special Interest Group (SIG) is to be established under the aegis of the NYS Forum Project Management Workgroup, as documented in the present Charter.

Article 1 – Purpose

The NYS PM Community of Practice (PM COP) members recognize the organizational and cultural diversity among NYS agencies, necessitating a variety of approaches in implementing the NYS Project Management methodology. The Members thus may encounter many situations that are not directly addressed by the NYS PM Guidebook; however, similar situations are likely to have been encountered by other members across the State. In the belief that practical experience should be actively shared, and dissemination of the same will promote and sustain project success across the State, the NYS PM Help Desk is established to:

• assist Project Managers seeking help and advice by leveraging the diversity of experience in the Community;

• provide an opportunity to collaborate real time solutions on active projects with their peers;

• promote Project Management best practices across the State.

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**Article 2 – Vision**

Transcending the immediate challenges of sustaining project success, the PM Community of Practice members also share a vision of accomplishing the following:

- Promoting alliances among the members from different agencies;
- Facilitating knowledge transfer among the members;
- Providing additional avenues of professional growth;
- Advocating for Project Management implementation by demonstrating its value; and
- Having fun in the process.

**Article 3 – Approach**

The NYS PM Help Desk will be a listserv established by the Forum comprised of active Advisors, the Monitor, and members of the PM COP. The Monitor will also have a role-based email address established by the Forum. The NYS PM Help Desk will handle both open and confidential requests for assistance. The listserv technology will enable all members of the NYS PM COP to benefit from the exchange of information between the Requestor and the Advisor.

In order to provide a long-lasting benefit to the Community, the PM Help Desk must be:

- Self-sustaining – the benefits realized must drive continued participation by all parties involved;
- All-volunteer – being mindful of the challenging budgetary situation that is likely to persist for foreseeable future, participation must not require direct agency outlays;
- Streamlined – the effort of managing the construct and coordinating the process must be minimal, to allow non-dedicated oversight and support.

The NYS PM Help Desk will be staffed by volunteers from the NYS PM COP, with oversight and support provided by members of the NYS Project Management Workgroup and another of its SIGs, the PMO Roundtable.

**Article 4 – Organizational Construct**

There are four roles defined for the PM Help Desk organizational construct:

- Requestor – New York government employee (state, county, local) requesting assistance;
- Advisor – PM COP member providing assistance;
- Monitor – PM Workgroup or PMO Roundtable member coordinating the activities;
- Administrator – PM Workgroup member(s) providing oversight and support.

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Roles and responsibilities of each role are outlined below.

**Requestor**
- Member of the New York government workforce (state, county, local);
- Submits requests with topics specific to the field of Project Management, in the context of implementing or utilizing the NYS Project Management Methodology as documented in the NYS PM Guidebook;
- Promulgates no communications that may be considered a business solicitation or that is primarily personal in nature;
- Is mindful of agency confidentiality and secrecy rules, policies and procedures;
- Requests advice on how to address an issue at hand rather than requesting someone to perform a task (e.g. asking about how to write a Project Charter, not asking a Help Desk Advisor to write a Charter);
- May direct open request to the entire group, or request confidential assistance with a direct request to the Monitor.

**Advisor**
- Member of the NYS Project Management Community of Practice;
- Self-selected volunteer for a 12-month(?) term;
- Responds to requests promptly when reasonably sure that can provide an answer or refer to someone who can;
- Represents own opinion on the subject, not a spokesperson for the employer.

**Monitor**
- Member of the NYS Forum Project Management Workgroup or its SIG, the NYS PMO Roundtable;
- Monitors activities and communications of the PM Help Desk with the aim of providing prompt, professional advice to the Requestors;
- Maintains confidentiality of direct requests for confidential assistance;
- Escalates risks and issues to the Administrator(s);
- Reports monthly statistics to the Administrator(s).

**Administrator**
- Member of the NYS Forum Project Management Work Group;
- Responds to escalation requests from the Monitor;
- Provides oversight and support to the Monitor and the Advisors.

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Article 5 – Process

The NYS Help Desk will handle open and confidential requests for assistance.

1. Open requests for assistance will go to all the Advisors and the Monitor via the Help Desk listserv.
2. Advisors are expected to respond within 5 business days, and copy the Monitor.
3. If the Monitor does not see a timely response, the Monitor will contact the Requestor to see if responses without a Monitor cc. have been received.
4. If no responses received, Monitor will escalate the request to the Administrator(s).

1. Confidential requests for assistance will go directly to the Monitor.
2. The Monitor will do one of the following:
   a. address the request directly;
   b. escalate the request to the Administrator(s); or
   c. repackage the request to preserve its confidentiality and forward to the Advisor group
3. In the latter case, the Monitor will forward the response to the Requestor.

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