

Project Management Symposium

Virtual Agile Project Management

Susan Parente

PMP, PMI-ACP, CSM, CSPO, PSM I, SFC, SDC, SMC, SPOC, SAMC, SCT, ITIL, CISSP, PMI-RMP, RESILIA, CRISC, GLCP, MS Eng. Mgmt.

*Associate Professor, Post University MBA Program: Project Management
Adjunct Professor, University of Virginia, Agile Project Management
Adjunct Professor, Montclair State University, Project Risk Management*

S³ Technologies, LLC

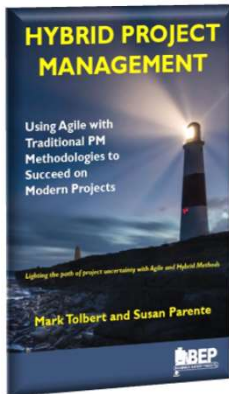


**PROJECT MANAGEMENT
CENTER FOR EXCELLENCE**

A.J. CLARK SCHOOL OF ENGINEERING
Civil & Environmental Engineering Department



Mrs. Susan Parente



Business Leadership and Academic Pursuits

25+ years of experience leading software and business development projects in the private and public sectors, including a decade of experience implementing IT projects for the DoD and other federal government agencies.



Consultant, Teacher, Author, Speaker: Program & Project Management, Agile Project Management, Risk Management (Project & IT Security)

Industry Certifications:

- Project Management (PMP)
- Agile Certified Practitioner (PMI-ACP)
- Risk Management (PMI-RMP)
- ISACA CRISC
- CSM, CSPO (Scrum Alliance)
- PSM I (Scrum.org)
- SFC, SDC, SMC, SPOC, SAMC, SCT (SCRUMstudy)
- (ISC)² CISSP

Professorship:





Virtual Agile Project Management

- What is the value of Virtual Teams?
- What is included in a Virtual Team Charter?
- Virtual Agile Tools
- Agile Team Development: Best Practices
- Team Consensus Tools
- Managing Performance from a Distance





What Makes A Project Virtual?

Co-located
Across Boundaries

- Time
- Space
- Organizational
- Cultural



Why Virtual?

Images: Pixabay, Retrieved from <https://images.app.goo.gl/pVLypTezMgiXatVM7> & <https://images.app.goo.gl/zLFMg2Dj4d9k7Js9A>





Virtual Agile Teams: The Value

- The best of the best
- Necessary in this current time
- Saves money
- Save team members' time
- Supports work-life balance





Virtual Agile Teams: HR Management

Manage Project Team

Team management includes conflict management, problem solving and team leadership.

It also involves the following for both Individual Members and the Team:

- Meetings
- Performance
- Goals
- Managing schedules and team member interdependencies
- Methods of communication





Virtual Agile Teams: Agile Team Charter

- A key element of Agile team development.
- Addresses team communications
- Answers the following:
 - Preferred methods
 - Response time for: IM, email, VM
 - Communication Escalation Procedure



Image: Pixabay.com, Retrieved from <https://images.app.goo.gl/KgrPa18xgfFZkmMF9>

Copyright © 2020 S3 Technologies, LLC

2024 Project Management Symposium



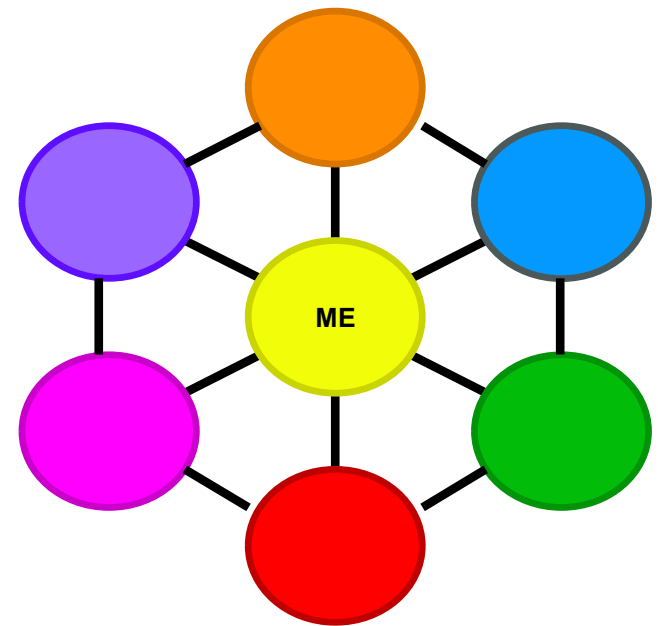


Building Team Trust

Trust

Trust starts with me!

Trust is foundational to all relationships and teams are a relationship of relationships.





Building Team Trust

Developing Trust

Start with Self, move to Relationship, and so on, growing your capabilities for developing trust...

Stephen Covey, *5 Waves of Trust*

http://www.youtube.com/watch?v=HjMNWr_qqfM

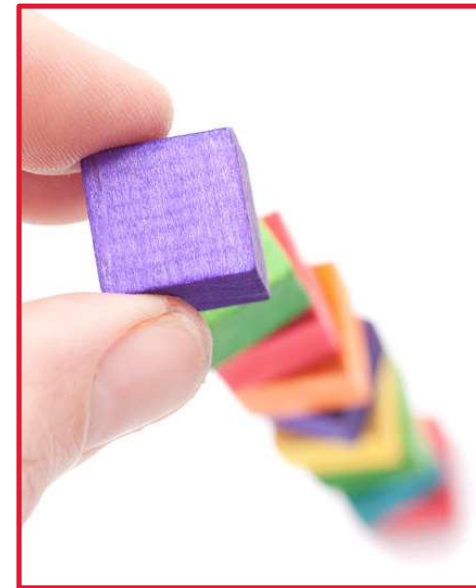
SELF: me and my credibility

RELATIONSHIP: my behavior with others

ORGANIZATION: the alignment in my organization

MARKET: my organization's reputation

SOCIETAL: making contributions in the world



Covey, S., (2009). Short video which describes the 5 Waves of Trust from Stephen M.R. Covey's book Speed of Trust.
Retrieved from http://www.youtube.com/watch?v=HjMNWr_qqfM
Image: FreeImages Retrieved from https://www.freeimageslive.co.uk/free_stock_image/education-growing-jpg

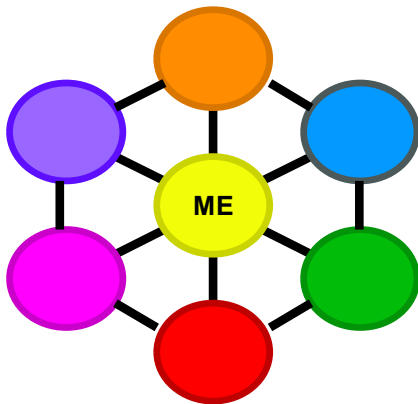




Virtual Team Trust

Use the Trust Quotient to evaluate our trust level...

$$\text{Trust} = \frac{(\text{Credibility} + \text{Reliability} + \text{Intimacy})}{\text{Self-Orientation}}$$



↑ Team Trust → ↑ Team Performance





Building Team Trust

- Build Integrity
- Be accountable
- Keep an eye out for team members
- Support & encourage team members
- “Stop and smell the roses...”
- More than just ‘team building exercises’
- Realize that not everyone will be happy
- Focus on the process not the people (don’t take it personally)
- Create an environment of gratitude



Image: FreeImages Retrieved from https://www.freeimageslive.co.uk/free_stock_image/education-growing-jpg

Trusted Advisor (n.d.) The Trust Quotient and the Science Behind It, Retrieved from <https://trustedadvisor.com/why-trust-matters/understanding-trust/the-trust-quotient-and-the-science-behind-it>

Copyright © 2020 S3 Technologies, LLC

2024 Project Management Symposium





Virtual Agile Tools

Communication Tools

Tools used for communication include:

- Hardware
 - PCs, telephony, LAN, WAN
- Software
 - many software applications used for communication
- Physical/ Media
 - paper, whiteboards, sticky notes, business cards, marketing material





Agile Team Development

The Same but Different...

How does an Agile team develop in a virtual environment?



Create opportunities for team connection!

- An open web (video) connection
- Common workspaces (task board, water cooler, other...)
- Daily virtual stand-up meetings

Added challenge... Some team members collocated and some virtual...!

Team Development builds Team Trust! 😊





Tools for Managing Virtual Projects

Virtual Communications Tool Map

SPACE	<i>Virtual</i>	Webinar Con-call/ Telecon Telephone Blackboard™ Skype™ OpenSpace™ Cisco TelePresence™ Google Talk™	Calendar Software Document Mgmt Social Media/ Blogs Email/ Voicemail Texting SlideShare™ SharePoint™	Content
	<i>Collocated</i>	Meeting Room Whiteboard Presentation	Office Space Calendar Message Board	
		<i>Synchronous</i>	TIME	<i>Asynchronous</i>

People

Content





Best Practices for Virtual Project Teams

- **Regular Team Meetings**
 - Meet daily or weekly
- **Weekly Communication**
 - Via phone or web conference
 - Email communication
- **Face to Face Meetings**
 - Quarterly is ideal
 - Recommended that the team meet at least bi-annually, or annually at minimum
- **Using Professional Tools**





Best Practices for Virtual Agile Project Teams

Effective Decision Making over Distance

Team Consensus:

- Consensus adds value & team building
- Listen to the perspective of ALL team members, especially those who are NOT in agreement
- Address all members' concerns and modify the decision, as needed
- End result... win-win & a team creation





Team Consensus

- **Planning Poker**
- **Fist of Five**
- **Thumbs Up/ Thumbs Down**
- **The Delphi Technique**
- ...
- **Which others have you used...?**





Summary Virtual Agile Projects

Review

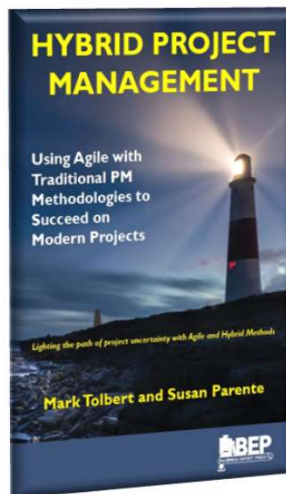
- *What is the value of Virtual Teams?*
- *What is included in a Virtual Team Charter?*
- *Name some Virtual Agile Tools...*
- *Agile Team Development- Best Practices*
- *Team Consensus Tools...*
- *Managing Performance from a Distance*



Please contact me for a signed copy...

Email me: Parente@s3-tec.com

If you would like to purchase my book!



Hybrid Project Management:

Using Agile with Traditional PM Methodologies to Succeed on Modern Projects

Find me on LinkedIn

<https://www.linkedin.com/in/susanparente/>

Or join my Agile Risk Management Group



PROJECT MANAGEMENT
CENTER FOR EXCELLENCE
A.J. CLARK SCHOOL OF ENGINEERING
Civil & Environmental Engineering Department



Questions?

Contact Susan Parente

Parente@s3-tec.com

703.328.7391





PROJECT MANAGEMENT
CENTER FOR EXCELLENCE
A.J. CLARK SCHOOL OF ENGINEERING
Civil & Environmental Engineering Department

Additional Information

PMI-ACP[®] Certification





PMI-ACP[®] Certification

PMI Agile Certified Practitioner (PMI-ACP)[®]

- “PMI’s Agile Certified Practitioner (PMI-ACP)[®] credential is a response to project management’s increasing
- “The PMI-ACP recognizes knowledge of agile principles, practices and tools and techniques across agile methodologies.” (PMI, 2014)

By earning the PMI-ACP[®], practitioners can:

- Demonstrate to employers their level of professionalism in agile principles, practices, tools and techniques.
- Increase their professional versatility in project management tools and techniques.
- Hold a certification that is more credible than existing offerings based only on exams or training.





PMI-ACP® Certification

Who should apply:

- If you already use agile practices or your organization is adopting agile methods, earning the PMI Agile Certified Practitioner (PMI-ACP)® certification will demonstrate your knowledge of and commitment to this rapidly growing approach to project management.

PMI-ACP Requirements:

General Project Experience

- 2,000 hours working on project teams (within the last 5 years), or an active PMP®

Agile Project Experience

- 1500 hours working on agile project teams or with agile methodologies (within the last 3 years)

Education

- 21 contact hours in agile practices

Reference: PMI, "PMI Risk Management Professional (PMI-RMP)" Retrieved from:
<http://www.pmi.org/en/Certification/PMI-Risk-Management-Professional-PMI-RMP.aspx>





PMI-ACP® Certification

How to Apply:

- Online at www.pmi.org
- More Info:
 - PMI-ACP® Handbook
 - PMI-ACP® Exam Content Outline
- Learn more at: <http://www.pmi.org/Certification/New-PMI-Agile-Certification.aspx>

