

Concepts for Leveraging Cloud Technologies in Project Management Communications

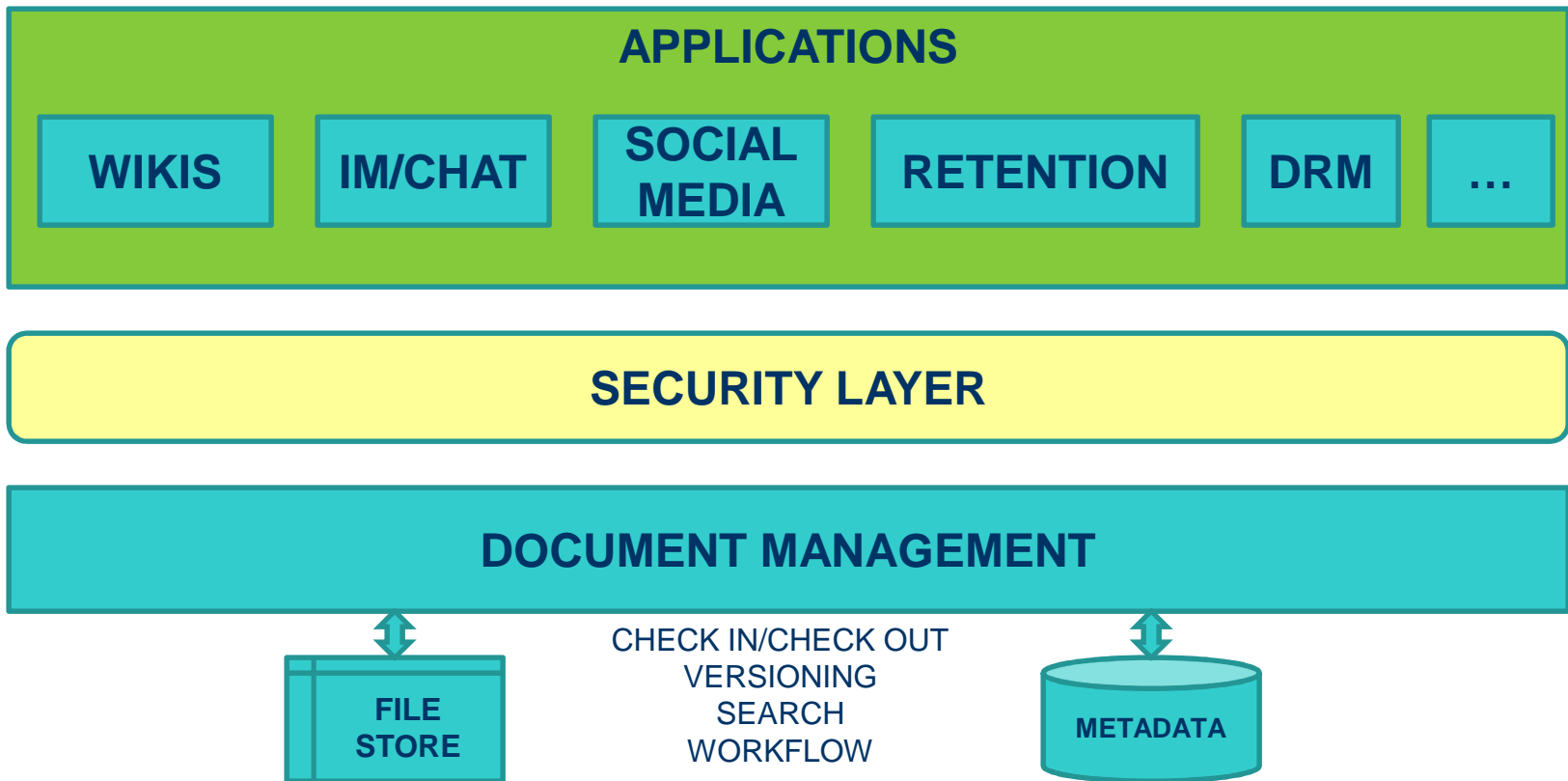
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Objectives

- Content Management Base
- Discuss Cloud Technologies
- Propose how they can be used for Portfolio and Project Management
- Describe metrics for measurement
- Understand caveats
- Steps to making it happen

Content Management as a base for Cloud Technologies



Cloud Technologies

- Wikis
- Blogs
- Podcasts
- Videocasts
- Tagging
- Ratings
- Social Networking
- Chats/IM/Twitter
- ...

Core Features

- Speed and breadth of communication
- Collaboration
- Pull vs. Push
- Collective Wisdom
- Self Maintenance/Regulation
- Efficient Workflow

PM Applications

- Wikis, Blogs, Ratings, Tagging
 - Portfolio Management
 - Selection and Prioritization
 - Reach out to a broad audience for requirements
 - Gathering
 - Prioritization
 - Understanding and justifying workflow steps
 - “How was this done before” by others – not necessarily directly related – best practices
 - Glossary
 - Wikis for project/product terms and definitions
 - Tagging for different terms connoting the same meaning – e.g. medical vs. layman terms

PM Applications (continued)

- Wikis, Blogs, Ratings, Tagging (continued)
 - Broad, asynchronous, and quick communications
 - Relatively easy for busy users
 - Global reach (virtual communities)
 - Meetings and meeting minutes
 - Allow audience to select based on their interests via RSS (“pull”)
 - Risk Registry
 - “Tag” statements that bring out risks
 - Collect mitigation options and alternatives
 - Resolving Issues
 - Raise/tag potential issues
 - Use collective wisdom to gather and solve via blogs

PM Applications (continued)

- Wikis, Blogs, Ratings, Tagging (continued)
 - Knowledge base
 - Project documentation
 - Lessons Learned tweets, blogs
 - Risks
 - Issues
 - Closure
 - Trace back easily to issues

PM Applications (continued)

- Social Networks (like “Linked In”, “Facebook”, Twitter)
 - Skill match
 - Social networking (like “Linked In”, “Facebook”)
 - Ratings of different players
 - Reporting status
 - Tweets, IM, chat
- Podcasts, Videocasts
 - Training
 - Support groups
 - Ease of generating training materials

PM Applications (continued)

- RSS

- “Pull”

- Subscribe to happenings in interested projects/issues/risks
 - Avoid email on unnecessary topics

- Chat/IM/Twitter

- Instant communications/feedback

- Quick and informal approach to start a conversation – e.g. discuss an issue on the fly
 - Bring together “virtual teams” quickly for a discussion

Metrics

- Reduction in time for raising and communicating issue, risks, status
- Number of network connections made
- Minimization of email
- Ease of finding a matching skill
- Ease of finding input on performance
- Number of solutions generated

Caveats

- “Ease of communication” a two-edged sword
 - Reaches broad audience very quickly, difficult to pull back
 - Feedback immediately visible
- Can become a chaotic structure
- Watch out for self-serving “cliques”

Steps to making it happen

- Connect with business benefits
- Management Support
- Start slow and ramp up
- Allow experimentation
- Do not make it an “overhead” – make it part of a process



**What are your
experiences/thoughts?**

