

TOTAL SYSTEMS EDUCATION, LTD.



TSE015 PROJECT MANAGEMENT PROFESSIONAL CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT PMP & CAPM EXAM PREPARATION WORKSHOP

Course Description

There is a growing demand for project managers with proven credentials. Administered by the Project Management Institute, PMI[®], the PMP[®] Certification exam is intended to provide experienced Project Management Professionals with a credential that attests to their familiarity with standardized, formal and successful project management processes. More and more companies are requiring newly hired project managers, and even their existing project management staff to obtain their PMP certification as a way of helping ensure their project management staff possesses the desired capabilities. The CAPM[®] Certification is designed for those individuals who have not yet attained the real world experience in project management to the level of a PMP, but do want to demonstrate their familiarity and understanding of standardized, formal and successful project management processes.

This course prepares participants to take either the PMP or CAPM Certification exam using a highly focused approach - that is, you learn what you need to know and do in order to *pass the PMP or CAPM exam*, rather than what you need to know and do to be an effective project manager. Here we make the same assumption for the experienced project manager as the PMP exam itself, that participants already have the required project management experience. To learn the effective project management tools and techniques, we also offer and recommend TSE001 *Project Planning and Control (The Foundations of Project Management)* and other advanced project management courses.

Those involved with the PMP/CAPM certification programs are awarded 21 PDUs - Contact Hours towards the requirement needed to sit for the exams. Our Global R.E.P. number is 1270.

Upon completion of this module of training, participants will be able to:

- ◆ Understand the test taking process and manage their test taking experience to maximize their test scores.
- ◆ Answer questions from any of the nine Knowledge Areas.
- ◆ Answer questions regarding Professional Responsibility.
- ◆ Understand the five Process Groups and how then project management processes fit within them.
- ◆ Identify knowledge shortfalls to facilitate individual course follow-on test preparation efforts.
- ◆ Confidently sit for the PMP/CAPM Certification Exams.

Instructional methods for this three-day module are lecture, discussion, individual and team exercises, sample test questions, simulation and references to the PMI[®] Project Management Body of Knowledge (PMBOK) Fourth Edition. It is recommended that all course participants read the PMBOK and apply for and receive approval from the PMI to take the certification exam, prior to attending this course. Further, it is *strongly recommended* that participants plan to sit for the PMP or CAPM exam within 45 days of attending this course.



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Course Outline

I. Introduction and Course Objectives

- A. About PMI
- B. PMP and CAPM Certifications
 - 1. The Differences
 - 2. The Value
- C. Application Requirements
- D. About the PMP/CAPM Certification Exams
- E. About the Current PMBOK

II. General Project Management Issues

- A. Definitions
- B. Organization Structures
- C. Problem Solving and SWOT Analysis
- D. The Project Management Process Groups
- E. The PMI Knowledge Areas
- F. Project Management Processes

III. Project Integration Management

- A. Develop the Project Charter
- B. Develop Project Management Plan
- C. Direct and Manage Project Execution
- D. Monitor and Control Project Work
- E. Perform Integrated Change Control
- F. Close Project

IV. Project Scope Management

- A. Collect Requirements
- B. Define Scope
- C. Create WBS
- D. Verify Scope
- E. Control Scope



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Course Outline Continued:

V. Project Time Management

- A. Define Activities
- B. Sequence Activities
 - 1. Network Diagrams
 - 2. Precedence Relationship
- C. Estimate Activity Resources
- D. Estimate Activity Durations
 - 1. Sources of Information
 - 2. Formal Definition of Estimate Ranges
- E. Develop Schedule
 - 1. Critical Path Method
 - 2. Schedule Compression
 - 3. Crashing vs. Fast Tracking
 - 4. Resource Leveling Heuristics
- F. Control Schedule
 - 1. Performance Reporting
 - 2. Variance Analysis
 - 3. Gantt Charts
 - 4. Milestone Charts

VI. Project Cost Management

- A. General Terms
- B. Estimate Costs
 - 1. Estimating Methods
 - 2. Sources of Information
- C. Determine Budget
 - 1. Setting a Baseline
- D. Control Costs
 - 1. Re-Baselining
 - 2. Earned Value Management
- E. Accounting Standards



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Course Outline Continued:

VII. Project Quality Management

- A. ISO 9001
- B. General Terms
- C. Standard Deviations
 - 1. Six Sigma
- D. Plan Quality
 - 1. Flowcharts
 - 2. Cost of Quality
- E. Perform Quality Assurance
- F. Perform Quality Control
 - 1. Prevention vs. Inspection
 - 2. Sampling
 - 3. Tolerances
 - 4. Control Charts
 - 5. Pareto Diagram and the 80/20 Rule

VIII. Project Human Resources Management

- A. Develop Human Resource Plan
 - 1. Responsibility Assignment Matrix Charts (RACI, DACI, PARIS, etc.)
 - 2. The Staffing Management Plan
 - 3. Organization Charts
- B. Acquire Project Team
- C. Develop Project Team
 - 1. Stages of Team Development
 - 2. Team Building Activities
 - 3. Motivational Theories
 - 4. Recognition and Reward
- D. Manage the Project Team

IX. Project Communications Management

- A. Sender-Receiver Model
- B. Managing Communication Channels
- C. Common Communications Barriers
- D. Identify Stakeholders
- E. Plan Communications
- F. Distribute Information
- G. Manage Stakeholder Expectations
- H. Report Performance



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Course Outline Continued:

X. Project Risk Management

- B. Plan Risk Management
- C. Identify Risks
 - 1. Types of Risk
 - 2. Risk Categories
 - 3. Identification Techniques
 - 4. Risk Triggers
 - 5. The Risk Register
- D. Perform Qualitative Risk Analysis
 - 1. Risk Probabilities
 - 2. Risk Impacts
- E. Perform Quantitative Risk Analysis
 - 1. Decision Tree Analysis
 - 2. Simulation Techniques
 - 3. Sensitivity Analysis
- F. Plan Risk Responses
 - 1. Risk Response Strategies
 - 2. Threats and Opportunities
- G. Monitor and Control Risks
 - 1. Using the Risk Breakdown Structure (RBS)
 - 2. Recommended Corrective Actions

XI. Project Procurement Management

- A. What Makes a Legal Contract
- B. Plan Procurements
 - 1. Make-or-buy Analysis and Decisions
 - 2. Contract Types
 - 3. Statements of Work (SOW)
 - 4. Different Types of Procurement Documents
- C. Conduct Procurements
 - 1. Bid Evaluation
 - 2. Negotiations
- D. Administer Procurements
- E. Close Procurements



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Course Outline Continued:

XII. Professional Responsibility

- A. PMI's Code of Professional Responsibility
- B. Advice for Answering Professional Responsibility Questions
- C. Some Ethical Dilemma Scenarios

XIII. General Test Taking Tips

- A. Test Taking Rules
- B. Types of Questions
- C. Percentages of Questions per Topic
- D. Recommendations for managing your time
- E. Recommendations for managing your biology/psychology
- F. Pitfalls to avoid
- G. Some Additional Tips

XIV. Conclusion

- A. Review Major Topics/Issues
- B. Participants Evaluate Class

