

Abstract: Managing Multiple Simultaneous Projects Using PMI Best Practices

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Importance: In a perfect world, PM's have only one to two main projects to manage simultaneously. With the current economic environment, PM's must better utilize their resources more effectively to provide revenue to their companies.

Problem: How do you effectively manage multiple projects meeting the needs of customers while maintaining triple constraints and customer satisfaction? PM's with "The Three P's" properly communicated processes, procedures and prioritization can effectively manage multiple projects successfully.

Methodology: Project Managers at IEX, a NICE Company, are routinely expected to manage 25-30 active projects in various stages of the project life cycle. Tools and techniques utilized include project scope management, project schedule management, human resource management, risk identification, templates, well defined implementation process flow, lessons learned, and organizational process assets.

Results: Company is able to meet aggressive scope deliverable timelines with cost and resource constraints, while maintaining at least 90% customer satisfaction levels. Project managers are able to actively manage multiple projects successfully.

Implications: Effectively implemented over 580 projects during the 2008 calendar year with only six project managers. Using this model allows companies to streamline projects and better utilize shared resources in a challenging economic environment.

Biographies

Rebecca Brady has been employed with IEX, a NICE Company since 1998. She has had several roles at IEX including project manager, customer advocate, and manager of implementation. Rebecca has over thirteen years of project management experience. She has a MS in Finance and is a PMP.

Michael Borts has been employed as a project manager with IEX, a NICE Company since 2000. Michael has over thirteen years of project management experience. He has a BA and is a PMP. In addition, he is a member of the Vocal Majority and Dallas Knights.