



Success Story - Training & Mentoring

RiverPoint's best-in-class IT project management solutions have enabled our clients to build high-value PMOs and deliver critical projects on time, on budget and of value. Read on to learn how we've helped clients develop enterprise-aligned project management solutions that yield measurable results.

American Medical Association

As the nation's largest physician's group, the American Medical Association (AMA) advocates on issues vital to the nation's health. The AMA is committed to helping physicians help patients by providing them with a wide range of resources, services and continuing education opportunities.

Challenge

The American Medical Association was in the process of implementing a new SDLC (under the guidance of their PMO) and needed a vehicle to communicate and train their IT project managers on the new approaches that were being implemented. The need focused on the delivery of quality training that was based on the PMI best practices enforced through their SDLC. The target attendees ranged in skill from certified PMP to individuals who had never formally operated in the role of project manager.

Solution

The American Medical Association selected RiverPoint to conduct training on two separate occasions with two different classes of participants. The training utilized RiverPoint's PMI certified "Project Management - A Practical Application of Best Practices" and referenced the RiverPoint SDF to provide the context for the training. RiverPoint also established a "mentoring" program which supplemented the training and allowed the class participants to apply what they learned in class to real life projects and gain confirmation from the RiverPoint instructor that they were applying the techniques learned in class correctly.

The RiverPoint training covered the following topics and was conducted in four 3 hour sessions over a two-week period:

- Project Management Essentials
- Integration Management
- Scope Management
- Time Management
- Cost Management
- Quality Management
- Human Resource Management
- Communications Management
- Risk Management
- Procurement Management

Results

RiverPoint's training provided the platform that the AMA needed to gain a consistent representation and communication message the PMO desired in the rollout of their SDLC. Project Managers began to use consistent terms, templates, tools and techniques in delivering higher quality projects after the completion of the training. A benchmark was taken prior to and after training and the knowledgebase of the participants increased 20% for experienced project managers and more than 30% for non-experienced project managers.