

PKF PROJECT MANAGEMENT OFFICE

PROJECT MANAGEMENT PROFILE 2015



THE NEED TO MANAGE PROJECTS

At PKF, we recognise the criticality of managing IT projects. According to a recent survey, a staggering 71% of IT projects do not complete successfully, either within budget, timeline or stakeholder's expectations.

We believe that failure to plan is planning to fail, and that all IT projects fail at the beginning, not at the end, due to lack of sufficient focus on planning. Enterprise spend millions in license fees, software and hardware purchases, infrastructure setup, only to neglect the essentials of project management.

Our methodology is based on work experience, international knowledge transfer across vertical markets as well as grounded frameworks and best practices, such as project management PMBOK frameworks or the more recent VAL IT framework from ISACA.

WHY PROJECTS FAIL

“35.5% of ERP implementations are not delivered on time, with an average of 18.4 months implementation duration. Total implementation costs averaged RM19.2 million, approximately 6.9% of total enterprise revenue. A staggering 54% of ERP implementation exceeds the initial budget.” - 2010 ERP Report, Independent Research

“A truly stunning 78% of respondents reported that the “Business is usually or always out of sync with project requirements” – Geneca Research, 2011

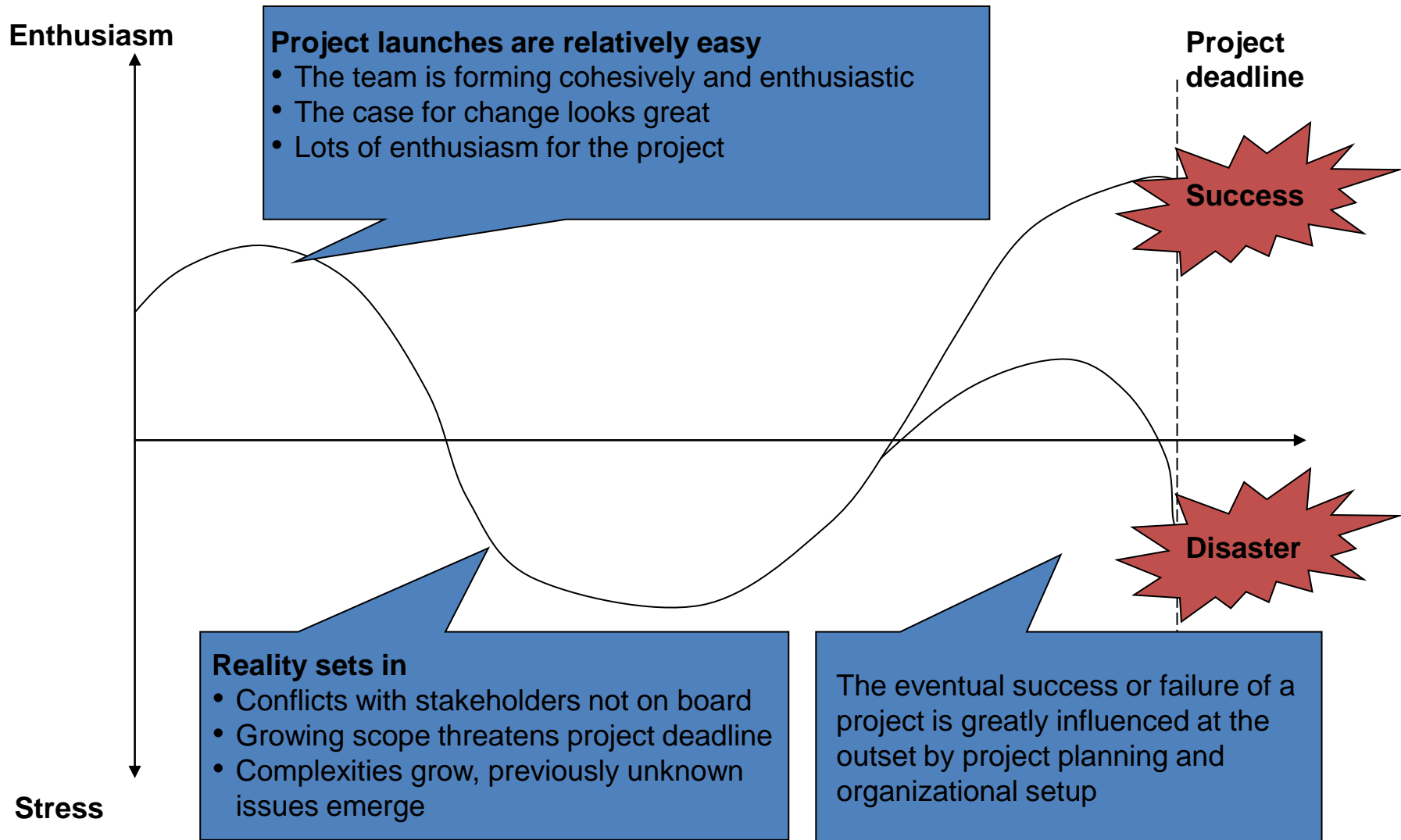
“70% of organizations have suffered at least one IT project failure in the prior 12 months!” – KPMG research 2010

“Only 40% of projects met schedule, budget and quality goals. Biggest barriers to success listed as people factors: Changing mindsets and attitudes - 58%. Corporate culture - 49%. Lack of senior management support - 32%.” – IBM Research 2008

“35% of organizations abandoned a major project in the last 3 years” – Logica Research 2008

“Study of government projects reveals \$4billion in wasted efforts as a result of failed projects” – Guardian Newspaper UK

THE NEED FOR PROJECT MANAGEMENT



THE NEED FOR PROJECT MANAGEMENT

Typical project situation

No clear guidelines for introduction

Inadequate involvement of stakeholders

Lack of top management support

No professional Program Management

Lack of sufficient skills and experience in project team

Impact

- Flaws in the business logic of the project
- Moving targets
- Lengthy project durations
- Delayed realization of benefits

- Insufficient coordination
- Solutions lack acceptance stakeholder
- Low compliance and benefits not captured

- Lengthy decision making paths
- Inadequate cooperation from internal expertise holders
- Suboptimum solutions

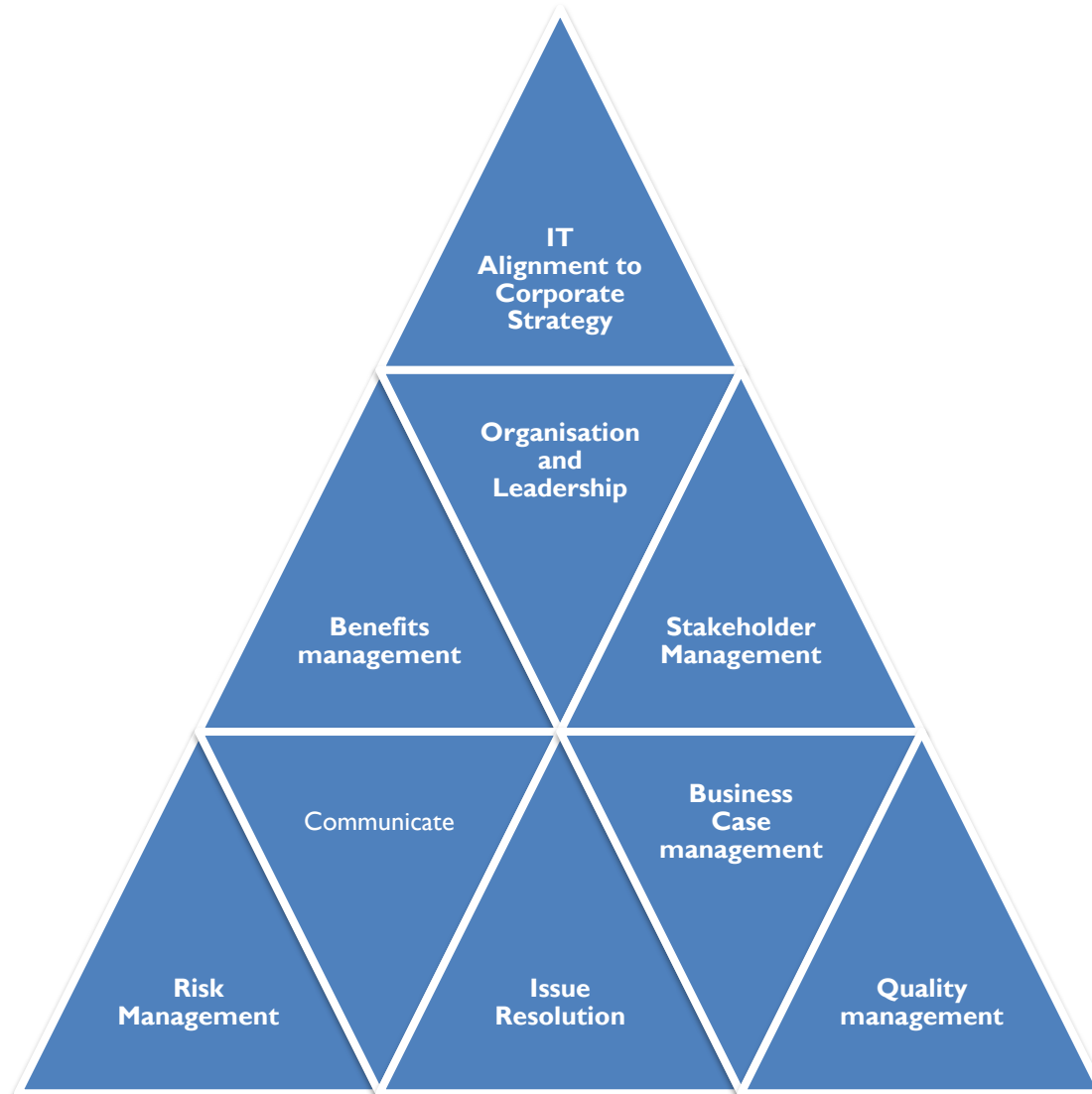
- Project work inefficient, not target oriented
- Moving targets
- Poor-quality implementation
- Lengthy project durations
- Unnecessarily high costs

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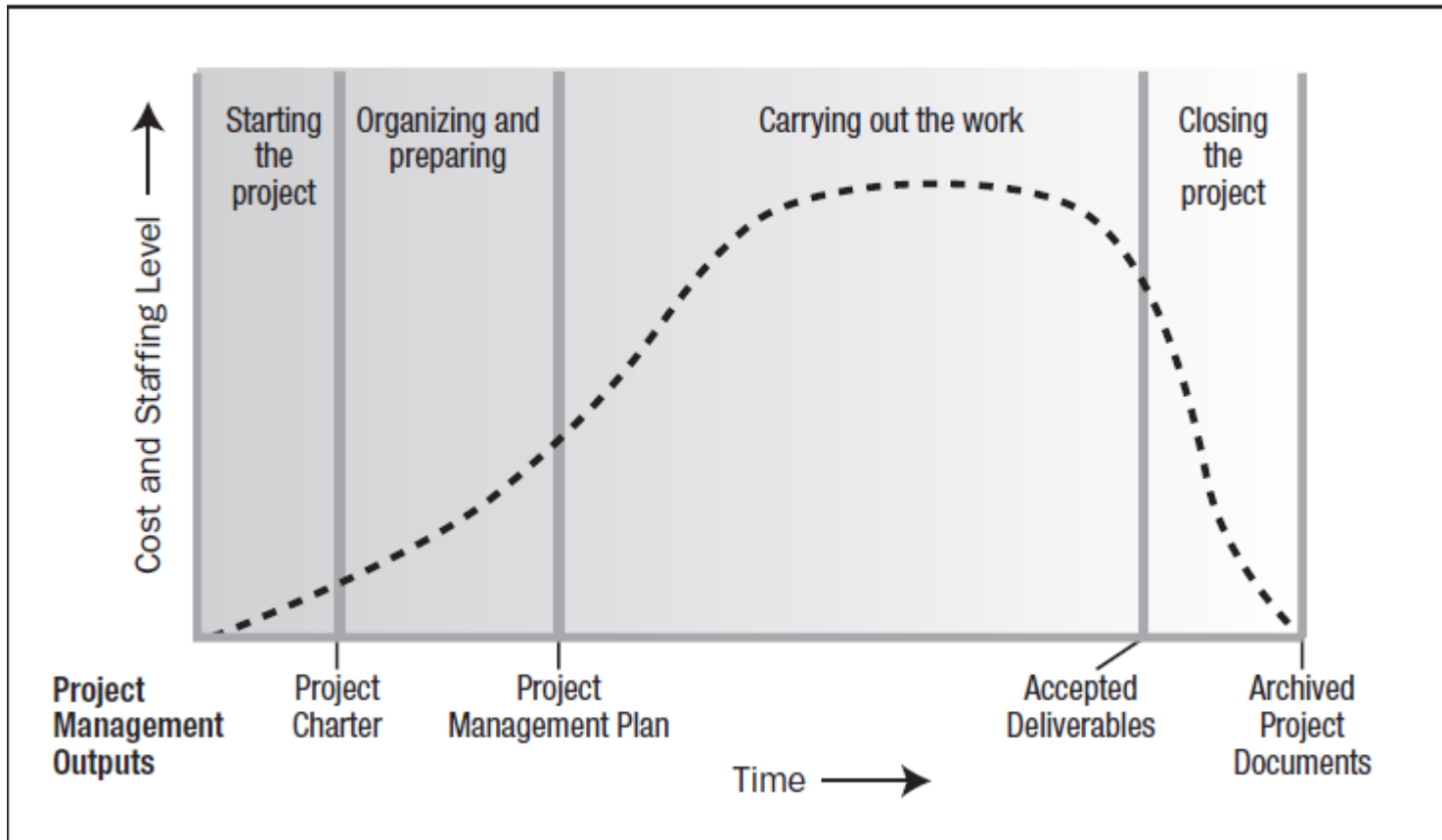
Program Management capabilities are requisite for significant transformation programs

PKF PRINCIPLES FOR PROJECT MANAGEMENT



PROJECT LIFECYCLE

The Typical Project Life Cycle Adopted By PKF



BENEFITS OF OUR SERVICES

An Effective Project Management team will . . .

- Design, coordinate, manage, budget, and monitor/track IT project
 - Provide coordinating frameworks/principles, e.g.,
 - Executive Dashboards
 - Monitoring and reporting on divisions involved in the IT project
 - Facilitate the resolution of open issues that affect multiple teams
 - Facilitate communications
 - With business group and CEO
 - Among internal units
 - With Business units and stakeholders
 - Communicate transformation progress and updates to executive management
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Benefits to organisation

- Structure and coordination for IT implementation
- Performance management and leverage learning across teams
- Greater visibility of project progress and issues for Board and senior management
- Enhanced communication between business and implementation teams

PKF PROJECT MANAGEMENT SERVICES

1) **Project Assessment and Monitoring**

Independent, vendor agnostic, objective advisory in project lifecycle, based on IT Risk and Project management frameworks.

2) **Business Case Development and Planning**

Quantify project objectives and develop business case, CSFs and strategic alignment to the business to ensure management buy in.

3) **Vendor Selection and Development of Requirements**

Develop requirements specifications and evaluate vendors independently.

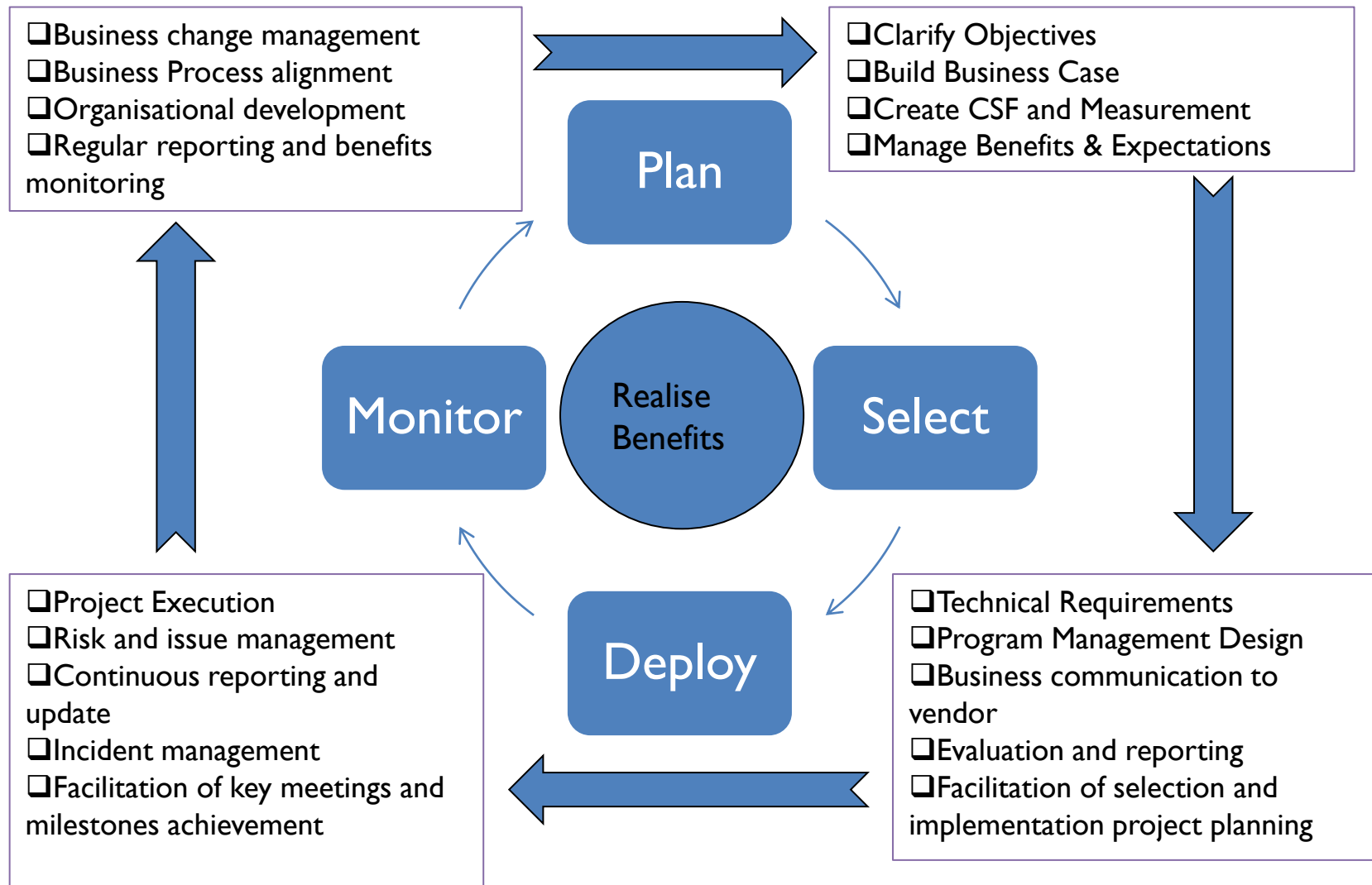
4) **PMO outsourcing for your projects**

Set up, manage and transfer PMO and provide continuous assistance to the running of PMO for your projects. We provide qualified personnel to either work with your existing project team, or we can set up from scratch.

5) **Program Management and Portfolio management**

Provide independent oversight and reporting over project implementation, testing and deployment, ensuring that measurements of Critical success factors are continuously

PKF PROJECT MANAGEMENT FRAMEWORK



OUR SERVICE PACKAGES

❑ **SME Package**

We provide two pricing options:-

- a) Time & Material – We will work with you and commit the number of days per week you will need our consultants to on site
- b) Fixed cost Per Month – Our consultants will be on site full time until the project is implemented

Costing Structure

We can work with Time & Material Cost Structure or fixed cost structure, whichever that suits our clients, with negotiable fees and payment terms.

❑ **Enterprise Package**

If you're running larger projects or have a geographically disbursed teams, then you have considerable needs that can't be summarized here. You need a completely custom and bespoke solution.

Get in touch with us and we can spend some time to understand your business and requirements and put together a custom proposal that will suit your business and budget.

WHAT COMES WITH OUR PACKAGES

- ❑ 1-on-1 sessions that could range from video phone consultations, marathon discussions and any other way you want to cut it

- ❑ 24/7 email support during the entire time we are working together, with a maximum turnaround time of 24 hours

- ❑ Access To Any Project Management Templates
You will have access to any project management templates you may need for Internal Project Management operations; i.e. Activity Completion Report Template, Post Implementation Review Template & etc.

- ❑ Custom Templates Developed For Your Business
If you need a bespoke project management process, then our project management Consultants can create a customized set of templates tailored to your unique business.

QUALIFICATIONS AND CERTIFICATIONS



Examination Material Board for
CGEIT since 2010



ISO-27001
Lead Auditor



ISO-27001
Lead Implementer



Partner of QSA
Control Case
International since
2011





Stevie Heong – Director

*B.Sc. Computer Science, University of Western Australia, Perth,
CISSP, CGEIT, CISM, CISA*

- ❑ Information Technology field for **15 years**
 - ❑ Former Head of Professional Services for Blue Coat Systems, a NASDAQ listed US IT security company
 - ❑ Management and global consulting positions in DHL IT and Siemens, where he had stints in Singapore, US, Austria, Germany and the Czech Republic
 - ❑ Lead Roles in IT compliance and security auditing, IT governance exercises, IT Project Management and value optimisation from IT investments
 - ❑ Technical certifications in Cisco, Juniper, Checkpoint, Microsoft, Blue Coat
 - ❑ Certified Information System Security Professional (CISSP)
 - ❑ Information Technology Infrastructure Library (ITILV3) Foundation
 - ❑ Member of the Malaysian Chapter of Information Systems Audit and Control Association (ISACA)
 - ❑ Certified in Governance of Enterprise IT (CGEIT) accreditation
 - ❑ Certified Information Security Manager (CISM) accreditation
 - ❑ Certified Information Systems Auditor (CISA) accreditation
 - ❑ On the CGEIT Review Board for ISACA International, based in Chicago
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Chan Chin Boon - Senior Manager

B. Sc. Computer Science and Physics, Campbell University, North Carolina, USA.

CISA

- 24 years** career in Information Technology Consulting
- MIS manager for Minolta and Ericsson
- IT Group Manager in Hong Leong Group
- Head of infrastructure support for Prudential Asia
- Head of IT for Great Eastern Life Assurance
- Head of IT for Malaysian Airlines data centre
- Program manager for Shell IT
- Regional program manager for Blue Coat Systems, managing the entire channel partner program in Hong Kong, Taiwan, China, Japan and Korea
- Principal consultant on several large projects of government agencies, handling project and resource management of ERP migrations as well as procurement lifecycle advisory
- Member of the Malaysian Chapter of Information Systems Audit and Control Association (ISACA)
- Certified Information Systems Auditor (CISA) accreditation
- PMP Certification



Agnes Yew Suet Ling - Senior Program Manager

Bsc in Business Administration, University of Manitoba, Canada

PMP

- Bsc in Business Administration, University of Manitoba, Canada*
- 17 years experience, in senior roles in Banking and financial industry in Hong Leong bank and OCBC
- Lead Project Manager in large banking solutions implementation and deployment
- Expertise in SAS Business Intelligence software
- Implemented projects for EON Bank, CIMB, Dah Seng Bank and Alliance Bank
- BASEL II Banking compliance expertise
- Project Management Professional (PMP) Certified
- CISA trained
- Led in complete project management lifecycle of Co-operative system deployment for one of the largest co-operatives in Malaysia
- Coordinated integration and ERP migration project for BERNAS, Malaysia's national rice regulator
- Overall lead project manager for Scope International banking projects for Standard Chartered Bank
- Certified SAS Base programming for SAS9 Certificate

PROJECT MANAGEMENT CASE STUDIES



NLFCS Malaysia (PROJECT MANAGER)

Brief

National Land Finance Co-Operative Society is one of the largest co-operatives in Malaysia. They are looking to acquire a new Business Information System to replace the older system that has been in place since 2001.

Scope

The scope includes Strategy and Planning; RFP, RFI and RFQ development; evaluation of vendors and scoring; filtering of capabilities; contract negotiation; rollout of implementation project; management of the entire project lifecycle and post implementation and maintenance management.

Some Activities are

- Engage discussion with stakeholders on user requirement
- Engage discussion with potential vendors for Vendor Selection Process
- Manage the Vendor Selection Process activity – RFI, Vendor Conference, Vendor Selection & Vendor Award activities
- Monitor and manage project risk
- Negotiate and resolve issues as they arise across areas of the project
- Communicate project status to customer project sponsor, all team members, and other relevant Stake-holders and involved parties
- Rollout and implementation management, cost management
- Monitoring and reporting, as well as ensuring success of project
- Oversee the data store migration and testing

PROJECT MANAGEMENT CASE STUDIES



BERNAS (PROJECT MANAGER)

Brief

BERNAS is the rice regulator of Malaysia, and a government arm. Since 2010, we have been involved in their migration of ERP systems, a massive project involving multiple government bodies and large scale project deliverables.

Scope

The scope includes business analysis; process flow design; quality assurance testing on the systems; project management audit; training needs assessment and training program rollout; data store migration and design; project risk assessments

Some Activities are

- Project management on Data Integration and Migration Module for project BERNAS WAVE3
- Engage discussions on stakeholders and team leads on integration and migration matters
- Manage project resources
- Monitor and manage project risk
- Manage project operation issues
- Negotiate and resolve issues as they arise across areas of the project
- Look after the interests of the project team
- Communicate project status to customer project sponsor, all team members, and other relevant Stake-holders and involved parties

OUR VALUE PROPOSITION



Project Management, unlike other technical disciplines requires knowledge, people skills and experience.

There is no exact sciences and methodology to confirm success; but with a highly skilled, qualified and experienced Project Manager, the chances of success increases dramatically.

Our project managers are qualified: PMP Certified, and can be verified by checking PMI website <https://certification.pmi.org/registry.aspx>. We are also qualified and certified in major IT certifications.

Our project managers are experienced: Key senior project directors have all over 15 years on the field, and have hundreds of hours of experience in IT systems rollout projects

Our project managers are highly skilled: We are not just general project managers, but managers focused in IT projects rollout. We have managers working with government projects, private sector projects and large scale systems that require highly sophisticated ERP systems and management of teams all around the world.

CONTACT US TODAY FOR MORE INFORMATION!



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