

Managing Successful Programmes

**5-day Training Program leading to the
APMG Foundation Level and Practitioner Level
Certificates in MSP®**

MSP (Managing Successful Programmes) is the non-proprietary best practice model that ensures programme delivery is on time, on budget, of high quality, and delivers the benefits demanded by the investment. MSP is from the same stable as PRINCE2 and is the natural companion to this world-leading project management methodology.

This comprehensive five-day programme provides participants with an extended theoretical and practical knowledge of MSP and prepares participants to take the MSP Foundation Exam on Day 3 and the MSP Practitioner Exam on Day 5.

**Refer to website
for current dates**



Managing Successful Programmes

“An outstanding program management course.”

BANKING ANALYST,
GLOBAL FINANCE GROUP

There are a lot of myths about programmes – they are just big projects, you can manage them the way you do things now, you don't need a Programme Office, and any good Project Managers can just do the programme as well. In fact this couldn't be further from the truth – projects and programmes are different and need a different management approach and a higher level of governance involvement.

To put it succinctly, projects exist and thrive on certainty of outcome, whereas programmes exist and evolve in more ambiguous environments.

The course educates participants in all aspects of the MSP methodology, including its practical application. It covers the five core processes of the Transformational Flow and the nine Governance Themes that provide the control framework for programme delivery. It also covers the programme management principles needed to deliver a programme in a sometimes-volatile corporate strategy.

Learning Method

This course is instructor led, and participants undertake practical activities to ensure understanding of concepts and terminology. Self-study is required for the exam.

Learning Outcomes

The aim of this course is for each student to be able to work in a programme, including:

- Recognise a programme, and how it is different to a project
- Apply MSP theory into practice
- Effectively control the start, progress and closure of a programme
- Integrate the MSP Governance Themes and Transformational Flow into a programme
- Establish a programme organisation and manage the appropriate stakeholders
- Apply the Programme Management Principles across the life of the programme
- Establish a Programme Office to support a programme
- Conduct a programme Health Check

Course Presenter

This course is presented by ALC Online, a leading provider of professional management services and the region's most experienced practitioners. ALC Online brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results using best practices such as MSP, PRINCE2 and ITIL.

Prerequisites

Prior to the course there are no prerequisites.

However, achievement of the MSP Foundation Certificate is an essential pre-requisite to achieve the MSP Practitioner Certificate. This is included on day 3 of the course.

Exam Structure

The MSP Practitioner course includes 2 exams.

The MSP Foundation exam is a closed-book multiple-choice exam consisting of 50 questions to be completed within 40 minutes. Candidates need to achieve a mark of 30 or more to pass. It is held on day 3 of the course.

The MSP Practitioner exam (previously known as 'Intermediate') is an open-book exam consisting of 9 questions with a total of 180 marks to be completed within 2.5 hours. Candidates need to achieve a mark of 90 or more to pass. A pre-requisite for this exam is a score of 60% at Foundation level for candidates that have taken the Foundation exam on or after 1 March 2008. Candidates that have taken their Foundation exam prior to 1 March 2008 are exempt from this rule.

Who Should Attend

The MSP Practitioner course is appropriate for:

- Project Managers that need to manage programmes in complex and dynamic environments
- Anyone who requires a detailed understanding of a programme management methodology
- Programme management professionals who are looking to obtain a recognised qualification in MSP
- Project Office managers who are looking to support a programme
- Anybody who wants to obtain MSP Consultant or MSP Trainer certification

MSP Foundation/Practitioner Certificate Course



www.alc-group.com.au

Course Contents

Foundation Course

Day 1

- Course Introduction
- Introduction to programme management
- Recognising a programme
- Programme Management Principles
- Governance Themes overview
- Identifying a programme

Day 2

- Defining a programme
- Managing the Tranches
- Delivering the Capability

Day 3

- Realising the Benefits
- Closing the programme
- Practice Foundation exam
- Facilitator led study
- MSP Foundation Examination

Practitioner Course

Day 4

- Applying MSP to a scenario part 1
- Applying MSP to a scenario part 2
- Practitioner exam hints and tips

Day 5

- Review of the sample practitioner exam
- Facilitator led study or private study
- Private study
- MSP Practitioner Examination

Course Topics

MSP Characteristics

- Accessible best practice programme management
- Programme characteristics
- The Programme Office
- Programme Health Checks

Scope

- Introduction to MSP and Programme Management
- The Programme Management Organisation
- Establishing the Vision
- Leadership and Stakeholder Engagement
- Benefits Realisation Management
- Programme Blueprint Design and Delivery
- Planning and Control
- The Programme Business Case
- Risk Management and Issue Resolution
- Quality, Configuration and Information Management

The MSP Transformational Flow

- Identifying a Programme
- Defining a Programme
- Managing the Tranches
- Delivering the Capability
- Realising the Benefits
- Closing a Programme

The MSP Principles

- Remaining aligned with corporate strategy
- Leading change
- Envisioning and communicating a better future
- Focusing on the benefits and the threats to them
- Adding value
- Designing and delivering a coherent capability
- Learning from experience

What is MSP (and do I need one?)

MSP stands for Managing Successful Programmes, and is a companion product to PRINCE2 from the APMG (who also do ITIL). While ITIL and PRINCE2 are focussed on reducing the risks in service management and projects respectively, MSP is a tool that can be used to reduce the risk of failure in programmes.

There are a lot of myths out there about programmes – they are just big projects, you can manage them the way you do things now, you don't need a Programme Office, and any good Project Managers can just do the programme as well. In fact this couldn't be further from the truth - they are different and need a different management approach and a higher level of governance involvement.

Traditionally, projects have delivered some capability into an organisation and then moved on. While there is now a lot of focus on realising benefits and providing ongoing operational support, it is still based on individual projects. MSP takes that focus and places it clearly on delivering the benefits of the programme, which may encompass a number of years of work from a number of separate projects both inside and outside an organisation.

One of the major differences between projects and programmes is the predictability of outcome. Most projects, if they want to be successful, have a final product defined early on. With a programme we may be delivering a strategy which is using unproven technology, involves volatile markets and

long-term social effects and has a range of internal and external customers that are difficult to engage. This is where MSP becomes of most value.

To put it succinctly, projects exist and thrive on certainty of outcome, whereas programmes exist and evolve in more ambiguous environments.

The other major difference between MSP and a project management method like PRINCE2 is the focus on benefits realisation and delivering strategic objectives. The path from project output to a strategic objective being realised is littered with failure, and MSP helps to clarify and reduce this risk of failure.

Like PRINCE2, MSP has clear decision points where you can stop the programme if it is no longer viable. Many of the things we do in PRINCE2 managed projects we are already familiar with, such as the business case, risk and issue management, etc. MSP uses these and other products that are specific to programmes to support the process.

Do you need PRINCE2 to run MSP? Well, no, you can run it on PMBoK or Agile based projects, or any other method you choose. However, the terms are very similar so anybody who has done PRINCE2 will be right at home. So do you need MSP? Well, yes you do, but only if you have a big, ugly, hairy and risky programme to manage – don't do it because it is the latest fad. Like PRINCE2, MSP is a sharp tool, so get some training and support from an experienced practitioner or you might hurt yourself.

HOW TO REGISTER

1.  Register Online
www.alc-group.com.au
2.  Send your details by email
learn@alc-group.com.au
3.  Fax the Enrolment Form below to:
Fax: +61 2 9388 9100
4.  Any queries please call Customer Service
Tel: 1300 767 592
or **+61 2 9388 9999**
5.  Post the completed Enrolment Form to:
ALC Online Pty Ltd
PO Box 2058, Bondi Junction NSW 1355

COURSE DETAILS

- FEES:** (per delegate)
MSP 5 day Practitioner Program **A\$ FEE \$2950 + gst**
- VENUE:** The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our web site.
- COURSE INFORMATION:** The course is held from 9.00am to 5.00pm and registration is from 8.30am. Fees include lunch, refreshments and all course materials.
- TERMS and GUARANTEE:** To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 10 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.

Team Discounts
Discounts for 3 or more delegates.
Contact ALC for more information.

ENROLMENT FORM - Managing Successful Programmes Practitioner



ALC Online Pty Ltd is an independent Australian company dedicated to the provision of top quality training and professional services for business and government. ALC has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education, advice and support.

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