

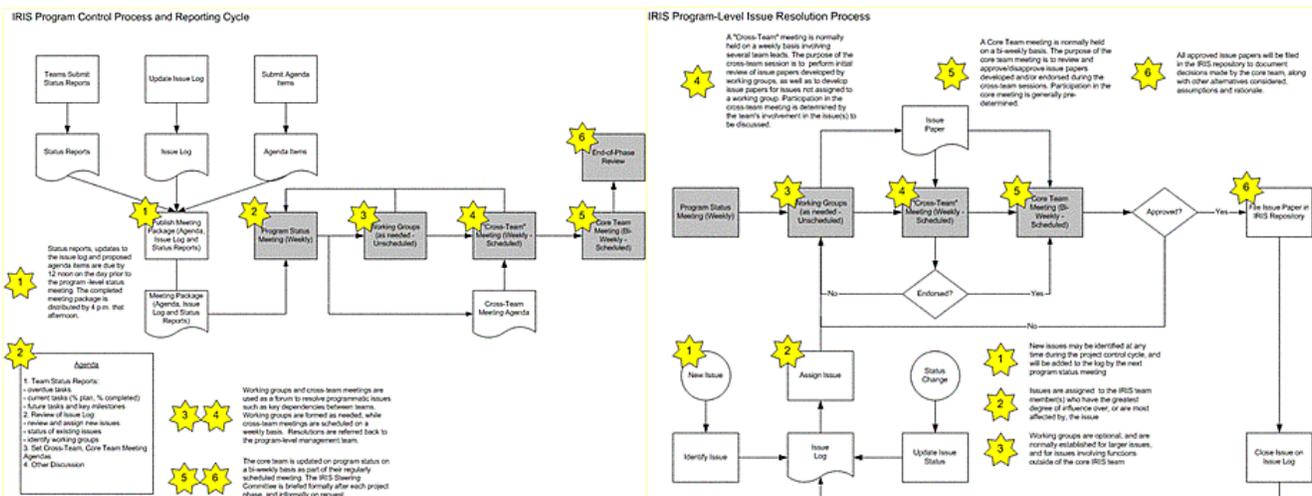
## SERVICE OVERVIEW: PROGRAM AND PROJECT (IMPLEMENTATION) MANAGEMENT SERVICES

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David L. Boone possesses 15+ years of project management experience with over 20 successful IT and business transformation projects completed. He is Six Sigma certified and PMI PMP (Project Manager) certified since 2001 (PMP #35684). He gained Big 4 PROJECT MANAGEMENT experience as a consultant at KPMG. David holds a Systems Management (STEM-certified) graduate degree. He has attained Professional Scrum Master I certification with experience in Agile/Scrum and waterfall methodologies. David is a member of the Project Management Institute.

David leads his clients through the process of replacing existing processes, platforms and capabilities with new ones based on redesigned and optimized business processes, either as the prime contractor, the client's Program/Project Manager, or an Independent Quality Assurance agent. He helps his clients focus their technology strategy and implementation on what really matters to their business, and helps them optimize their business strategy by preparing to take advantage of today's technology enablers.

A key success factor for David's program and project management services is having documented, consistent processes for controlling the governance cadence and identifying, resolving/mitigating issues and risks.



The graphics above depict the processes that David normally uses to govern project status reporting, the “cross-pollination” of project information, course correction and issue identification and resolution. Having defined and proven processes is critical to ensuring that project participants know what is expected of them and when, as well as how to raise and work through issues, risks and concerns in an efficient manner.

David normally uses ISSUE PAPERS as the standard format and vehicle for identifying, researching, escalating, staffing, debating and resolving issues. The issue paper begins with defining a clear and concise problem statement and the associated impact(s), goes on to provide definitions of terms used, a section clearly listing the (verified) facts, in many cases another listing assumptions, identification of alternatives with advantages and disadvantages, a record of discussion or positions registered by various stakeholders, and finally recommendation(s), whether or not those recommendations have to be escalated for a decision. The issue paper serves as the completed record of the issue and decision, and is kept as a part of the historical record.