

CAPABILITIES

Introduction

Successful IT projects continue to typically represent less than 50% of all IT projects started - this may have been acceptable in 1989 but not 2009!

Therefore, RobustPMSM's value proposition is to identify IT project, program and portfolio management process vulnerabilities and the elimination or mitigation thereof through the integration of clearly-defined, practically-implemented and optimized project management processes, via appropriate tools and techniques, for the delivery of successful project services or products on time, within budget and of high quality.

Incorporated in 2002, Robust Web Services, Inc. dba RobustPMSM is a well-seasoned, boutique consultancy specializing in IT project management process optimization.

The RobustPMSM Advantage

What sets RobustPMSM apart from the competition - and thereby provides the RobustPMSM AdvantageSM - is the fact that, as opposed to typical PM service providers which are often glorified employment agencies hiding behind a project management façade and which are more concerned about the *quantity* of PM resources its clients employ or contract, rather than the *quality* thereof, RobustPMSM focuses its services on the practical implementation (theory-to-practice) of effective and repeatable PM processes, tools and techniques to enable effective project management environments (PMOs, etc.). **The result is that process integrity is maintained across all projects and programs going forward, irrespective of employee/contract staff turnover.**

Additional advantages of RobustPMSM services are:

1. Potentially fewer project management resources needed due to improved PM effectiveness, repeatability and automation.
2. Reduced client costs by providing the requested PM services in the most time-effective manner possible.
3. Currently deployed IS/IT systems, that the client organization has previously invested in, are utilized where possible to enable effective PM processes at no or minimal cost.



Core Services

Core **RobustPMSM** services include:

1. **Project Management Troubleshooting**:- Performing vulnerability analysis of existing PM environments (PMO, etc.) to determine why projects are not being delivered on time, within budget and/or to the customers' satisfaction (quality), producing a remediation plan and facilitating the plan's implementation.
2. **Project Management Tools Review**:- reviewing/identifying PM tools/technologies to enable the effective integration and automation of effective PM processes.
3. **Cost Management Implementation**:- implementing repeatable Cost Management processes to effectively monitor and control capital and expense costs.
4. **Earned Value Implementation**:- implementing Earned Value-based Performance Management processes.
5. **HR Time Management Implementation**:- implementing HR Time Management processes and tools to enable accurate reporting and control of project human resource hours and cost.
6. **Communication Management Implementation**:- implementing Communication Management processes and tools to enable the distribution of timely, accurate and concise project information to appropriate team members and stakeholders.
7. **Quality Management Implementation**:- implementing Quality Management processes and tools to ensure that a project meets the specific needs that it was intended to meet.
8. **Risk Management Implementation**:- implementing Risk Management processes and tools to enable effective identification and control of project risks and issues.



Associated Services

Additional services provided by **RobustPMSM** that are closely associated with the core services include:

1. **End-to-end project management**:- performing all aspects of project/program/portfolio management.
2. **Resource Roles and Responsibility Optimization**:- adaptation of existing organizational resource roles and responsibilities for optimal management of projects.
3. **SDLC Review**:- perform review of existing Software Development Life Cycle processes and artifacts, etc. and makes recommendations regarding the adoption/implementation of a formal SDLC is not currently in use – i.e. SDLC methodologies/approaches include SCRUM, Unified Process (of which IBM Rational RUP is one potential tool), ADM, etc.
4. **Project Mapping**:- facilitates the implementation of effective maps for the purpose of graphically conveying external project and program dependencies, resource relationships, etc.
5. **Effective Task Follow-through**:- involves training resources in an effective task follow-through process, in conjunction with existing technologies available to the organization (and individual resources) to facilitate effective task follow-through.



For additional information regarding **RobustPMSM** services, refer <http://www.robustpm.com/services/services.aspx> and <http://www.robustpm.com/brochure/brochure.pdf> respectively.

Organizations/Industries Serviced

RobustPMSM has, to date, provided services to the following industries and organizations: **Independence Blue Cross** (Health Insurance); **PJM Interconnect** (Power Management/Marketing); **Comcast** (Interactive Media, dot.com); **Corporation Services Company** (Legal / Litigation); **City of Philadelphia Mayor's Office** (Local Government); **Nationwide Insurance** (Insurance); **Kyocera** (Computer Peripherals/Appliances); **American Board of Ophthalmology** (Medical). RobustPM is seeking Government & DOD contract opportunities, as well as subcontracting/teaming opportunities with prime contractors.

Leadership

George Loudon



George Loudon is **RobustPMSM** President and Project Management Solutions Facilitator. He is a proud naturalized American with 25+ years' IT consulting experience in diverse industries, and has extensive experience regarding implementation of effective and repeatable project management processes through the use of appropriate technologies/tools and techniques.

In South Africa, during the mid-to-late 1970's, George trained with Atlas Aircraft Corporation (military aviation) and qualified, with distinction, on military aircraft instrumentation and flight control systems.

During the early 1980's, he was approved/licensed by the South African Department of Civil Aviation (DCA) on civil aviation flight control systems. In addition, George acquired a private pilot's license, with a night-flight and advanced navigation rating, as well as an aerobatics rating - all achieved through the South African Air force, civilian flight wing.

From the "super-clean" (micron-filtered) environment of aviation, George joined the De Beers Diamond Research Laboratories (in the early-to-mid 1980's) where he used his knowledge of control systems and electronics to design and develop industrial process control systems, including the design and development of embedded firmware.

During the mid-1980's, he adapted his skills, which he gained on process control systems, to automate business processes using commercial-based software systems to increase process efficiencies wherever possible. The range of roles that George has been involved with, up to end-2004, includes:- Product Visionary; hardware & software Designer, Developer and Tester; Software & Enterprise Architect. In addition, he has, since the early 1990's to end-2004, been performing Project Management functions. However, since 2004 his focus has specifically been to assist organizations in reducing the failure rate of their IS/IT projects/programs through the assessment of project management process vulnerabilities and the remediation thereof through process improvement, training and appropriate technologies/techniques. In addition to being a Project Management Professional (PMP certified), his qualifications include a master certificate in IS/IT Project Management, a SCRUM Master certification, a Sun Microsystems Java2 certification, numerous OOAD/UML certificates.

George is a member of the [Project Management Institute](#) (PMI) and the [Institute of Management Consultants USA](#) (IMC). He represents **RobustPMSM** at the [Armed Forces Communications and Electronics Association](#) (AFCEA).

Louise Loudon

Louise Loudon is **RobustPMSM** Administrative Director. With her natural 'people' and communication skills, a qualification in Public Relations and extensive (30+ years) human resource experience at all levels of business, Louise's knowledge and experience is embedded within **RobustPMSM**'s successful approach to project management processes and HR roles & responsibilities.



Contact Information

Pennsylvania (HQ)

Landline: (610) 383-6509
Fax: (610) 383-6512
Physical Address:
224 Brandamore Rd.
Brandamore, PA 19316

Postal Address:
PO Box 242
Brandamore, PA 19316

Web Site: <http://www.robustpm.com>

George Loudon (President):

Cell: (610) 457-4189
Email: george.loudon@robustpm.com

Virginia

Landline: (703) 286-0825
Fax: (703) 286-0888
Physical & Postal Address:
1616 Anderson Road
McLean, VA 22102

