



Power UP

Best Practice for Change Management for Resource Management Transformations

September 1, 2021

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RMI Mission



The RMI is dedicated to the advancement of resource and workforce management thought leadership, best practices and standards, globally recognized credentials that certify resource and workforce management expertise, and tools and resources necessary for effective and efficient management of human capital intensive businesses.

www.resourcemanagementinstitute.com

We are helping companies via better resource management to achieve improvements in:

- Project performance
- Resource utilization
- Customer satisfaction
- Employee engagement/retention

We do this by providing:

- Best practice definition and development
- Market research and white papers
- Training and education
- Industry collaboration/events

The screenshot shows the RMI website homepage. The header includes the RMI logo, navigation links (About RMI, Events, Insights, Certification, RMCP® Tools), a 'Join' button highlighted with a green starburst, a 'Login' button, and a search bar. The main banner features the text 'Thought Leadership' and 'Five Reasons RMOs Fail: And How to Avoid These Pitfalls.' with a 'Download the White Paper' button. Below the banner are three featured articles: 'RM Maturity Model', '2022 RM Global Symposium', and 'RM Classes & Schedules'. Blue callout boxes with lines pointing to specific elements are labeled 'Collaborate', 'Innovate', and 'Educate'.

Collaborate

Innovate

Educate

Thought Leadership

Five Reasons RMOs Fail: And How to Avoid These Pitfalls.

Download the White Paper →

RM Maturity Model
Provides a sense of where you are in your journey to a more mature resource management function.
[Read More →](#)

2022 RM Global Symposium
We are now accepting speaker applications for the 2022 Resource Management Global Symposium.
[Read More →](#)

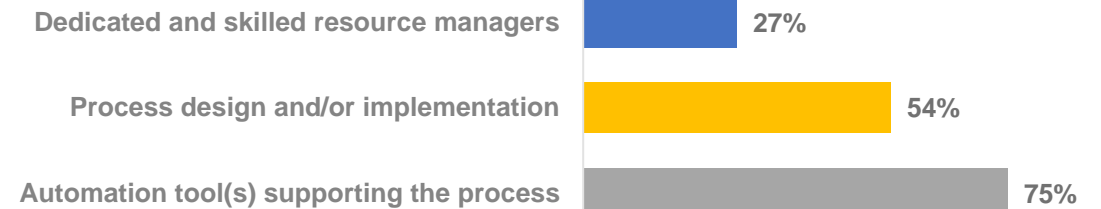
RM Classes & Schedules
RMI offers resource management classes and certification for project-based services teams.
[Read More →](#)

Best Practice for Change Management (CM) for Resource Management Transformations

Perspectives on Resource Management Transformation

- Resource management is still a nascent discipline vs. project management or quality processes
- Companies still struggle with the basics of people, process and technology (see survey input)
- RM investments still lag other better understood business processes
- Good RM requires breaking down established norms such as:
 - Creating a centralized and transparent view to all enterprise resources
 - Forecasting resource needs at a granular level over a substantial time horizon e.g. 6 months
 - Leaving spreadsheets behind for more modern RM tools

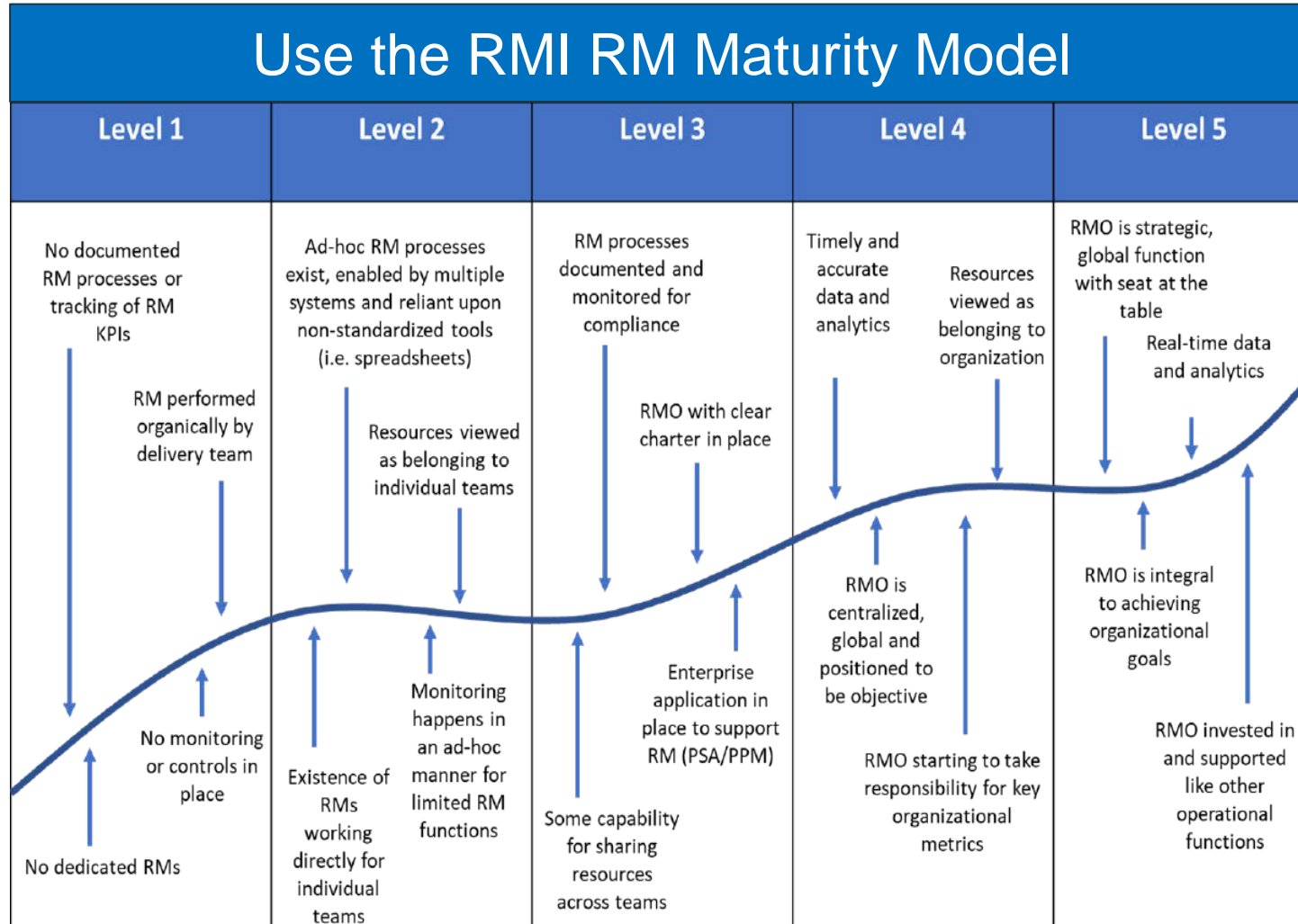
2020 RMI Survey



Inhibitors to Resource Management

Start With Knowing Where You Are

Use the RMI RM Maturity Model



Legend

Level 1 & 2

Represents a non-existent function, or RM processes that are providing the organization little to minimal benefit.

Level 3

Demonstrates you have invested in RM capabilities and processes and are starting to get the basics right, but shortcomings exist causing you to still be more reactive and less strategic.

Level 4

Shows that RM in your organization is adding value. It is more proactive than reactive. RM is more integrated into the service delivery model.

Level 5

You are an industry leader in a specific area or overall. RM is strategic for the organization and a critical element for meeting organizational objectives and creating competitive advantage via resource management capabilities.

Best Practices in CM for RM Transformation

- Once you have baselined your RM Maturity, build a targeted transformation plan to include CM specifics
- Define your RM processes with a clear set of goals
 - The most successful firms build a plan to get there with a step change approach including expectations of benefits and how quickly they will accrue.
 - Communicate these goals to your cross-functional teams
- Use your process design to determine needed automation tool support, usually solutioned in the form of a PSA/PPM/RPM tool
- Secure organizational agreement to both of the above items as well as needed investments and ongoing funding
- Build your Resource Management Office (RMO) including staffing the RMO with experienced resource managers (train people if you are unable to find already skilled resource managers)
- Train the RMO team, and needed cross-functional teams on a common set of RM processes
- Execute your agreed process and commit to continuous improvement
- Communicate progress, actions, activities and successes to your cross-functional internal partners

RM Change Management Perspectives from SweetRush

Guest Speaker

Claudia Moreno

RMO Manager, SweetRush

Claudia Moreno is the RMO Manager at SweetRush, an e-Learning agency. She has centralized and consolidated the Resource Management functions for the company, providing strategic planning to optimize the teams performance for in-house and professional services. With more than 13 years experience in advertising, strategy, planning and management in the marketing and digital advertising industry, she understands the challenges and needs of Resource Management for the agency market. Claudia holds an MBA in Marketing, an associate degree in Strategic Control of Organizational Management and has an RMCP® certification.



About SweetRush

SweetRush is an organization trusted by many companies to help them improve the performance of their employees. And we offer solutions for training, cultural transformation, and staff augmentation in digital environments. It has been in business since 2001.



Key Points to Remember

Resource Management hangs out with Change Management every single day, so, remember:

- You're working with different personalities
- Behind resistance is fear to the unknown
- Don't assume
- Connect with people
- Be approachable



RMI Tools You Can Use

Resource Management Certified Professional (RMCP)®

First-of-its-kind certified
professional skills
development program for:
Resource Managers

Learn Best
Practices

Gain Access
to RMCP®
Resource
Center

Collaborate
with Industry
Peers

*Plus a copy of a robust commercial-grade
resource management process*

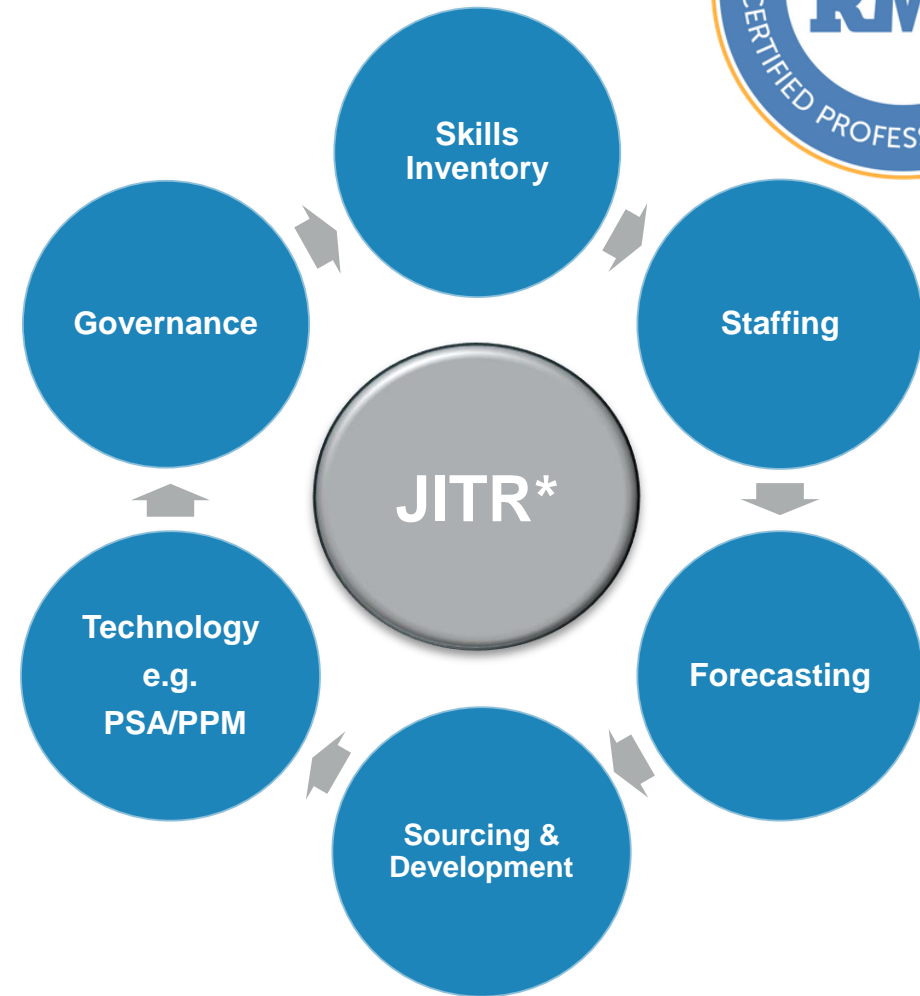


RMCP® Overview



- Prerequisite study
- 3-day classroom, 6-week online instructor led sessions (2 hrs. each), and on-demand format
- Interactive lectures, case study workshops
- Certification exam
- Re-certification process

- Pricing*:
 - \$1,995/person in-class
 - \$1,895/person online
 - \$1,795/person on-demand
- Student pays travel expenses
- Materials and testing fee included



Just-in-Time Resourcing® (JITR)

*Price subject to change. Volume pricing available upon request.

Upcoming RMCP® Programs

In-Person RMCP (Cincinnati, OH)

- **November 09, 10, 11 2021**
\$1,895 now through October 9, 2021
\$1,995 after October 9, 2021



Online RMCP

- **starts September 1, 2021**
\$1,895 after August 1, 2021
- **starts November 30, 2021**
\$1,795 now through October 30, 2021
\$1,895 after October 30, 2021



Online ADVANCED RM COURSE

- **starts September 28, 2021**
\$799 (offered exclusively to RMCPs)



RMCP® ON-DEMAND VERSION AVAILABLE 7 X 24 FOR \$1,795

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September 22-23, 2021

<https://resourcemanagementinstitute.com/rmi-connect/>

Accelerating Resource Management Maturity

Third Annual Resource Management Global Symposium

April 28-29, 2022: Dallas, TX



Learn. Collaborate. Innovate.

www.resourcemanagementinstitute.com/symposium

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Keyedin enables project management offices (PMOs) and embedded services organizations (ESOs) to be more strategic, more efficient, and deliver greater business impact by allowing you to easily forecast and allocate resources, create and analyze portfolios, gain visibility to all your projects, and discover new insights through dynamic PPM analytics.

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Q&A

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