



## 4Q16 Newsletter

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### FROM THE CORNER OFFICE

#### Thanks and Happy Holidays



It seems impossible, but here we are once again at year end, looking forward to the holiday season, and a more relaxed pace with family and friends. Looking back on all that has happened in 2016, it is ever more important to thank [our clients](#) for their trust in us to provide business value.

I would also like to thank [our staff](#) for their role in our success. We continue to grow, adding experience and skills in project and business process management and operational leadership.

In closing, as always I encourage you to use this holiday time wisely - personally as a cherished time with friends and family and special events, and professionally as a time to recharge your batteries and give thought to next year. Thank you for continuing to support us, and for making us a trusted partner in your business success.

#### Viewpoint

It's often difficult to imagine that there are places in the world where clean water is not readily and reliably available. From my upbringing in India, I was familiar with the impacts of water shortage and the effects of living in unsanitary conditions. Upon emigrating to the US, I wanted to learn more about how organizations in the West set out to solve such problems. To get started, I visited the Latin American country of Honduras as a volunteer with [Pure Water for the World](#) (PWW). PWW is a Vermont-based charity whose vision is a world in which all people have safe water, proper sanitation and the knowledge to sustain it for future generations. They have long-standing aid operations in Honduras and Haiti, and deploy low-cost, no-maintenance, small-scale water filtration units for each household.



Our mission while in Honduras was threefold: a) to install household water filtration equipment; b) to improve sanitation facilities within the community; c) to teach people the techniques and value of improved hygiene. The week-long trip was successful, despite working in one of the most remote, mountainous and impoverished regions of the country. Household water filters were deployed, new sanitation facilities were built, and many people went through sanitation and hygiene education.

The time I spent in and around the local community was the greatest reward of participating, as I met only smiling and welcoming people - despite language barriers and living in the most primitive of conditions. The contrast with people "back home" in the US was striking. At home, in a world filled with positives (wealth and capability), the typical focus is on that small proportion of negatives - what can't be easily corrected, or the imperfections in an otherwise perfect situation. By contrast, the Hondurans, who have little to nothing, and whose problems are 10x more and 100x greater, live a relatively happy life.

We must all constantly "calibrate" ourselves and our positives and negatives in life, first to realize exactly how fortunate most of us are, and second, to appreciate the needs that others less fortunate have, and how we can help them. Once "calibrated", giving becomes a moral imperative, because now we know "too much", and our internal senses of responsibility awaken to encourage us to help better our fellow man.

Ignoring the plight of others less fortunate, when we have so much, is senseless.

## Business Solutions

### Project Manager + Business Analyst Role

Desai's [Role-Based Project Manager + Business Analyst](#) (PMBA) solution helps businesses of all sizes and maturities efficiently utilize qualified professionals to address business needs in multiple related roles, specifically Project Management and Business Analysis. Such a hybrid role can provide a clear sense of the challenges that await the customer, and the proper paths to navigate them effectively. The skill sets for Project Manager and Business Analyst have a lot in common; however at the same time the roles are required to maintain the significant differences in perspective in order to be effective.

When these two roles deploy together as one resource, their traditional partnership becomes unified - the PM aspect driving team members' progress in concert towards key dates and deliverables, while the BA aspect covering the customer's problem in sufficient detail to identify a solution that addresses core business needs. Desai's staff has sufficient experience in this combined role and solution to understand and optimize the coordinated focus on both PM and BA-critical capabilities.

BA-only	Both	PM-only
Solution knowledge Modeling and requirements management tools	Facilitation Planning Leadership and influencing Motivation Negotiation Setting priorities Making recommendations Communication Systems thinking Trustworthiness Problem solving	Work definition Project and portfolio management tools

PM & BA Shared Skills

Desai's experience helps ensure that the critical success factors for a role-based PM + BA solution is understood and achieved:

- Making sure the right tools exist to support the capabilities required by both roles
- Allocating proper time for the quality execution of both roles
- Tracking logistics and solution information separately
- Building partnerships within the business to effectively utilize subject matter experts
- Scoping and scheduling work appropriately

Clearly the benefits of role and solution consolidation outweigh the risks, especially when the service provider has the necessary experience and expertise for the roles in question. For the role-based PM +BA, Desai has the right people and the right track record to realize these benefits, ensuring improvements in the cost, time, and risk of customer projects embracing this approach.

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## TRAINING

### Successful PMP Boot Camp

The recently-conducted PMP Boot Camp (November 11-13) was another great success, bringing the total number of people trained since inception to almost 300. This was the last Boot Camp for 2016. Watch for our next Boot Camp, to be held in Spring, 2017.



### Upcoming Courses

Desai and Champlain College have partnered to introduce a course that blends the qualities of Appreciative Inquiry (AI) with the rigor of Project Management (PM). The first course for Appreciative Project Management (APM) is targeted for January 9-13, 2017, at Champlain College in Burlington. [Click here](#) for more details on the course content.

Desai is proud to announce a new Boot Camp, for the PMI - Agile Certified Practitioner (ACP). This course will be held on January 19 & 20, 2017, at the Best Western Conference Center in South Burlington, VT. [Click here](#) to find out more about the course.

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Josh Kreiger

### Consultant of the Quarter

Desai is proud to announce the Consultant of the Quarter for 2Q16. This individual is a long-standing member of the Desai team, who is renowned for commitment and service to his customer. For 4Q, we're very proud to announce that this honor goes to Josh Kreiger. Josh has grown into a leader who is relied upon to tackle a diverse and often unanticipated collection of customer needs at a moment's notice. In addition, the leadership skills he models to his entire team are instrumental to their overall success. Desai would like to thank Josh for his contributions, and we look forward to his continued growth and leadership.

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# Community Activity

## Technology for Tomorrow

Please take a moment to look at all that's going on with our 501(c)(3) nonprofit partner, [Technology for Tomorrow \(T4T\)](#). Their recent "Tech Talk 2.0" event was very successful, with over 80 attendees learning about safe and productive aspects of technology to help in their daily lives.



**Technology For Tomorrow**

Empowering Youth to Connect Communities

## 2016 Giving Activity

In 2016, Desai has been active in supporting the following organizations donating more than \$10,000 this year:

- [Vermont State Science and Math Fair](#)
- [Penguin Plunge](#)
- [Vermont Technology Alliance](#)
- [Technology for Tomorrow](#)
- [Vermont Public Radio](#)
- [Michael J. Fox Foundation for Parkinson's Research](#)
- [52 Kids Foundation](#)
- [American Cancer Society's Relay for Life](#)
- [Sjogren's Symptom Foundation](#)
- [Walk to End Alzheimer's](#)

## Project Management Institute - Champlain Valley (PMI-CV) Symposium

Desai is once again proud to be a sponsor of the [Project Management Institute of Champlain Valley](#)'s annual symposium, to be held in April, 2017. Watch for upcoming information on registration and agenda.

## Sabbatical - Chris Durfee

Long-standing Desai team member Chris Durfee will be taking a sabbatical starting in 1Q17, to pursue a life-long ambition - hiking the Appalachian Trail, which runs from Georgia to Maine. We wish him well in this significant undertaking, and look forward to hearing of his progress along the way.

## Celebrating Together

The 2016 Desai and T4T Holiday Party took place recently at the Burlington Country Club. It featured an evening of entertainment, dining, dancing, and a surprise guest!



The 2016 Desai/T4T Holiday Party

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