



Desai Management Consulting - 1Q20 Newsletter

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Spring Approaches, and the World Changes!

At this point in winter, we are typically lamenting that spring will never, ever arrive. Not so this year! Instead, we are left to wonder if the latest warm spell is really the onset of Spring. Mother Nature is typically both random and cyclical.

Unfortunately a very random event has arisen from Nature, the COVID-19 virus. Its impact is global, and difficult to measure. The important facts emerging are that it spreads easily, and is deadly to aged and immune compromised people. So many uncertainties remain, and the impacts to the business world are just now being projected.

In these circumstances, it is even more important to have understanding, if not control, of external dependencies. With global supply chains, most companies are sensitive to issues in China. With the virus spreading, business closures have become commonplace, and remote operations are growing where possible.



Ultimately businesses will restart and seek to recover. The disciplines of **Strategy and Change, Project and Program Management, and Business Analysis** will be vitally important to their rapid recovery. [Desai Team](#) stands ready to help, and to accelerate the recovery process with our experience and expertise in Business Diagnostics, used to help identify and prioritize the focus areas necessary to be successful. More information is included in this quarter's "Takeaway" section, below.

In closing, I would encourage us all to work together in fighting the COVID-19 virus - following government and medical direction to minimize its impact, and avoid falling victim to it. There will be an end in sight at some point, and together, we can help return the world to a new normal.

Thank you!

Vijay Desai, Managing Partner

Business Offering: Project Management Office (PMO)

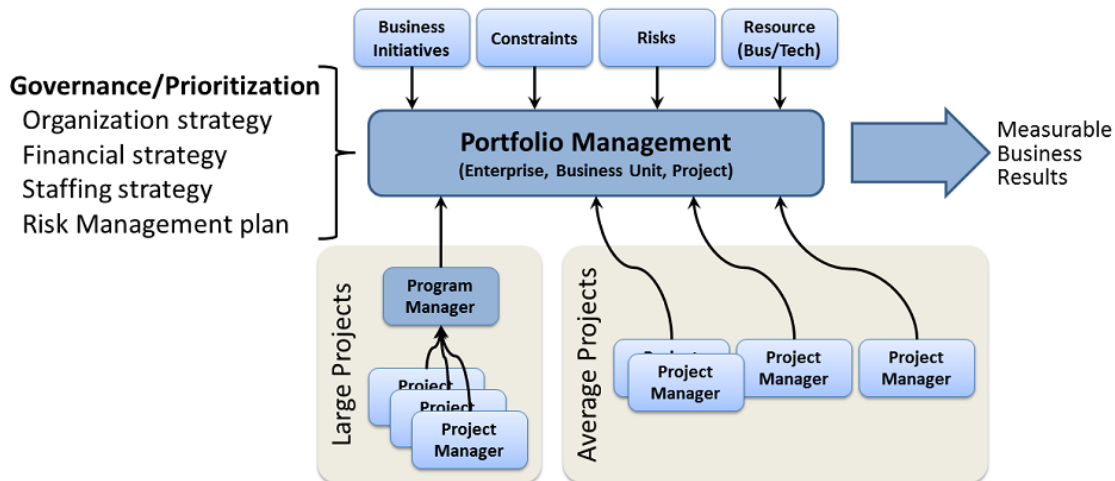
[Desai's Program Management Office \(PMO\) solution](#) consists of methods for defining organizational structures, roles and responsibilities, and governance, resulting in the effective implementation of projects, programs, and/or portfolio management of investments.

Desai's solid foundation in project management has enabled them to craft a robust approach to project governance and business interlock with their PMO solution. Their methods acknowledge that every organization is unique, with their own requirements for governance and business integration. Desai's approach to the configuration of PMO capabilities addresses diversity in projects and identifies the focus areas necessary to drive business value, from strategy to execution.



With their PMO solution, Desai is responding to industry directions that are driving PMOs to expand their influence and become a strategic resource for companies. Using a framework-based approach helps define PMO needs from top to bottom in a customer business, and specifically what integrates a business from strategy to execution. Desai's PMO solution reflects this integrated, contextual view:

Desai can partner with customers to help bridge from strategic objectives to execution, identify core processes, and apply appropriate elements of their framework for analysis, to help ensure customer success.



Desai's PMO solution provides two fundamental business values to every customer:

How to choose the right things to do and how to do them right. All other solution capabilities are in support of those customer values, and can be integrated with them. Project execution can now be tied directly to a customer's strategic business initiatives. The PMO role serves as the "traffic cop" for the business, acting as the gate to startup, execution, completion and acceptance of projects.

Desai's PMO solution and supporting staff are ready to help with projects from small to enterprise.

Let's get to work!



Nishith Thakkar **Consultant of the Quarter**

Desai is proud to announce its Consultant of the Quarter for 1Q20. This award goes to a team member who illustrates through hard work, flexibility, values and strengths the characteristics the Desai team is famous for. For 1Q, the honor goes to **Nishith Thakkar**. His talents for rapid adaptability, technical expertise, and increased customer value keep Nishith in constant demand from many Desai customers.

Latest News and Events

Certification Bootcamps

Desai in partnership with [PMI Champlain Valley Chapter](#) has scheduled the next [PMI-PMP Certification Test Prep Bootcamp](#) on May 27-29, 2020.

PMI is changing the current PMP® exam curriculum and December 31st, 2020 is the last day to take the exam as is. It is recommended to take the exam before if at all possible as the updated exam is expected to be more difficult. All dates are flexible depending on any timetable for COVID-19 recovery.

Life From A New Perspective

The Covid-19 crisis continues to reach new critical phases where public health systems need to act decisively to contain the growth globally. Clearly, the main emphasis is and should be on containing and mitigating the disease itself. But the economic impacts are also significant, and many companies are feeling their way towards understanding, reacting to, and learning lessons from rapidly



unfolding events. Unanticipated twists and turns will be revealed with each news cycle, and we will only have a complete picture in retrospect. Nevertheless, given the very different degrees of preparedness across companies, the further potential for disruption, and the value of being better prepared for future crises, it's worth trying to extract what we are learning so far.

The Covid-19 crisis will change our businesses and society in important ways. It is likely to fuel areas like online shopping, online education, and public health investments, for example. It is also likely to change how companies configure their supply chains and reinforce the trend away from dependence on a few large suppliers. When the urgent part of the crisis has been navigated, companies should consider what this crisis changes and what they've learned so they can reflect them in their plans.

To quickly add value to our customers in these challenging circumstances, Desai's [Business Diagnostics](#) and other [solutions](#) exist to enable rapid and flexible engagement for business recovery and startup scenarios.

Desai Approach to Business Recovery or Start-Up



The objective is to help customers identify the myriad tasks ahead of them, and quickly prioritize initial focus areas consistent with current and near term circumstances and capabilities. From that beginning, it becomes straightforward to develop tactical plans and move them to execution and refinement where necessary. As more capabilities become available priorities are updated and additional work can begin.

As this progression takes shape, care must be taken to examine current business resilience approaches, and consider updates as influence factors to business recovery plans and investments. Characteristics to consider can include:

- **Redundancy:** Access to additional manufacturing capacity can help smooth supply-chain fluctuations.
- **Diversity:** Having multiple approaches to fulfillment can be less efficient but more flexible and resilient in crisis situations.

- **Modularity:** Highly integrated systems may be efficient, but they are vulnerable to avalanches of knock-on effects or even total system collapse if disturbed.
- **Evolvability:** Systems can be built for optimization and peak efficiency or they can be built for evolvability - constant improvement in the light of new opportunities, problems, or information.

Whenever the time is "right", Desai is ready to talk to you about our approach to Business Recovery, and how it can help manage cost, time and risk in uncertain times.

The Takeaway

We are indeed living in "interesting times", as the saying goes. We are also experiencing the ultimate irony - The tiniest, most primitive and invisible life form is now controlling the behavior of the most arrogant, powerful and evolved life form on earth! What a beautiful lesson for humanity to be humble!

"It is unwise to be too sure of one's own wisdom. It is healthy to be reminded that the strongest might weaken and the wisest might err."
- Mahatma Gandhi -

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