



# CA Clarity Global User Community

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## Winter Webcast January 26, 2011

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Audio will be broadcast via internet to your computer (please ensure that you have Windows Media Player 9 or higher installed) or you may dial in via phone to participate in the Q&A using the following numbers:

Session #1 10AM Eastern USA Time:

Audio information - Telephone conferencing - Use the information below to connect:

Toll-free: +1 (866) 900-9594 Toll: +1 (706) 634-5686 Participant code: 35317334

International Dial In Number: (706)-634-5686

Session #2 4PM Eastern USA Time :

Audio information - Telephone conferencing - Use the information below to connect:

Toll-free: +1 (866) 900-9594 Toll: +1 (706) 634-5686 Participant code: 35322254

International Dial In Number: (706)-634-5686



# Agenda

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- **Welcome (10 minutes)**
  - Karen Beaudouin
    - CA Clarity Global User Community President
    - Membership Status & Participation
    - Regional Liaison Advisor
  
- **The Value of Project Management (35 minutes)**
  - Rick Morris, PMO
  - R2 Consulting
  
- **Risk Management (35 minutes)**
  - Nancy Senter, PMP
  - Sr. Manager, Program Management Office
  - Duke Health Technology Solutions (DHTS)
  
- **Open Global User Community Discussion (10 minutes)**
  - Charter, Blog, Document posting facilities
  - Your suggestions on how the Global User Community can better meet your needs

# The Value of Project Management

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## Rick A. Morris, PMO

→ ITIL Practitioner & Consultant, R2 Consulting



Rick A. Morris, PMP, is an ITIL Practitioner, consultant, author, mentor, and creator of a non-profit foundation to promote Project Management in charities and other non-profits. His appetite for knowledge and passion for the profession makes him a sought after speaker at PMI chapters, various civic organizations, and a frequent guest lecturer at local universities. He holds the PMP (Project Management Professional), MPM (Masters of Project Management), Six Sigma Green Belt, MCTS, MCSE, TQM, ATM-S, ITIL, and ISO certifications.

Rick has worked for organizations such as GE, Xerox, CA, and has consulted to numerous clients in a wide variety of industries including financial services, entertainment, construction, non-profit, hospitality, pharmaceutical, retail, and manufacturing. Rick has two books ("The Everything Project Management Book", 2nd Edition to be published by Adams Media and "Project Management That Works!" published by AMACOM) that are available now. An active member of the Project Management Institute and currently the President of the Birmingham Chapter, Rick is no stranger to being center stage in front of large groups of people and has been able to inspire and mentor many project managers. His blend of real world experience and down to earth delivery style makes his passion for the profession contagious.

# Risk Management

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## Nancy Senter, PMO

→ Sr. Manager, Program Management Office  
Duke Health Technology Solutions (DHTS)



- **Presentation**

- What risk management is and why we need to manage our project risks.
- Look at the tools used in planning risks and how Clarity can facilitate the documentation of risk management plans and risk tracking.
- Discuss how to identify project risks and the strategies for managing them.
- Case study involving the attributes of developing a risk plan and the risk registry in Clarity.

- **Bio**

Nancy, has sixteen years of experience in managing IT projects and overall thirty years in the Health Care Industry. She is currently the Sr. Manager of the Program & Project Management office at Duke Health Technology Solutions, at Duke University Health Systems. She manages a staff of three and is responsible for the implementation and ongoing support of the Clarity Project & Portfolio Management System. Nancy received a Bachelor of Science in Business Administration, with a concentration in Management from Meredith College in 2009 and earned her PMP certification in August 2005. She began her career with an Associate's degree in Applied Science as a certified Medical Laboratory Technologist and worked in various clinical laboratories for fourteen years.