NUS-ISS NICF COURSES: PRODUCT & PROJECT MANAGEMENT

**Empowering Product Managers and Project Managers with the relevant knowledge, skills and tools to plan, manage and deliver successful products and projects.**

- PMP® for Project Managers
- Certified ScrumMaster
- Certification in IT Project Management (Associate)
- Essential Leadership Skills for Project Managers
- Certification in Outsourcing Management for IT (Associate)
- Managing Project Stakeholders: A Practical Approach
- Change Management for IT Projects
- Benefits Planning and Realisation for Project Managers NEW!

**Designed for:**
- Product Managers
- Product Marketers
- Programme Managers/Directors
- IT and User Project Managers/Directors
- Project/Team Leads & Team Members
- Portfolio/Programme/Project Office Members
- Project Stakeholders

[Logos of NICF, WSQ Institute, NUS, and ISS]

www.iss.nus.edu.sg
WHAT OUR PARTNERS SAY

“The need to improve the delivery of projects, programmes and portfolios of change has been recognised as a vital component of a modern organisation.” - UKC Consulting

“Product management is a core business function that is of profound significance for technology companies. This is due to the fact that technology companies and their products’ probability of success are deeply affected by the maturity level and type of product management that is being practiced in the organisation.” - Blackbelt

HEAR FROM OUR COURSE PARTICIPANTS

“A lot of real-life cases across the different industries so we are able to better relate. Templates provided are very useful as we do not have to start/design from scratch”
Fam Seet Lee, Jobsfactory Pte Ltd
(Strategy Product Manager™, Class of May 2016)

“The content is relevant and useful. [The instructor] Tamsin has immense and varied experience, this spices up the class and makes it exciting. [The other instructor] Dr Hoe is relevant with his local corporate environment. The pair is a good mix.”
Lim Soh Har, MITC, CPF Board
(Change Management for IT Projects, Class of Sep 2016)

“Facilities and training room are comfortable for learning new things. The instructors are able to share their experiences and link to theory. Also, the workshop and role play bring excitement to the course.”
Ang Kim Long, Senior IS Business Analyst, Starhub
(Managing Project Stakeholders: A Practical Approach, Class of Nov 2016)

“Instructors have years of industry experience thus making course work very relatable and applicable. Course guidelines greatly facilitated the course work and is good studying material.”
Olenia Chen, Program Manager, Micron Semiconductor Asia
(PMP® For Project Managers, Class of Oct 2016)

“The instructor is funny and energetic during the training, examples of real-life scenarios are relatable. The course is great and is beneficial to anyone who plans to apply the Agile/Scrum methodology in their company.”
Kelvin Lee, Project Manager cum Business Analyst, DBS
(Certified ScrumMaster, Nov 2016)
Continual digital evolution offers huge innovative possibilities in areas such as business analytics, IoT and smart nation products and applications. The success of these is pivotal in increasing an organisation’s business competitive advantage. It requires engaging customers in a constantly evolving world and carefully managing the products across projects. Thus, this has placed great importance on the project manager and product manager roles.

Today’s Product/Project Management role is demanding and requires very diverse skills. To deliver a successful product/project involves delivering quality on time, within budget, compliance with regulatory controls and meeting all stakeholders and customer expectations. The NUS-ISS training roadmap for Product and Project Management, focuses on the essential competencies to equip business executives, managers, engineers, and IT professionals involved in product and project delivery with skills to undertake their roles with confidence.

Institute of Systems Science, NUS (NUS-ISS) helps equip you with the competencies to start up, plan and control projects, engage stakeholders and manage their expectations; and formulate outsourcing strategies and manage vendors effectively. These are complemented by training in leadership skills, the latest practice in agile methods and best practices in managing Programmes, Products and Portfolio, and Project offices.

With a team of industry practitioners that have an average experience exceeding 20 years, NUS-ISS is able to help both organisations and individuals to learn and apply methodologies, best practices, and techniques in the workplace. As a Project Management Institute (PMI®) Global Registered Education Provider (R.E.P.), NUS-ISS offers project management and related training which give you Professional Development Units (PDUs) to maintain your PMP® credential.

### NUS-ISS PRODUCT AND PROJECT MANAGEMENT TRAINING ROADMAP

<table>
<thead>
<tr>
<th>Product and Project Management</th>
<th>Foundation</th>
<th>Professional Certificates</th>
<th>Specialisations</th>
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<tbody>
<tr>
<td>NICF - Project Management for IT (4 days)</td>
<td>NICF - PMI® Agile Certified Practitioner (PMI-ACP)® Preparatory Course (3 days)</td>
<td>NICF - Certified ScrumMaster (3 days)</td>
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<tr>
<td>NICF - PMP® for Project Managers (5 days)</td>
<td>NICF - PRINCE2® (Projects IN Controlled Environment) - Foundation and Practitioner Certificate (5 days)</td>
<td>NICF - Lean Kanban Foundation (2 days)</td>
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<tr>
<td>NICF - Certification in IT Project Management (Associate) (5 days)</td>
<td>NICF - Certification in Outsourcing Management for IT (Associate) (3 days)</td>
<td>NICF - Managing Business Analytics Projects (3 days)</td>
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<td>NICF - Essential Leadership Skills for Project Managers (3 days)</td>
<td>NICF - Strategic Product Manager™ (4 days)</td>
<td>NICF - Managing Project Stakeholders: A Practical Approach (3 days)</td>
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<tr>
<td>NICF - Managing Successful Programmes (MSP®) (5 days)</td>
<td>NICF - Change Management for IT Projects (3 days)</td>
<td>NICF - Portfolio, Programme and Project Offices (P3O®) - Foundation &amp; Practitioner (5 days)</td>
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<td>NICF - Benefits Planning and Realisation for Project Managers (3 days)</td>
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*Highlighted are Agile Project Management courses*
NUS-ISS works closely with the Infocomm Media Development Authority of Singapore (IMDA) and SkillsFuture Singapore Agency (SSG) to align our Product and Project Management training curriculum to the National Infocomm Competency Framework (NICF), to equip learners with practical project management knowledge, skills and tools. Some of our Product and Project Management courses are delivered in collaboration with UXC Consulting, Singapore Computer Society, Blackblot & GoodAgile.

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<tr>
<th>COURSES</th>
<th>COURSE INTENT</th>
<th>KEY TAKEAWAYS</th>
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| NICF – Project Management Professional (PMP®) for Project Managers | Helps you master the critical knowledge and skills needed to successfully manage today’s projects and sit for the internationally recognised Project Management Professional (PMP®) certification examination. You will gain an in-depth understanding of PMP®’s “A Guide to the Project Management Body of Knowledge” (PMBOK® Guide), pick up study tips and question tackling strategies. | • Apply Project Management Institute (PMI®) project management techniques to the real world  
• Optimize examination preparation time by focusing on the important topics in the 5th Edition of the PMBOK® Guide and highlighting areas tested but not covered in the PMBOK® Guide  
• Identify gaps in your project management knowledge and develop a personal study plan to improve on weaker project management areas |
| NICF – Project Management for IT | Equip with a set of concepts, principles and skills that you can apply and adapt to improve your personal and organizational performance. Learn how to make decisions and answer key Project Management questions such as:  
• What needs to be produced? What are the expected results?  
• How much money and time do you need to deliver the results?  
• How do you manage, track and control to ensure project success? | • Understand the challenges of modern day projects  
• Learn to use well-proven project management techniques to manage scope, time and cost  
• Apply best practices often used in successful projects  
• Tailor processes to effectively track, control and report |
| NICF – Certified ScrumMaster | Scrum employs an iterative, incremental framework for project management that offers flexible product development approaches to promote commitment among the team members. | • Understand the concepts, fundamentals and best practices of using Scrum to build software  
• Learn essential techniques in managing agile development using Scrum  
• Prepare for the certification of ScrumMaster assessment conducted by Scrum Alliance |
| NICF – Managing Project Stakeholders: A Practical Approach | Equip you to manage your stakeholders’ expectations for conclusive outcomes. This course takes a two pronged approach in addressing the pain points - process and framework coupled with leadership and soft skills. | • Explain and apply the processes to identify, analyze and develop a strategy to manage stakeholders  
• Apply appropriate tools and techniques required within the process  
• Identify areas of improvement for soft skills  
• Enhance these skills through practice, observation and critique. |
| NICF – Essential Leadership Skills for Project Managers | Equip with essential leadership skills to manage people. As a Project Manager, you have to lead the team you operate with, and facilitate and motivate them to continually focus on the team’s goal. | • Know the behavioral styles of your team  
• Build commitment among team members  
• Manage and develop team performance  
• Operate in a political environment  
• Demonstrate leadership abilities  
• Deal with conflicts |
| NICF – Certification in IT Project Management (Associate) | Delves deep into project management issues unique to IT projects. This course will prepare you for the certification examination. | • Apply essential project management skills to your project  
• Be equipped with Project Management knowledge and competencies to sit for the examination |
| NICF – Certification in Outsourcing Management for IT (Associate) | Provides you with skills upgrading and development path to professionals involved in the various aspects of IT outsourcing. This course will prepare you for the certification examination. | • Apply essential knowledge and skills to effectively manage service quality and monitor performance of your outsourced projects  
• Establish relevant governance structures to manage the outsourcing relationships  
• Be equipped with the knowledge and competencies to sit for the examination |
| NICF – Strategic Product Manager™ | Equip you with the skills and knowledge to apply Programme Management Principles in your organisation. MSP® provides the guidance for programme delivery that is on time, on budget, of high quality, and delivers the benefits demanded by the business investment. This course will prepare you for the Foundation and Practitioner examinations. | • Effectively plan and market technology products and services using Product Manager’s Toolkit® (PMTK) and PMTK Action Model.  
• Demonstrates effective practices that clearly identify and articulate market requirements  
• Contribute to business and market planning activities by exploring key concepts and processes used in formulating plans that evaluate market opportunities and shape the resulting marketing efforts; i.e., business cases and market plans. |
| NICF – Managing Successful Programmes (MSP®) | Equip you with the skills and knowledge to apply Programme Management Principles in your organisation. MSP® provides the guidance for programme delivery that is on time, on budget, of high quality, and delivers the benefits demanded by the business investment. This course will prepare you for the Foundation and Practitioner examinations. | • Align project objectives within a programme with the organisation's strategic objectives  
• Identify activities to be undertaken during each of the processes of the transformational flow together with the accountabilities and responsibilities of each of the defined roles  
• Determine interdependencies of major activities and milestones based on individual project plans to form programme schedules |
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<td>NICEF – PRINCE2® – Foundation and Practitioner Certificate</td>
<td>Provides you with an effective and in-depth understanding of the PRINCE2® methodology, with real-world and practical knowledge of application in the workplace. You will be equipped with all aspects of applying the methodology, including its useful templates that empower you to &quot;hit the ground running&quot; in managing your projects successfully. With special focus on Continuous Business Case, Stage Control and Product-based Planning, this globally recognised certification will help you stand out as an expert in Project Management.</td>
<td>• Deal effectively with the challenges of project initiation, promote buy-in, engage diverse stakeholders through the project lifecycle, and ensure deliverables quality assurance, control and acceptance&lt;br&gt;• Clearly define and agree on roles, responsibilities and project structure so that you can manage the full range of project challenges and stakeholders, including the business, users and suppliers&lt;br&gt;• Influence and shape how the project is managed and better assure project success</td>
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<td>NICEF – Portfolio, Programme and Project Offices (P3O®) – Foundation &amp; Practitioner</td>
<td>The P3O® model provides governance, transparency, delivery support, reusability, and traceability in the integrated deployment and implementation of these offices. Organisations that adopt this model greatly improves the success rate of executing their business strategies and achieving programme/project objectives in a cost effective manner. This course will prepare you for the Foundation and Practitioner examinations.</td>
<td>• Understand portfolio management, including investment and benefit assessment, prioritisation, monitoring, reporting and control of your project and programme&lt;br&gt;• Offer standards and processes to ensure consistency of delivery&lt;br&gt;• Provide assurance, coaching and mentoring to build a competent workforce capable of first class programme and project delivery&lt;br&gt;• Be a Centre of Excellence for your project and programme resources</td>
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<td>NICEF – PMI Agile Certified Practitioner (PMI-ACP®) Preparatory Course</td>
<td>Helps you gain an understanding of the Agile Manifesto and Principles. You will also acquire an in-depth knowledge of Scrum, the most commonly used project management methodology in the Agile context, and the basics of other major Agile frameworks such as XP, Lean and KANBAN. In addition, learn to apply popular Agile techniques in estimation, planning and requirements definition.</td>
<td>• Understand the Agile Manifesto and Principles&lt;br&gt;• Acquire in-depth knowledge of Scrum, the most commonly used Agile framework, and other major Agile frameworks&lt;br&gt;• Understand project management in the Agile context&lt;br&gt;• Become familiar with the requirements and process for PMI-ACP® certification&lt;br&gt;• Identify the 10 Tools and Techniques and 43 Knowledge and Skills areas that constitute the PMI-ACP® Examination Content Outline</td>
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<td>NICEF – Change Management for IT Projects</td>
<td>Helps you to address challenges associated with the implementation of new IT systems or technologies, although the principles of change management, and the frameworks taught, could be applicable for all change management situations.</td>
<td>• Understand the underlying principles of change management and communications&lt;br&gt;• Devise communication, change management and knowledge management approaches to support IT and digitalisation project objectives&lt;br&gt;• Recognise common consequences of IT change&lt;br&gt;• Identify and map stakeholders and determine appropriate engagement strategies to support the change initiative</td>
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<td>NICEF – Benefits Planning and Realisation for Project Managers NEW!</td>
<td>Equips project managers and project stakeholders (including project team members) with the knowledge and skills to identify, define, plan, track, and report project benefits. It will also provide a strong foundation to ensure alignment of strategic goals of the business with a well-planned change management strategies that will enable greater success in the realisation of the project benefits.</td>
<td>• Gain awareness of the new project measure of success&lt;br&gt;• Understand and apply business benefits management models and processes&lt;br&gt;• Develop a business case and associated project proposal&lt;br&gt;• Develop a business benefits realisation plan&lt;br&gt;• Develop change management plan to support business benefits realisation&lt;br&gt;• Identify, measure, and report benefits and manage project transition&lt;br&gt;• Drive and sustain change and facilitate continuous improvement</td>
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<td>NICEF – Lean Kanban Foundation</td>
<td>Equips you with knowledge of the Kanban principles and general practices, and skills that will enable you to apply Kanban with confidence in your organisation.</td>
<td>• Identify internal and external sources of dissatisfaction&lt;br&gt;• Analyse demand vs capability&lt;br&gt;• Model the knowledge discovery process&lt;br&gt;• Design Kanban systems and their visualisations&lt;br&gt;• Identify and prioritise improvements&lt;br&gt;• Choose cadences for activities&lt;br&gt;• Identify classes of service</td>
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<td>NICEF – Managing Business Analytics Projects NEW!</td>
<td>Equips business analytic team with the knowledge and skills to effectively and successfully manage today’s business analytics projects.</td>
<td>• Understand the unique nature and challenges of business analytics projects&lt;br&gt;• Learn how to correctly perform inception for a business analytics project&lt;br&gt;• Learn how to choose and the adapt the different project lifecycle, especially agile practices for your project&lt;br&gt;• Develop the initial and subsequent iterative plans for your project&lt;br&gt;• Learn how to manage the constructive phase&lt;br&gt;• Understand the considerations for retrospective and transition requirements</td>
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The courses above are aligned to the National Infocomm Competency Framework (NICEF) and accredited by SSG. Up to 70% SSG funding of the course fee is available for eligible participants (Singapore Citizens and Permanent Residents). Up to 90% SSG funding is available for company-sponsored participants (Singapore Citizens and Permanent Residents) of Small and Medium Enterprises (SMEs) via the Enhanced Training Support for SMEs scheme. Absentee payroll is claimable for all employee sponsored participants. Singaporeans aged 40 and above may enjoy up to 90% course fee subsidies of SSG-funded courses. Terms and conditions apply. Visit www.ssg.gov.sg for full details.

**Corporate clients**

Over the years, we have worked with many clients on Product and Project Management training & consulting projects. Some of them include:

- Getech Automation
- Housing & Development Board
- Integrated Health Information Systems
- Neptune Orient Lines
- OCBC Bank
- Sony Electronics
- United Overseas Bank
- Urban Redevelopment Authority
- VISA International
- Yokogawa Engineering Asia Pte Ltd
NUS-ISS – Your Choice Executive Education Partner

With over 30 years of experience in education, consulting and research, the Institute of Systems Science (ISS) at the National University of Singapore (NUS) offers a suite of high quality learning courses across various practices and expert areas. Executive education at NUS-ISS are mentored and delivered by industry professionals with successful track records and an average of more than 20 years of industry experience.

The institute is accredited by leading international and local certification bodies to deliver programmes that lead to recognised certifications and qualifications. It also conducts research, organises management and technology update seminars, and provides consulting services to the industry. Its objectives are to develop Infoomm and digital business leaders, and to drive organisational innovation and business transformation. NUS-ISS has been conferred the pinnacle status of National Continuing Education and Training (CET) Institute by the SkillsFuture Singapore Agency (SSG) in 2014, with specialties in the areas on Infoomm, design thinking and digital innovation.

To date, over 108,000 infoomm and business professionals, 5,800 corporate customers and 5,000 post-graduate alumni members have benefitted from NUS-ISS’s suite of services.

Courses are conducted in NUS-ISS facilities within the NUS campus. And we are also able to conduct our courses at your organisation. The same NICF funding applies. Email isstraining@nus.edu.sg to find out more today.

NUS-ISS Executive Education Programmes

- Agile
- Analytics & Intelligent Systems
- Business Analysis
- Cybersecurity
- Digital Innovation & Design
- Digital Leadership
- IT Planning, Governance & Enterprise Architecture
- IT Service Management
- Product and Project Management
- Software Engineering & Design
- Startup & SME