



Customized Case Study Makes International Training Have Greater Impact

Profile: an International Oil Firm Based in Houston, TX

Our client is the leading oilfield services company supplying technology, project management and information solutions for customers working in the international oil and gas industry. The company is comprised of two businesses and currently operates in more than 100 countries. Their services include formation evaluation, down hole measurement, consulting, IT infrastructure services, and seismic acquisition and data processing services.

Situation: Unified Project Management Training to Increase Impact Awareness

Project managers at this oil firm were often working in silos and unaware of how their work can impact others. As the industry's focus is moving towards maximizing post-plateau production and ultimate recovery, oil companies have to face more and more resource intensive projects. Our client implemented an integrated project management approach to manage these large initiatives. This new approach is directly responsible to take on the challenge of maximizing the ROI and this group is rapidly growing within the company. A challenge for these project managers is not only to handle such large, complex projects that impact all areas in the company, but also to integrate third party contractors within the larger integrated program. Organizationally, this is a matrixed organization and the project manager has little direct authority. Conflicting objectives and issues of authority are additional challenges to project success.

Solution: Customized, Consistent, International Offering

Through two workshops involving Global Knowledge and six senior project management representatives in

six different segments of the company, Global Knowledge's *Project Management Essentials* course has been extended to five days and modified extensively. By working together, a customized case study was developed that is based on a field rehabilitation program. This program includes five subprojects, representing at least six divisions of the client's company. We have included the organizations methodology so that students will understand the Project Management Institute standards and how project managers are expected to perform at their company. In addition, the course was modified to include example of how Microsoft Project 2003 would be used throughout a project.

This course is one of a series being modified for this client. In addition, they are considering international delivery of our courses *Mission Critical Risk Management*, *Enterprise Program Management*, *Troubleshooting and Recovery of Difficult Projects*, *Triple Constraints of Project Management*, *Earned Value Management*, and *Cost Management*. In addition, to reinforce learning and build project management awareness, Global Knowledge provides webinars (web-based seminars) to this client's project management community on an ongoing basis.

About Global Knowledge

Global Knowledge is the worldwide leader in IT and business training. We deliver via training centers, private facilities, and the Internet, enabling our customers to choose when, where, and how they want to receive training programs and learning services.

For more information about our IT and Business Training Solutions, call 1-800-COURSES.