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Performance Management Framework (PMF) FAQ

1. When will the PMF be implemented?

A development plan for the Performance Management Framework (PMF) will be delivered by the Community Development Member Advisory Group by 31 December 2007. During 2008, PMI will actively build the supporting processes, procedures, and infrastructure required to support delivery of PMF core services. Additionally, the PMF will be piloted with Chapters and Chapter with Branch(es) communities.

Formal launch of the PMF to Chapters and Chapter with Branch(es) communities is targeted for 2009. At that time, the PMF will be added to the current Charter Renewal process.

2. When will components need to meet the standards?

Currently it is anticipated that the PMF will be launched in 2009. At that time, the PMF will be added to the Charter Renewal process for Chapters and Chapter with Branch(es) components.

3. Will components be expected to meet the core services requirements immediately?

We know that change takes time. The goal is to get everyone providing the core requirements in 2009, thus the process of communication and awareness begins now, 18 months out. Likewise, this is another reason why PMI is piloting the PMF rather than having components begin all at once.

4. Will components be given a pre-assessment as part of their charter renewal this year?

One of the deliverables in the component mentor charter is to "Deliver an assessment to PMI GOC of the status of their assigned Components' strategies alignment to PMI's strategic plan, which may include a recommendation for improvement." PMI began working with the mentors in 2007 to prepare them for this role that they will assume in 2008. PMI will begin the training in Atlanta and continue it in more depth and detail at the annual orientation in January 2008. PMI Learn will also be utilized for all components to gain access to the information and training materials. In 2008 the mentors will help components complete the strategic alignment worksheet, which is part of the core services for the PMF, either through regional workshops or one-on-one strategic alignment visits. Components will also be encouraged to develop a business plan.

5. What is the expected outcome from the pre-assessment?

Components will be given a pre-assessment as part of their charter renewal this year so they know where they stand based on this year's performance. Additionally, the



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pre-assessment will provide the component and PMI a baseline to measure delivery of core services.

6. What happens if the standards are not met?

This is the premise of the PMF, to standardize delivery of value to our members. PMI is currently investigating how to provide tools and services to help all components meet the core requirements, and provide member value. The key question to be asked is: If the component is not providing any value, why not? What is going wrong? PMI will work together with components to better understand why. The business plan is an important tool for identifying how components will deliver member value and align with PMI's strategic goals, given most of the existing 250 chapters have not yet seen or utilized the business plan, this would be a starting point for working together to close gaps in core service delivery. The business plan template will be available prior to the North American Congress.

7. What is the responsibility of PMI to the component members if their component fails to meet the standards?

Currently PMI is investigating potential solutions to enable success of PMI's communities in delivering the core services within the PMF. Those solutions may be automation, leveraging PMI relationships and/or building that competency internally within PMI. The communities may then choose to utilize these solutions, or manage meeting the deliverables with their own solutions. If the communities are unable to deliver, then we must again ask: Why are they not meeting the PMF deliverables and how can we help.

8. What will happen to components that are seriously underperforming?

Currently PMI is investigating potential solutions to enable success of PMI's communities in delivering the core services within the PMF. The communities may then choose to utilize these solutions, or manage meeting the deliverables with their own solutions. If the communities are unable to deliver, then we must again ask: Why are they not meeting the PMF deliverables and how can we help? If a community is not delivering member value, several reasons may exist. It is possible that a community that has met the needs of the membership may cease to continue to exist. At that point, PMI will review next steps for revitalization or closure of that community.

9. Where can I find the PMF?

Component Leaders can find the PMF at Component Leaders Toolkit
<http://componentleadership.pmi.bluestep.net/>

10. What does the performance management framework address/measure?

In response to requests by PMI component leaders for the establishment of community performance standards, a community performance management framework is now in place as part of the community formation process. As



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communities form or transform based on the submission and approval of a business plan, a framework of measuring community performance will guide these communities toward meeting their intended commitments through continuous improvement in delivering member value. Likewise, service level agreements are contemplated between PMI GOC and components. PMI is setting up the internal infrastructure to implement performance management during 2007 in order to begin the process in 2008.

11. How does strategic alignment and a component's operating plans tie into the PMF?

Strategic alignment is about ensuring operating plans are aligned with PMI's strategic plan. Component operating plans represent services delivered to members. The PMF is a mechanism for measuring results of the services delivered. Additionally, it is to normalize value across all communities.

12. On services description for core services, row 23, what does this USD 15,000 mean? Does this mean the community has to spend at least that amount of money on research?

Yes. Also, this is an extended requirement which means it is optional.

13. Having a separate Geographic PMF to a Virtual PMF is not a good idea. The two documents have the same content and same measures so why not combine them?

The PMF was designed as a tool to measure value delivery by PMI's communities. The new virtual communities will not be "components" of PMI as the current SIGs are. They will be a new and different type of community than we have known within PMI. The PMF recognizes the difference between the various types of components and communities within PMI. It's a good concept especially for chapters and SIGs because they are very different types of organizations. The PMF finally recognizes that and the Virtual Communities Project recognizes that as well instead of saying that "all components are created equal." In the same way, they do not offer equal value.

14. How do I provide input into the PMF process?

The Poland Chapter was the initial pilot group of the PMF process. Continuous evaluation, testing and refining of the process will take place as the first few groups go through the process. If you are part of a community that is piloting the PMF, your input will be collected as part of the pilot effort. If your community would like to be considered for piloting the PMF, please contact communityformation@pmi.org. Feedback from PMI component leaders about the PMF is most welcome.