

Leveraging ChatGPT for Project Management Practitioners

An interactive conversation by UMD-DIT
PMO Project Managers



Introduction:



Aiden McDaniel



Kevin Prem



Sheka Komrabai-Kanu



DIVISION OF
**INFORMATION
TECHNOLOGY**

ENTERPRISE PLANNING &
**CONTINUOUS
IMPROVEMENT**



UNIVERSITY OF
MARYLAND

**FEARLESSLY
FORWARD**



Learning outcomes

- Understand the background and capabilities of ChatGPT and how it can benefit project managers.
- Identify specific use cases of ChatGPT in project management and understand how it can streamline workflows and enhance productivity.
- Learn how to effectively prompt questions to ChatGPT, including best practices for formulating questions and interpreting responses.
- Gain insights on how to integrate ChatGPT into their daily workflows and use it to enhance communication and collaboration within their project teams.





What's ChatGPT?



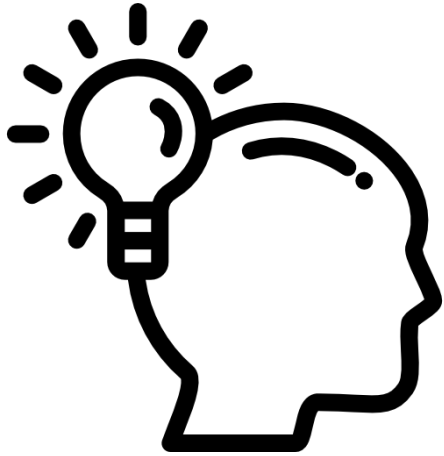
ChatGPT is an AI language model developed by OpenAI. It is based on the GPT (Generative Pre-trained Transformer) architecture, specifically GPT-3.5. GPT-3.5 is a highly advanced version of the model, capable of generating human-like text responses given a prompt or a series of inputs. It has been trained on a vast amount of diverse internet text, enabling it to understand and generate natural language across a wide range of topics.



ChatGPT can engage in conversational interactions with users, providing responses, answering questions, and generating text based on the context it is given. It is designed to understand and generate text in a coherent and contextually relevant manner, making it suitable for various applications such as virtual assistants, customer support chatbots, and creative writing support.



What can it do?



Users Imagination



Emails



**Written
Deliverables**



UNIVERSITY OF
MARYLAND

**FEARLESSLY
FORWARD**



Why should I care? No Longer a Gimmick

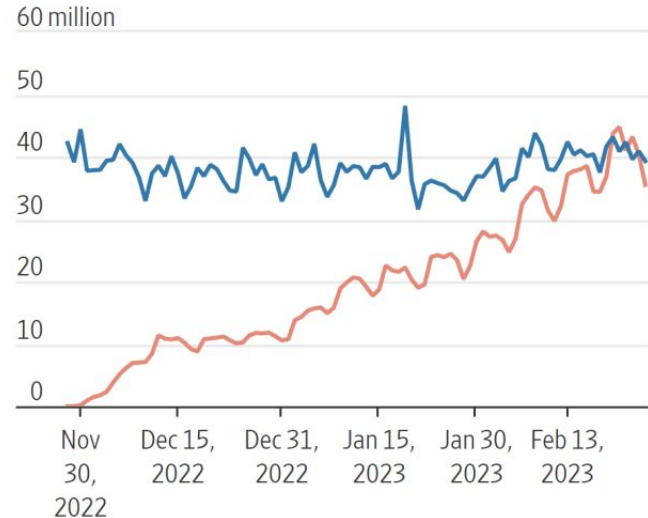
ChatGPT has very low barriers to entry, and its adoption is growing rapidly around the globe.

GPT4 is purporting significant enhancements and performance improvements

AI Frenzy

Daily worldwide visits

■ Bing ■ ChatGPT



UNIVERSITY OF
MARYLAND

**FEARLESSLY
FORWARD**



Disclaimer / Current Limitations

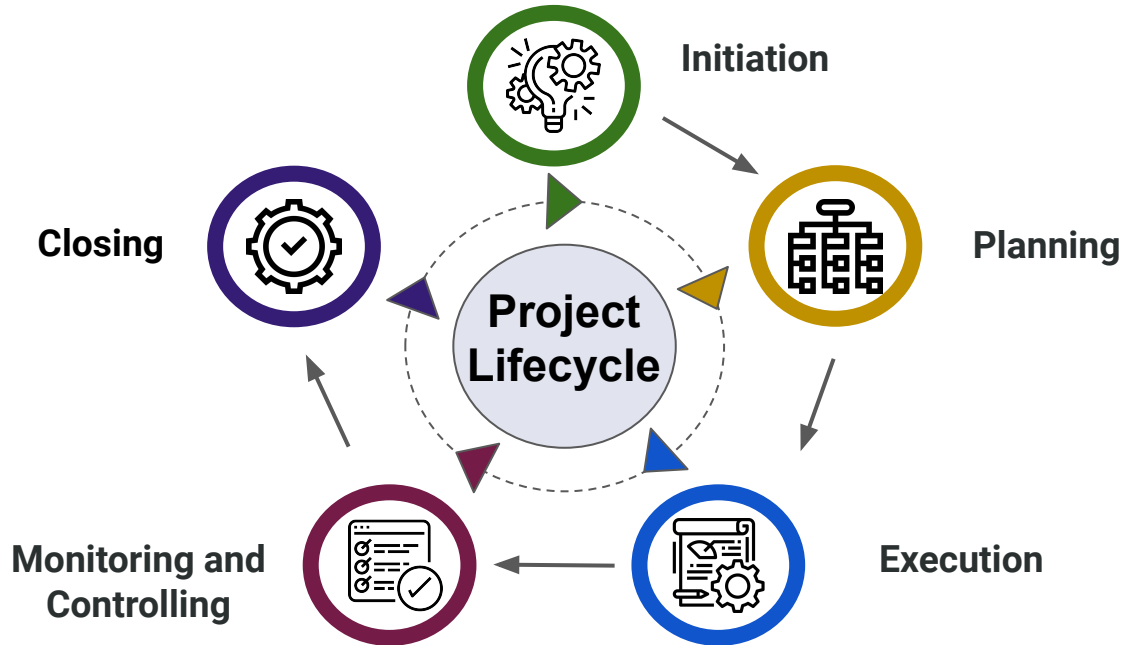
- May occasionally generate incorrect information (Hallucinations)
- May occasionally produce harmful instructions or biased content
- Limited knowledge of world and events after 2021

Do not:

- Don't feed it sensitive information
- Nothing you wouldn't just google for research
- Take it at face value



Project Lifecycle



Best Practices



Jeffrey Zheng ✓
@thejeffreyzheng

That's a wrap!

In the next prompt you write, use the RTF model:

- Role
- Task
- Format

It's by far the easiest, fastest, and most effective way to use ChatGPT.



Jeffrey Zheng ✓
@thejeffreyzheng

Putting it all together

Example prompt:

"You are a marketing specialist.

Generate 5 branding strategies for a [insert product].

Outline the differentiating factor and target audience of each strategy.

Provide output in a table format."

Role for examples

Sample Project: Workday Implementation Project



Act as a workday implementation project management expert in R1 higher ed institution with 14000 employees to answer questions I'll provide.



Of course! I'm here to help you as a Workday implementation project management expert for your R1 higher education institution with 14,000 employees. Please go ahead and ask your questions, and I'll provide you with the best possible answers and guidance.



Initiating Phase



Provide some background information I should be aware of as I manage this project



Certainly! As you manage the Workday implementation project for your R1 higher education institution with 14,000 employees, here are some key background information points to be aware of:



1. **Organizational Structure:** Understand the institution's organizational structure, including departments, schools, and administrative units. This knowledge will help you identify the stakeholders and the impact of the Workday implementation on different areas.
2. **Current Systems Landscape:** Assess the institution's existing HR, finance, and student information systems, as well as other relevant systems in use. This understanding will allow you to determine data integration requirements, identify potential redundancies, and plan for system retirements or migrations.
3. **Data and Processes:** Gain insights into the institution's HR and finance processes, such as hiring, onboarding, benefits administration, payroll, budgeting, and financial reporting. Identify data sources, data flows, and any data transformation or cleansing needs during the migration to Workday.
4. **Project Goals and Objectives:** Understand the specific objectives and expected outcomes of the Workday implementation project. This includes improving operational efficiency, streamlining processes, enhancing reporting capabilities, and providing a better user

Background

Early Planning Questions



Please provide some early planning questions I should incorporate part of the planning phase.



During the early planning phase of your Workday implementation project, it's crucial to ask the right questions to gather the necessary information and establish a solid foundation. Here are some early planning questions you should incorporate:



1. What are the specific goals and objectives of implementing Workday in our institution?
2. Which Workday modules will be implemented (e.g., HR, payroll, finance, recruiting) and what is the desired scope of each module?
3. What are the critical timelines and milestones for the project? Are there any dependencies on other initiatives or events?
4. Who are the key stakeholders involved in the project, both from the institutional side and the vendor's side?
5. What is the estimated budget for the Workday implementation, including licensing, consulting, training, and infrastructure costs?



Planning Phase



Please give me a list of top 10 project risks we should consider for the project. Please provide output in 5 columns - number, Risk description, probability, impact, recommended mitigation strategy



Certainly! Here's a list of the top 10 project risks to consider for your Workday implementation project, along with their probability, impact, and recommended mitigation strategies:



Number	Risk Description	Probability	Impact	Recommended Mitigation Strategy
1	Inadequate stakeholder engagement	High	High	Regularly communicate project updates, involve stakeholders in decision-making, and address their concerns proactively.
2	Data quality and integrity issues	Medium	High	Perform thorough data validation and cleansing prior to migration, involve data owners in the process, and establish data governance protocols.
3	Insufficient resources and staffing	Medium	High	Clearly define resource requirements, secure adequate staffing, and consider outsourcing or reallocating resources if necessary.
4	Scope creep and changing requirements	Medium	High	Establish a robust change control process, conduct impact assessments for scope changes, and ensure stakeholder alignment on any modifications.

Risk Planning



Strawman Schedule



Please developing an implementation schedule with the following columns WBS, Task name, Task description, Predecessor, Skills needed



Here's an example of an implementation schedule with the requested columns: WBS (Work Breakdown Structure), Task Name, Task Description, Predecessor, and Skills Needed.



WBS	Task Name	Task Description	Predecessor	Skills Needed
1	Project Initiation	Kick-off meeting and project setup	-	Project management, Stakeholder management
1.1	Define Project Scope	Clearly define the project's objectives and deliverables	1	Project management, Requirements gathering
1.2	Identify Stakeholders	Identify key stakeholders and their roles	1	Stakeholder management
1.3	Establish Project Team	Assemble the project team and assign roles	1.1, 1.2	Project management, Resource



Communications Plan



Please develop a communication plan with the following columns: number, message, audience, Method of communication, frequency



Here's an example of a communication plan with the requested columns: Number, Message, Audience, Method of Communication, and Frequency.



Number	Message	Audience	Method of Communication	Frequency
1	Project Kick-off	Project team, stakeholders	Email, In-person meeting	One-time
2	Project Status Updates	Project team, senior management	Email, Project dashboard	Weekly
3	Change Requests and Scope Updates	Project team, steering committee	Email	As needed
4	Training and Onboarding Information	End-users, training team	Email, Training sessions	Before and during training
5	System Go-live and Cut-over Instructions	Project team, IT team, end-users	Email, In-person meeting	Prior to go-live

Executing and Monitoring / Controlling Phase

Stakeholder Communication



UNIVERSITY OF
MARYLAND

**FEARLESSLY
FORWARD**



Draft a week 4 weekly status report email to my key stakeholders that outlines the current status of the project, which phase we are on, any potential risks or issues, upcoming deliverables, and which phase of the change management plan we are on including what is to be expected.



Subject: Weekly Status Report: Project Update and Change Management Plan Progress



Dear [Key Stakeholders],

I hope this email finds you well. I wanted to provide you with an update on the current status of our Workday implementation project and share important information regarding our progress in the fourth week. Here's a summary of the key highlights:

1. Project Status:

We are currently in the Configuration and Testing phase of the project. Our team has been diligently working with our implementation partner to configure the Workday system according to our institution's requirements. We have successfully completed the initial configuration, and the system is currently undergoing comprehensive testing to ensure it meets our expectations.

2. Potential Risks and Issues:

While our project has been progressing well overall, I want to bring your attention to a few potential risks and issues that we have identified and are actively managing:

- **Data Migration:** The complexity of migrating our existing data into Workday is higher than anticipated. We are closely monitoring this process to ensure data integrity and accuracy.
- **Training and Adoption:** As we approach the go-live phase, ensuring smooth user adoption and providing sufficient training for our employees is crucial. We are actively developing our training plan and materials to address this challenge effectively.

3. Upcoming Deliverables:

In the coming week, I

Regenerate response

Continue generating

- Completion of initial system configuration and commencement of end-to-end testing.

Send a message



Stakeholder Engagement Strategy



**FEARLESSLY
FORWARD**



Draft an engagement strategy for all of my stakeholders (including the student body). Create a chart of the strategy that shows categories for each specific stakeholder and how each person (or group) should be engaged along with the frequency of engagement and how they should be engaged with. Include a strategy for stakeholders that have high power, high influence, as well as those who have low power and low influence and chart across the various points of categories as well.



Engagement Strategy for Stakeholders



In developing an engagement strategy for all stakeholders, including the student body, it's important to consider the varying levels of power and influence each group holds. Below is a chart that outlines the categories of stakeholders and provides recommendations on how to engage with them, including the frequency of engagement and preferred methods of communication:

Stakeholder Category	Power/Influence	Engagement Approach	Frequency	Preferred Method of Communication
Executive Leadership	High	Face-to-face meetings	Monthly	In-person meetings, video conferences
		Executive summaries	As needed	Email, reports, presentations
Faculty	High	Departmental meetings	Bi-monthly	In-person meetings, group discussions
		Individual consultations	As needed	Email, one-on-one meetings
Staff	Medium	Team meetings	Weekly	In-person meetings, video conferences
		Surveys and feedback	Bi-annually	Online surveys, suggestion boxes



Regenerate response



Continue generating

Send a message



Closing Phase

Final Project Reporting



Give me a template for how to do final project reporting



Certainly! Here's a template for a final project report that you can use to summarize the key aspects and outcomes of your Workday implementation project:



[Project Name] Final Project Report

1. Executive Summary:
 - Provide a concise overview of the project, its objectives, and the outcomes achieved.
 - Summarize the key highlights, challenges, and lessons learned during the implementation process.
 - Highlight the overall impact of the Workday implementation on the institution.
2. Project Background:
 - Briefly describe the context and background of the project, including the rationale for implementing Workday.
 - Recap the project goals, objectives, and the scope of the implementation.
3. Project Timeline and Milestones:
 - Present a timeline of the major project phases and key milestones achieved.
 - Highlight any deviations from the original timeline and the reasons behind them.
4. Project Deliverables:
 - List the key deliverables of the project, such as configured modules, integrated systems, data migration, and training materials.



Final Thoughts

Questions

Kevin Prem (imkevmos@umd.edu)

Aiden McDaniel (aidenmcd@umd.edu)



UNIVERSITY OF
MARYLAND

**FEARLESSLY
FORWARD**

Thank you!



UNIVERSITY OF
MARYLAND

**FEARLESSLY
FORWARD**