



TRADITIONAL-UNIVERSITIES-SKILLS-AND-KNOWLEDGE-INNOVATION by George Mentz, JD, MBA, CWM®, MPM®, QFP

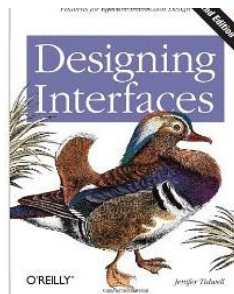
The next innovation is delivery. Who will be the prime distributor of education going forward? While LinkedIn is already the gold standard of a resume and skills repository, many sites like LinkedIn, Facebook and Monster will continue to integrate education opportunities, skills, certificates and even board certifications into their system. Some companies are now even creating clearinghouse websites for MOOCs where you can consolidate and document all of your learning in one place and use one login.

[Read more of this Benzinga article](#)

.AAPM® RECOMMENDED READ

Designing Interfaces: Patterns for Effective Interaction Design

by Jenifer Tidwell



This book presents an essential guide on to how to plan the User Interface of your project. Every day, more and more people depend upon interactive software -- applications, Web apps, mobiles, and other digital devices.

When these are designed well, people are happier, safer, and more productive. Good interface design increases loyalty, reduces support costs, and can set a product head and shoulders above its competitors.

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Editor's Notes :

by Michele Guttenberger, MPM®
HEALTHCARE.GOV FUTURE PM CASE STUDY IN LESSONS LEARNED

The launch of the Healthcare.gov website was an epic milestone of enormous Project Management failure. It will be the fodder for future Lesson Learned PM case studies. There were so many gaps in core project management principles that only a paradoxical miracle could have pulled off its success. Unfortunately, a miracle did not take place. Instead, we watched on as the U.S. Secretary of Health and Human Services Kathleen Sebelius testified before a House Energy and Commerce Committee hearing on the failures of the site.

The success of the website was contingent on the synergy of government and private enterprise program deliverables' to a diverse stakeholder arena. It was a site with a multitude of integrated functional capabilities to: validate an individual's identity, legal residence, and income; record the individual's data; match it to eligible health insurance options; calculate and quantify any eligible subsidy; display comparison plans by costs and features; and lastly finalize the enrollment plan. This one stop shop and enroll website was an enormous technical undertaking in and of itself regardless of the powerful resistance in play and the political interventions to malign it.

The design and implementation failures of Healthcare.gov could be marked too to a conflict in two opposing software development ideologies. The biggest problem being - the Federal Government does not work under an agile environment. Federal Government is entrenched in a legacy IT mindset that demands development to accommodate and coordinate through these pillars of rigid protocols reined in with the dictates of traditional Government schedulers. This old forced fit model for delivering state-of-the-art services over the web was doomed to fail because it needed to emerge from an agile software development environment.

It was the elephant trying to dance to new maneuvers and partners left procedurally clueless to the routines needed for this new dance number.

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This Month's Tip:

Tips and Tools to Improve the User Experience from the U.S. Department of Health & Human Services

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**JOSE JORGE FERNANDEZ, MPM®
Fellow, American Academy of Project
Management (FAAPM)
November, 2010**

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About the Instructor



Mick Campbell is a best selling author of The NEW One-Page Project Manager and Managing Partner of

OPPM International. Mick is a recognized authority in traditional and agile project management. He is a former telecom vice president who has certified project professionals worldwide and advised hundreds of companies large and small.

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