iZenBridge's

PMP® Application Filling Guide

Contents

Objective:

This document is designed to guide you in filling out the Project Experience section of your PMP application. We recommend using this template to effectively represent your actual project experience, ensuring it aligns with PMI's expectations. This template serves as a guideline and should not be copied verbatim. Instead, we encourage you to adapt it to reflect your unique style and the specific context of your projects. Customizing your application to accurately represent your experiences is essential for a successful submission.

Project Objective:

Clearly articulate the purpose of the project. For strategic projects, provide a brief overview of the business need that the project addresses. In the case of client or contract-driven projects, describe the broader context of the project, including any relevant contractual details. Aim to convey the essence of the project's objectives in **approximately 30 words**.

Example:
The project aimed to implement a new customer relationship management (CRM) system to streamline sales processes and improve customer retention. The business needed a solution to centralize customer data, enhance sales team efficiency, and provide better insights for decision-making.

Project Description:

Summarize the key elements of the project in **around 50 words**, focusing on critical aspects such as:

- Project Organization: Describe how the project team was structured to deliver value. Highlight that the team was cross-functional, reporting directly to you as the Project Manager, and was fully committed to supporting you in achieving the project goals.

- Project Distribution: Indicate whether the team was co-located or distributed across multiple locations.

- Project Context: Mention any external systems, departments, or organizations involved in the project.

- Key Users or Stakeholders: Identify the primary users or stakeholders who were essential to the project's success.

- Release Cadence: Specify whether the project involved a single release or multiple releases, providing any relevant details about the release strategy.

Example:

The project team, consisting of 15 cross-functional members from IT, Sales, and Marketing, was fully aligned and reported directly to me. The team was distributed across three locations. The project involved integrating the new CRM with existing ERP systems. Key stakeholders included the Sales Director, Marketing Manager, and IT Director. The project was delivered in three incremental releases.

Outcome:

Describe the impact the project had, focusing on measurable improvements such as increased efficiency, enhanced business results, or other significant outcomes. Keep this section concise, with **approximately 20 words**.

Example:

The project resulted in a 20% increase in sales team productivity and a 10% reduction in operational costs within six months of implementation.

Your Role, Responsibilities and Deliverables:

Detail your role on the project, including your title (e.g., Project Leader, Scrum Master, Project Manager) and the responsibilities you held. Use the PMP Exam Content Outline (ECO) as a framework to ensure you cover all relevant aspects of the project lifecycle and domain tasks. Highlight your involvement in the full lifecycle of the project, emphasizing how you led the team, managed key tasks, and delivered project outcomes. If some projects were joined mid-way, ensure your overall experience demonstrates comprehensive coverage of the domain tasks and project lifecycle.

PMP Exam Content Outline Template

The PMP Exam Content Outline, published in 2021, serves as the foundation for the current PMP exam. It is based on PMI's extensive survey of the role of project managers across various industries, providing a comprehensive framework for the exam. The outline consists of 35 tasks that reflect the key responsibilities of a project manager.

When documenting your project leadership experience for the PMP application, it's beneficial to use these tasks as a checklist to ensure a thorough representation of your role and responsibilities. We recommend referencing these tasks when describing your experience, aiming to cover tasks from each domain. Ideally, your overall application should address around 30 of the 35 tasks.

Certain tasks are critical to demonstrating effective project leadership, and we suggest including these essential tasks in each project description. To streamline this process, first identify which tasks you'll cover in each project using the table below, and refer to our priority ranking:

- **MUST:** Represents fundamental aspects of project leadership; these tasks should be included in every project.

- **SHOULD:** Typically performed by project managers; aim to incorporate these in some projects.

- **COULD:** Optional tasks that can be added if relevant to your role.

While this checklist is a helpful tool to ensure you don't overlook key aspects of your experience, it's important to remain authentic in your descriptions. Your application should genuinely reflect your unique project management journey.

Steps to Use:

1. **Identify Projects:** List all the projects you wish to include in your application and create a high-level objective, outcome, and description for each.

2. **Understand the Tasks:** Familiarize yourself with the PMP Exam Content Outline tasks using our ECO tool at [PMP Exam Content Outline](#). This tool helps you understand each task of a project manager and includes practice questions for better comprehension.

3. **Prepare Your Table:** Use the table below, adding more columns as needed to accommodate your projects.

4. **Select Tasks:** Begin selecting the tasks you want to highlight in your project descriptions. Ensure that all MUST tasks are included in each project, and aim to include SHOULD tasks in at least one project. If you have relevant experience with COULD tasks, consider including them as well.

5. **Review Your Coverage:** Reflect on the table to ensure comprehensive coverage across your application.

6. **Detail Your Role and Responsibilities:** For each project, document your role and responsibilities related to the selected tasks in a separate document.

7. **Consolidate Statements:** Merge similar tasks into a cohesive statement of your role and responsibilities to maintain consistency.

8. **Create a Consistent Narrative:** Develop a consistent description of your role, responsibilities, and deliverables, sequencing the tasks according to the stages of the project life cycle.

Task	Priority	Project 1	Project 2	Project 3	Project 4
Domain: People					
Task 1: Manage conflict	Should		Yes		Yes
Task 2: Lead a team	Must	Yes	Yes	Yes	Yes
Task 3: Support team performance	Must	Yes	Yes	Yes	Yes
Task 4: Empower team members and stakeholders	Must	Yes	Yes	Yes	Yes
Task 5: Ensure team members/stakeholders are adequately trained	Should		Yes		
Task 6: Build a team	Must	Yes	Yes	Yes	Yes
Task 7: Address and remove impediments, obstacles, and blockers for the team	Should				
Task 8: Negotiate project agreements	Could				
Task 9: Collaborate with stakeholders	Must	Yes	Yes		
Task 10: Build shared understanding	Must	Yes	Yes		
Task 11: Engage and support virtual teams	Could				

Task 12: Define team ground rules	Should	Yes	Yes		
Task 13: Mentor relevant stakeholders	Should	Yes	Yes		
Task 14: Promote team performance through the application of emotional intelligence	Should		Yes		
Domain: Process					
Task 1: Execute project with the urgency required to deliver business value	Must	Yes	Yes		
Task 2: Manage communications	Must	Yes	Yes		
Task 3: Assess and manage risks	Must	Yes	Yes		
Task 4: Engage stakeholders	Must	Yes	Yes		
Task 5: Plan and manage budget and resources	Should				
Task 6: Plan and manage schedule	Must	Yes	Yes		
Task 7: Plan and manage quality of products/deliverables	Should		Yes		
Task 8: Plan and manage scope	Must	Yes	Yes		
Task 9: Integrate project planning activities	Must	Yes	Yes		
Task 10: Manage project changes	Should		Yes		
Task 11: Plan and manage procurement	Could				

Task 12: Manage project artifacts	Should		Yes		
Task 13: Determine appropriate project methodology/methods and practices	Must	Yes	Yes		
Task 14: Establish project governance structure	Should		Yes		
Task 15: Manage project issues	Must	Yes	Yes		
Task 16: Ensure knowledge transfer for project continuity	Should		Yes		
Task 17: Plan and manage project/phase closure or transitions	Must	Yes	Yes		
Domain: Business					
Task 1: Plan and manage project compliance	Should				
Task 2: Evaluate and deliver project benefits and value	Must	Yes	Yes		
Task 3: Evaluate and address external business environment changes for impact on scope	Must	Yes	Yes		
Task 4: Support organizational change	Should	Yes	Yes		

Example: Project 1: Implementing a CRM System

The project aimed to implement a new customer relationship management (CRM) system to streamline sales processes and improve customer retention. The business needed a solution to centralize customer data, enhance sales team efficiency, and provide better insights for decision-making.

The project team, consisting of 15 cross-functional members from IT, Sales, and Marketing, was fully aligned and reported directly to me. The team was distributed across three locations. The project involved integrating the new CRM with existing ERP systems. Key stakeholders included the Sales Director, Marketing Manager, and IT Director. The project was delivered in three incremental releases.

The project resulted in a 20% increase in sales team productivity and a 10% reduction in operational costs within six months of implementation.

Project 1 : Selected Tasks and Your Experience

Task 2: Lead a team: Led a cross-functional team, aligning efforts with project goals, resulting in three successful CRM releases and improved sales productivity.

Task 3: Support team performance: Supported and enhanced team performance through training, mentoring, and coaching, ensuring consistent milestone delivery and on-time project completion.

Task 4: Empower team members and stakeholders: Empowered team members with decision-making authority and led discussions to establish team charter rules, fostering autonomy and smoother project execution.

Task 6: Build a team: Organized a high-performing team, conducted team-building activities, and continuously developed skills, enabling successful CRM-ERP integration across three locations.

Task 7: Address and remove impediments, obstacles, and blockers for the team: Identified and proactively removed critical blockers, maintained an issue log, ensuring project momentum and on-time delivery of CRM releases.

Task 9: Collaborate with stakeholders: Engaged stakeholders regularly, conducted stakeholder assessments, and prepared power-interest grids, achieving buy-in for successful CRM system integration.

Task 10: Build shared understanding: Facilitated workshops, led kickoff meetings, and regularly articulated project vision to build shared understanding, reducing miscommunication and ensuring cohesive execution.

Task 12: Define team ground rules: Established and regularly updated team ground rules in collaboration with the team, ensuring a productive environment and efficient project milestones.

Task 13: Mentor relevant stakeholders: Mentored stakeholders on project practices, enhancing their engagement and governance, contributing to effective project leadership and decision-making.

Task 1: Execute project with the urgency required to deliver business value : Drove the project with urgency, delivering incremental releases, MVP in the first month, resulting in swift CRM implementation and increased sales efficiency.

Task 2: Manage communications : Managed stakeholder communications by preparing a comprehensive Communication Management Plan, ensuring clarity, alignment, and consistent project updates.

Task 3: Assess and manage risks: Proactively identified and mitigated risks, maintained a risk register, conducted regular risk response planning, ensuring project stability and on-time CRM integration.

Task 4: Engage stakeholders: Engaged stakeholders through regular updates, securing their commitment and facilitating seamless CRM adoption and system integration.

Task 6: Plan and manage schedule: Developed and managed the project schedule, performed schedule compression, and ensured timely delivery of CRM releases in alignment with business timelines.

Task 7: Plan and manage quality of products/deliverables: Ensured quality standards by preparing a Quality Management Plan, resulting in a CRM system that met all business requirements and improved efficiency.

Task 8: Plan and manage scope : Managed project scope effectively by preparing requirement documents, a traceability matrix, scope statement, WBS, and scope baseline, ensuring all deliverables were met.

Task 9: Integrate project planning activities : Integrated all project plans, developed the Project Management Plan, and ensured cohesive execution, contributing to the successful delivery of the CRM system.

Task 10: Manage project changes : Managed project changes effectively by establishing a change control process, ensuring smooth adaptations without impacting the project timeline.

Task 13: Determine appropriate project methodology/methods and practices: Selected and applied a hybrid methodology with incremental delivery and upfront scope planning, ensuring project alignment with business objectives.

Task 15: Manage project issues: Addressed project issues promptly, minimizing disruptions and ensuring the continuous progress of CRM system implementation.

Task 17: Plan and manage project/phase closure or transitions: Planned and executed phase and project closures, prepared closure reports, conducted lessons learned, and ensured a smooth handover of the CRM system.

Task 2: Evaluate and deliver project benefits and value: Evaluated project outcomes, regularly reported results during phase reviews, and delivered significant business value, including a 20% increase in sales productivity.

Task 3: Evaluate and address external business environment changes for impact on scope: Assessed external changes, adjusted the scope as needed, ensuring project alignment with evolving business conditions.

Task 4: Support organizational change: Supported organizational change by aligning project outcomes with business goals, setting up a helpdesk, and conducting training, ensuring smooth CRM adoption.

Create a Consistent Narrative for your Project

The project commenced with a kickoff meeting that I facilitated, where I articulated the project vision, set clear objectives, and established a shared understanding among all stakeholders. To ensure a cohesive approach, I led the development of a comprehensive Project Management Plan, incorporating scope, schedule, quality, and communication management strategies.

During the project initiation, I meticulously organized the project team, selecting members based on their expertise and aligning them with the project's goals. I conducted team-building activities to foster collaboration and set up ground rules, ensuring a productive and respectful environment. Empowering the team was a key focus; I delegated decision-making authority and led discussions to agree on the team charter and decision-making processes, which enabled smoother project execution.

Throughout the project, I proactively managed risks by maintaining a detailed risk register and conducting regular risk assessments and response planning. My leadership ensured that the team was well-prepared to address and remove any impediments, obstacles, or blockers, maintaining project momentum. I kept an issue log to track and resolve issues promptly, preventing any delays in the project timeline.

Stakeholder engagement was a critical component of the project. I conducted regular stakeholder assessments, prepared power-interest grids, and maintained open lines of

communication to align project objectives with business needs. I managed communications effectively, ensuring all stakeholders were consistently updated through a well-defined Communication Management Plan.

The project followed a hybrid methodology, with incremental releases and upfront scope planning. I managed the project scope by developing a requirements document, traceability matrix, scope statement, WBS, and scope baseline. To ensure quality, I prepared a Quality Management Plan, which guided the team in meeting all deliverables to the required standards.

As the project progressed, I oversaw schedule management, regularly updating milestones and compressing the schedule as necessary to ensure timely delivery of the CRM system. The project was delivered in three incremental releases, starting with the release of an MVP within the first month. This approach allowed for continuous feedback and adjustments, ensuring the system met all business requirements.

Upon project completion, I facilitated the phase and project closures, prepared closure reports, and conducted lessons learned sessions. I also supported the organization in adopting the new CRM system by setting up a helpdesk and providing training.

Example: Project 2: Multi Brand Online Store

Project Objective:

To develop and launch a multi-brand online store within six months, enabling the client to enter and capitalize on the rapidly growing online sales market.

Project Description:

I led a cross-functional team of nine members distributed across two countries to build an online store for a multi-brand retailer. The project was executed using Hybrid, with the client serving as the Product Owner. We conducted incremental releases throughout the project, ensuring continuous feedback and alignment with the client's business goals. The project also involved integrating key external systems, including payment gateways and inventory management tools. The primary stakeholders were the client's business development and IT departments.

Project Outcome:

The project successfully launched on time, resulting in a 20% increase in the client's online sales within the first quarter, fully meeting the client's objectives.

My Role, Responsibilities and Deliverable

My responsibilities spanned the entire project lifecycle, from inception to closure, ensuring that the project met the client's business objectives and delivered measurable value.

At the project's outset, I focused on building and developing a cohesive team. This involved facilitating team-building activities, mentoring team members, and ensuring a shared understanding of project goals. I led the team in defining ground rules through the creation of a team charter and working agreements.

Throughout the project, I played a pivotal role in supporting and empowering team members. I conducted regular one-on-one meetings to track individual objectives and performance, providing ongoing mentorship and training to ensure the team was adequately skilled. My approach was to foster a high-performing team culture, where each member was empowered to contribute effectively to the project's success.

Conflict management was another key aspect of my role. I implemented conflict resolution strategies and taught conflict management techniques to the team, ensuring that any issues were addressed promptly and constructively. This proactive approach helped maintain a positive and collaborative work environment.

As the project progressed, I facilitated daily stand-up meetings and removed impediments to keep the project on track. I also led the team in incremental releases, ensuring that we delivered business value with each iteration. Regular collaboration with stakeholders was maintained through backlog refinement sessions, team demos, and iteration reviews, ensuring alignment with the client's vision and requirements.

In terms of project planning and management, I oversaw the estimation of user stories, release and planning. I integrated various project planning activities, tracking progress through burndown charts, velocity metrics, and Kanban boards. I managed project changes through continuous backlog refinement, ensuring that the project remained adaptable to evolving business needs.

Quality management was a priority throughout the project. I ensured that the Definition of Done was well-defined and adhered to, and conducted regular quality audits to maintain high standards. I also managed project artifacts through version control, ensuring that all deliverables were well-documented and accessible.

Given the hybrid nature of the project, involving both contractual obligations and Agile practices, I determined the appropriate methodologies to use, balancing the need for flexibility with the constraints of the contract. I established a project governance structure, providing regular status reports to the client to ensure transparency and accountability.

As the project neared completion, I managed the closure phase, overseeing the handover of the final product, preparing user manuals, and coordinating training sessions to support the client's transition

to the new system. Post-launch, I provided helpdesk support to address any issues and ensure a smooth operational transition.

Ultimately, the project was delivered successfully, with incremental releases and feedback loops enabling us to meet and exceed the client's expectations. The online store launch resulted in a significant increase in the client's online sales, demonstrating the tangible business value delivered by the project.

Chat-GPT Prompt Used

Red : my dummy project info, you should have your one.

Prompt 1:

Creating Project Objectives, Description and Outcome

Using the below guidance I want to create a objective , description and outcome for the project which was build to develop and release online store for selling multi brand products, the project was given to us as contract and client wanted to build the site in 6 months time, to exploit the online sales business , we developed the project using agile ways of working , we had 9 people team and , I as project manager also played the role of scrum master, the client was product owner for the project, we did incremental release.

Project Objective: Clearly articulate the purpose of the project. For strategic projects, provide a brief overview of the business need that the project addresses. In the case of client or contract-driven projects, describe the broader context of the project, including any relevant contractual details. Aim to convey the essence of the project's objectives in approximately 30 words.

Project Description: Summarize the key elements of the project in around 50 words, focusing on critical aspects such as: • Project Organization: Describe how the project team was structured to deliver value. Highlight that the team was cross-functional, reporting directly to you as the Project Manager, and was fully committed to supporting you in achieving the project goals. • Project Distribution: Indicate whether the team was co-located or distributed across multiple locations. • Project Context: Mention any external systems, departments, or organizations involved in the project. • Key Users or Stakeholders: Identify the primary users or stakeholders who were essential to the project's success. • Release Cadence: Specify whether the project involved a single release or multiple releases, providing any relevant details about the release strategy.

Describe the impact the project had, focusing on measurable improvements such as increased efficiency, enhanced business results, or other significant outcomes. Keep this section concise, with approximately 20 words.

Prompt 2:

For this project make my role , responsibilities and deliverable statement of around 400 words, include the below tasks me doing as project managers, after each task I am adding hint of what I do to manage that task so make description based on that, also ensure the description is narrated from starting of the project till end, ensure consistency and remove duplicate content : Task 1: Manage conflict **Teaching Conflict Management** Task 2: Lead a team **Facilitate Team Buidling, developing team, mentoring** Task 3: Support team performance D…… ADD THE COMPLETE TASK LIST WITH WHAT YOU DO

iZenBridge's Free PMP Learning Resources:

iZenBridge offers a comprehensive suite of free PMP learning resources designed to help aspiring project managers prepare effectively for the PMP exam. These resources include:

- **PMP Exam Content Outline (ECO) Mapped 180 Questions**: A set of 180 PMP-style questions meticulously mapped to the PMP Exam Content Outline, complete with video explanations to enhance understanding.

- **Free Mock Tests**: Practice your exam readiness with free mock tests that simulate the real PMP exam environment, helping you gauge your preparation level.

- **YouTube PMP Exam Prep Power Hours**: Access a wealth of knowledge through iZenBridge's YouTube channel, where PMP Exam Prep Power Hours provide deep dives into key topics, strategies, and tips to ace the exam.

These resources are designed to equip you with the knowledge and confidence needed to succeed in your PMP certification journey.