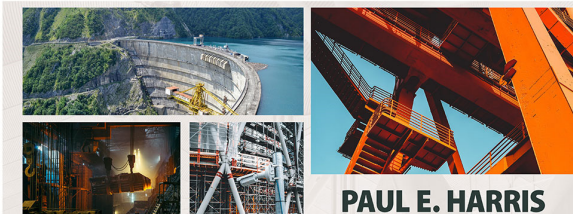


PLANNING & CONTROL USING
ORACLE® PRIMAVERA® P6
[VERSION 8 to 19 PPM PROFESSIONAL]



PAUL E. HARRIS

1

EASTWOOD HARRIS PTY LTD.

Welcome to the
**Eastwood Harris Pty Ltd
Primavera P6
Versions 8 to 19
PPM Professional
3 day training course**

Page 2 Copyright Eastwood Harris Pty Ltd 2020

2

EASTWOOD HARRIS PTY LTD.

Administration

- Evacuation procedure
- Facilities, timings and meals
- Mobile phones & Emails
- Introductions:
 - Your name,
 - The types of projects you are involved in,
 - Your experience in scheduling software,
 - What you seek from this course and
 - What version of P6 does your company use,
- Course attendance sheet.

Page 4

4

EASTWOOD HARRIS PTY LTD.

Course Objectives

This objectives of this course are to teach participants:

- Introduction to the user interface,
- How to plan projects without resources,
- Filters, layouts and printing,
- Baselines, and updating an un-resourced project,
- Creating and assigning roles and resources,
- Controlling projects with resources and costs,
- Setting up and administering a database plus advanced features including import/export,
- Activity Codes, Custom Data Fields and Global Change,

Successful completion of all the course workshops will confirm that the objectives have been met.

Page 5

5

EASTWOOD HARRIS PTY LTD.

Course Conduct

The course consists of:

- The instructor demonstrating the software using a combination of:
 - A PowerPoint slide show and
 - Live software demonstrations,
- Most chapters are then reinforced with student workshops working through a scenario of creating a small project planning the submission of a bid,
- The book is for you to keep,
- Ask any questions as the course progresses.

Page 6 Copyright Eastwood Harris Pty Ltd 2020

6

EASTWOOD HARRIS PTY LTD.

Course Agenda

Day 1 Modules

- 1 - Introduction
- 2 - Creating a Project Plan
- 3 - Starting Up and Navigation
- 4 - Creating a New Project
- 5 - Defining Calendars
- 6 - Creating a Primavera Project WBS
- 7 - Adding Activities and Organizing Under the WBS
- 8 - Formatting the Display
- 9 - Adding Relationships
- 10 - Activity Network View
- 11 - Constraints.

Page 7

7


EASTWOOD HARRIS PTY LTD.

Course Agenda

Day 2 Modules

- 12 - Group, Sort and Layouts
- 13 - Filters
- 14 - Printing, Reports and Visualizer
- 15 - Schedule Options and Setting a Baseline
- 16 - Updating an Unresourced Schedule
- 17 - User and Administration Preferences
- 18 - Creating Roles and Resources
- 19 - Assigning Roles, Resources and Expenses.

Page 8 Copyright Eastwood Harris Pty Ltd 2020



8


EASTWOOD HARRIS PTY LTD.

Course Agenda

Day 3 Modules

- 20 - Resource Optimization
- 21 - Updating a Resourced Schedule
- 22 - Other Methods of Organizing Project Data
- 23 - Global Change
- 24 - Managing the Enterprise Environment
- 25 - Multiple Project Scheduling
- 26 - Utilities
- 27 - Earned Value.

Page 9 Copyright Eastwood Harris Pty Ltd 2020




9

EASTWOOD HARRIS PTY LTD.

1 - INTRODUCTION

- 1.1 - Purpose of the Course
- 1.2 - Required Background Knowledge
- 1.3 - Purpose of Planning
- 1.4 - Project Planning Metrics
- 1.5 - Planning Cycle
- 1.6 - Levels of Planning
- 1.7 - Monitoring and Controlling a Project.

Page 10 Copyright Eastwood Harris Pty Ltd 2020




10

EASTWOOD HARRIS PTY LTD.

1.1 - Purpose of the course

- Provide a method for planning, scheduling and controlling projects using Primavera,
- Within an established Enterprise Project database or a blank database,
- Up to an intermediate level.

Page 11 Copyright Eastwood Harris Pty Ltd 2020




11

EASTWOOD HARRIS PTY LTD.

1.2 - Required Background Knowledge

- The ability to use a personal computer and understand the fundamentals of the operating system,
- Experience using application software such as Microsoft Office and
- An understanding of how projects are planned, scheduled and controlled, including understanding the project management processes applicable to your projects.

Page 12 Copyright Eastwood Harris Pty Ltd 2020




12

EASTWOOD HARRIS PTY LTD.

1.3 - Purpose of Planning

- The ultimate purpose of planning is to build a model that allows you to predict which activities and resources are critical to the timely completion of the project,
- Strategies may then be implemented to ensure that these activities and resources are managed properly, thus ensuring that the project will be delivered both **On Time** and **Within Budget**.

Page 13 Copyright Eastwood Harris Pty Ltd 2020



13

EASTWOOD HARRIS PTY LTD.

3 - STARTING UP AND NAVIGATION

- 3.1 - Logging In
- 3.2 - The Projects Window
- 3.3 - Opening One or More Projects
- 3.4 - Displaying the Activities Window
- 3.5 - Opening a Portfolio
- 3.6 - Top and Bottom Panes of Windows
- 3.7 - User Interface Update
- 3.8 - User Preferences
- 3.9 - Starting Day of the Week
- 3.10 - Admin Preferences - Set Industry Type

continued...

Page 57

57

EASTWOOD HARRIS PTY LTD.

3 - STARTING UP AND NAVIGATION

- 3.11 - Application of Options within Forms
- 3.12 - Do Not Ask Me About This Again
- 3.13 - Right-clicking with the Mouse
- 3.14 - Accessing Help
- 3.15 - Refresh Data - F5 Key
- 3.16 - Commit Changes - F10 Key
- 3.17 - Send Project
- 3.18 - Closing Down
- 3.19 - Workshop 1 - Navigating Around the Windows.

Page 58

Copyright Eastwood Harris Pty Ltd 2020

58

EASTWOOD HARRIS PTY LTD.

Database Options for P6 V8 to 19

There are two database options for companies using P6 Version 8 to 19:

- EPPM - Enterprise Project Portfolio Management:
 - Two interfaces, Web client and Windows client,
 - Administration and reporting from the Web,
 - Scheduling may be completed from the Web but the tool is weak,
 - Scheduling is normally undertaken in the Windows Client,
 - Allows integrations with many other Oracle tools,
 - Aimed at large corporations,
- PPM - Professional Project Manager
 - One interface, Windows Client,
 - Restricted integration,
 - Aimed at smaller companies and stand alone installations.

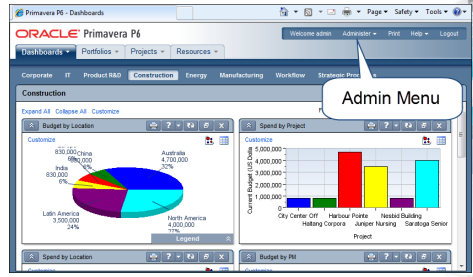
Page 59

59

EASTWOOD HARRIS PTY LTD.

Web Tool Version 16

- This is where Administration is undertaken:



Page 60

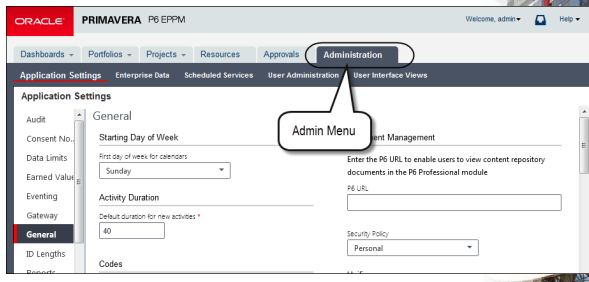
Copyright Eastwood Harris Pty Ltd 2020

60

EASTWOOD HARRIS PTY LTD.

Web Tool Version 17, 18 & 19

- This is where Administration is undertaken:



Page 61

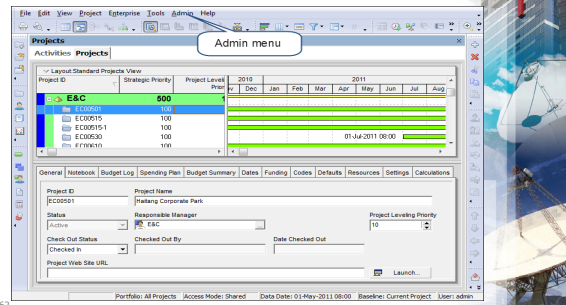
Copyright Eastwood Harris Pty Ltd 2020

61

EASTWOOD HARRIS PTY LTD.

Windows Client with PPM Database

- Admin menu included:



Page 62

62

EASTWOOD HARRIS PTY LTD.

5.14 – P6 Calendar Issues

Primavera Calendars do not have the following functions:

- Ability to print calendars,
- Time increments less than 30 minutes,
- Start and Finish times that are not on the hour or ½ hour,
- Notes/descriptions for non work days/periods,
- Gantt Chart background colouring for non work periods,
- Start on new day function,
- Hour, day and week numbering. Day numbering is very useful for claims analysis,
- The ability to display different non work periods for different Layouts. Only the Global Default Calendars is displayed for all Layouts and all projects.

Page 129

129

EASTWOOD HARRIS PTY LTD.

5 - DEFINING CALENDARS - SUMMARY

- 5.1 - Database Default Calendar
- 5.2 - Accessing Global and Project Calendars
- 5.3 - The Project Default Calendar
- 5.4 - Creating a New Global or Project Calendar
- 5.5 - Resource Calendar
- 5.6 - Move, Copy, Rename and Delete a Calendar
- 5.7 - Editing Calendar Working Days
- 5.8 - Inherit Holidays and Exceptions from a Global Calendar
- 5.9 - Adjusting Calendar Working Hours

continued...

Page 130

Copyright Eastwood Harris Pty Ltd 2020

130

EASTWOOD HARRIS PTY LTD.

5 - DEFINING CALENDARS - SUMMARY

- 5.10 - Calculation of Activity Durations in Days, Weeks or Months
- 5.11 - Calendars for Calculating Project, WBS and Other Summary Durations
- 5.12 - Tips for Mixed Calendar Schedules
- 5.13 - Elapsed Duration Activities
- 5.14 – P6 Calendar Issues.

Page 131

Copyright Eastwood Harris Pty Ltd 2020

131

EASTWOOD HARRIS PTY LTD.

5.15 - Workshop 3 - Maintaining the Calendars

- The normal working week at OzBuild Pty Ltd is Monday through Friday, 8 hours per day excluding public holidays,
- The installation staff works Monday through Saturday, 8 hours per day and the same holidays,
- You will create two calendars, a 5 and a 6 day per week with the same holidays.

Page 132

Copyright Eastwood Harris Pty Ltd 2020

132

EASTWOOD HARRIS PTY LTD.

6 - CREATING A PRIMAVERA PROJECT WBS

- 6.1 - Opening and Navigating the WBS Window
- 6.2 - Creating and Deleting a WBS Node
- 6.3 - WBS Node Separator
- 6.4 - Work Breakdown Structure Lower Pane Details
- 6.5 - WBS Categories
- 6.6 - Displaying the WBS in the Activity Window
- 6.7 - Why a Primavera WBS is Important
- 6.8 - Workshop 4 - Creating the Work Breakdown Structure.

Page 133

Copyright Eastwood Harris Pty Ltd 2020

133

EASTWOOD HARRIS PTY LTD.

6 - CREATING A PRIMAVERA PROJECT WBS

- The **Primavera WBS** function is designed to record a hierarchical WBS that has been developed on a traditional basis as outlined in many project management documents,
- A well-structured WBS should:
 - Include all the project deliverables and
 - Be set at the appropriate level for summarizing project activities and reporting project progress,
- The project should be granulated (broken down) into manageable areas by using a project breakdown structure based on attributes of the project such as the Phases or Stages, Systems and Subsystems, Processes, Disciplines or Trades, and Areas or Locations of work.

Page 134

Copyright Eastwood Harris Pty Ltd 2020

134

EASTWOOD HARRIS PTY LTD.

Calendar for scheduling Relationship Lag

- There are four calendar options for the calculation of the lag for all activities,
- The lag below is 5 days or 40 hours:
- Predecessor Activity Calendar** is the default, or

Calendar	Sun	Mon	Tue	Wed	Thr	Fri	Sat	Sun	Mon	Tue
24 Hours/Day 7 Days/Week										
5 Day/Week										

- Successor Activity Calendar**, or

Calendar	Sun	Mon	Tue	Wed	Thr	Fri	Sat	Sun	Mon	Tue
24 Hours/Day 7 Days/Week										
5 Day/Week										

- 24 Hour**, or
- Project Default Calendar**.

Page 213

213

EASTWOOD HARRIS PTY LTD.

9.4 - Formatting the Relationships

- The relationships may be displayed or hidden by:
 - Clicking on the **Relationships Lines** icon on the **Activity** toolbar, or
 - Checking and un-checking the **Show Relationships** box in the **Bar Chart Options** form, **General** tab.
- The color of the relationship represents:
 - Red** - Critical and therefore a Driving relationship,
 - Solid Black** - Non-Critical Driving relationship and therefore has Total Float,
 - Dotted Black** - Non-Critical, Non-Driving relationship and has Free Float, and
 - Blue** - a selected relationship and may be deleted.

Page 214

214

EASTWOOD HARRIS PTY LTD.

9.5 - Adding and Removing Relationships

Relationships may be added or removed by:

- Graphically Adding and Deleting a Relationship
- Adding and Deleting Relationships with the Activity Details Form,
- Adding and Deleting Relationships Using Columns,
- Chain Linking, and
- Assign Toolbar Predecessor and Successor icons

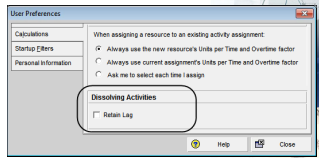
Page 215

215

EASTWOOD HARRIS PTY LTD.

9.6 - Dissolve Activities and Retained Lag

- When an activity is deleted then a chain of logical relationships amongst activities may be broken,
- The **Edit, Dissolve** command and the right-click **Dissolve** command will delete an activity and join the predecessors and successors with a Finish-to-Start relationship,
- P6 Version 19 introduced the ability to retain lag when dissolving activities in the **User Preferences, Calculations** tab. When Retain lag is elected, the dissolved predecessor's lag will be added to the new successor relationship.



Page 217

217

EASTWOOD HARRIS PTY LTD.

9.6 - Dissolving Activities

- Before Dissolving Activity 2:

Activity Name	Orig Dur	Predecessor Details	Apr 31	Apr 07	Apr 14	Apr 21	Apr 28	May 05
Activity 1	5d							
Activity 2	5d	A1000: FS 5d						
Activity 3	5d	A1010: FS 5d						

- After Dissolving Activity 2 in P6 Version 19 without **Retain Lag** checked or in earlier versions of P6:

Activity Name	Orig Dur	Predecessor Details	Apr 31	Apr 07	Apr 14	Apr 21	Apr 28	May 05
Activity 1	5d							
Activity 3	5d	A1000: FS						

- After Dissolving Activity 2 in P6 Version 19 with **Retain Lag** checked:

Activity Name	Orig Dur	Predecessor Details	Apr 31	Apr 07	Apr 14	Apr 21	Apr 28	May 05
Activity 1	5d							
Activity 3	5d	A1000: FS 10d						

- NOTE:** The predecessor and successor lag are added together.

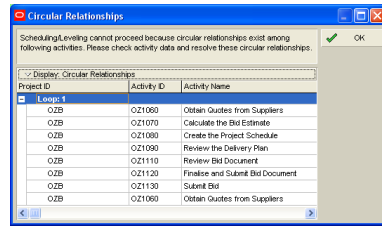
Page 218

218

EASTWOOD HARRIS PTY LTD.

9.7 - Circular Relationships

- A **Circular Relationship** is created when a loop is created in the logic,
- When you reschedule you will be presented with the **Circular Relationships** form, which identifies the loop.



Page 219

219

EASTWOOD HARRIS PTY LTD.

15 - SCHEDULE OPTIONS AND SETTING A BASELINE

- 15.1 - Understanding Date Fields
- 15.2 - Schedule Options - General Tab
- 15.3 - Setting the Baseline
- 15.4 - Limitation on Viewing Baseline Data
- 15.5 - Workshop 13 - WBS, LOEs and Setting the Baseline.

Page 281 Copyright Eastwood Harris Pty Ltd 2020

281

EASTWOOD HARRIS PTY LTD.

Tracking Progress Process

The main steps for monitoring progress are:

- Saving a Baseline schedule,
- Record or mark-up progress as of a specific date, know as the Data Date,
- Update the schedule,
- Comparing and Reporting actual progress against planned progress and revising the plan and schedule, if required,
- Before we set the Baseline you will need an understanding off:
 - The Primavera Date Fields, and
 - The Schedule Options.

Page 282 Copyright Eastwood Harris Pty Ltd 2020

282

EASTWOOD HARRIS PTY LTD.

15.1 - Understanding Date Fields

There are a number of date fields including:

- Early Start and Early Finish
- Late Start and Late Finish
- Actual Start and Actual Finish
- Start and Finish
- Planned Start and Planned Finish
- Remaining Early Start and Finish
- Remaining Late Start and Finish.

Page 283 Copyright Eastwood Harris Pty Ltd 2020

283

EASTWOOD HARRIS PTY LTD.

Early Start and Early Finish

- These are always the earliest dates that unstarted activities or the incomplete portions of in-progress activities may start or finish based on calendars, relationships and constraints,
- When an activity is complete the Early Start and Early Finish are set to the Data Date, 12 Oct at midnight, NOT to the Actual Start as in many other products,
- When an activity is in progress the Early Start is set to the Activity calendar Start Date and Time NOT to the Actual Start as in many other products.

Activity ID	Activity Name	Early Start	Early Finish	September 2014			October 2014			November 2014						
				25	01	08	15	22	29	06	13	20	27	03	10	17
A1010	Activity A	12-Oct-14 00	12-Oct-14 00													
A1020	Activity B	13-Oct-14 08	24-Oct-14 17													
A1030	Activity C	27-Oct-14 08	21-Nov-14 17													

Page 284

284

EASTWOOD HARRIS PTY LTD.

Late Start and Late Finish

- These are latest dates that **Unstarted** activities or the **Incomplete** portions of in-progress activities may start or finish based on calendars, relationships and constraints,
- The **Complete** activity has the Late Dates set the date that is equivalent to the latest point in time that the activity could be restarted,
- The Total Float on the complete activity is "Null" but the default Layout shows a Float Bar,
- **Note:** The end of the Total Float bar is the same date and time as the Late Finish.

Activity ID	Activity Name	Late Start	Late Finish	Total Float	September 2014			October 2014			November 2014							
					25	01	08	15	22	29	06	13	20	27	03	10	17	24
A1010	Activity A	20-Oct-14 08	20-Oct-14 08															
A1020	Activity B	20-Oct-14 08	31-Oct-14 17	5d														
A1030	Activity C	03-Nov-14 08	28-Nov-14 17	5d														

Page 285

285

EASTWOOD HARRIS PTY LTD.

Actual Start and Finish

- These dates are manually applied, representing when an activity started or finished, and override constraints and relationships. These dates should be set in the past in relation to the **Data Date**,
- **Note:** Actual dates should never change after they are assigned but both the **Apply Actuals** and **Update Progress** functions may change Actual Dates and these functions must be used with extreme caution.

Activity ID	Activity Name	Actual Start	Actual Finish	September 2014			October 2014			November 2014						
				25	01	08	15	22	29	06	13	20	27	03	10	17
A1010	Activity A	01-Sep-14 08	26-Sep-14 17													
A1020	Activity B	29-Sep-14 08														
A1030	Activity C															

Page 286

286

EASTWOOD HARRIS PTY LTD.

Duration Type continued

The author recommends as a default the use of:

- **Preserve the Units, Duration, and Units/Time for existing assignments.** Thus each resource quantity is independent of another and the quantity of one resource does not increase and decrease as resources are added and removed,
- **Fixed Duration and Units** as when the activity duration is changed the estimate at completion does not change,
- But **Fixed Duration and Units/Time** should be used when the crew size must stay the same when durations are changed.

Page 375 Copyright Eastwood Harris Pty Ltd 2020

375

EASTWOOD HARRIS PTY LTD.

19.5 - Assigning and Removing Roles

- The instructor will demonstrate.

Page 376 Copyright Eastwood Harris Pty Ltd 2020

376

EASTWOOD HARRIS PTY LTD.

19.6 - Assigning and Removing Resources

- The instructor will demonstrate.

Page 377 Copyright Eastwood Harris Pty Ltd 2020

377

EASTWOOD HARRIS PTY LTD.

19.7 - Resource and Activity Duration Calculation & Resource Lags

- An Activity Duration is adopted from the longest Resource Duration,
- When more than one Resource has been assigned to an activity with different Units and/or Units/Time, the Resources may have different durations,
- In the following example the Activity Duration is 10 days, which is calculated from David William's **Resource Original Duration** of 10 days:

Activity ID	Activity Name	Original Duration	Oct 13
A1050	Duration Type - Fixed Units	10d	

Role ID	Resource ID Name	Original Lag	Original Duration	Remaining Units	Remaining Units / Time
Dz SE	ARL Angela Lowe	0d	5d	40.00h	100%
Dz BM	DTW David Williams	0d	10d	40.00h	100%
Dz CS	MAY Melinda Young	0d	5d	40.00h	100%

Page 378

378

EASTWOOD HARRIS PTY LTD.

Resource Lag

- A Resource may be assigned a Lag, which is the duration from the start of the activity to the point at which the Resource commences work,
- In the following example the Activity Duration is 12 days, which is calculated from Angela Lowe's **Resource Original Lag** of 7 days and **Resource Original Duration** of 5 days:

Activity ID	Activity Name	Original Duration	Oct 13
A1050	Duration Type - Fixed Units	12d	

Role ID	Resource ID Name	Original Lag	Original Duration	Remaining Units	Remaining Units / Time
Dz SE	ARL Angela Lowe	7d	5d	40.00h	100%
Dz BM	DTW David Williams	0d	10d	40.00h	50%
Dz CS	MAY Melinda Young	0d	5d	40.00h	100%

Page 379

379

EASTWOOD HARRIS PTY LTD.

19.8 - Expenses

- Expenses are intended to be used for one off non-resource type costs and could include:
 - Purchase of office equipment to set up a project office,
 - Travel costs,
 - Payment for a consultant's report,
 - Insurance costs, and
 - Training courses,
- Expenses may be created using the:
 - **Expenses Workspace** and assigned to an activity, or
 - Created in the **Expenses** tab of an activity,
- Expenses may have a quantity and a unit price,
- Expenses costs may be seen in the **Activity Usage Spread Sheet** and **Activity Usage Profile** but **NOT** in the **Resource Usage Spread Sheet** and **Resource Usage Profile**.

Page 380

380

EASTWOOD HARRIS PTY LTD.

23 - GLOBAL CHANGE - SUMMARY

- 23.1 - Introducing Global Change
- 23.2 - The Basic Concepts of Global Change
- 23.3 - Specifying the Change Statements
- 23.4 - Examples of Simple Global Changes
- 23.5 - Selecting the Activities for the Global Change
- 23.6 - Duration Calculations with Global Change
- 23.7 - (Any of the following) and (All of the following)
- 23.8 - Temporary Values
- 23.9 - Global Change Functions
- 23.10 - More Advanced Examples of Global Change.

Page 461 Copyright Eastwood Harris Pty Ltd 2020

461

EASTWOOD HARRIS PTY LTD.

23.11 - Workshop 20 - Global Change

- We wish to copy the current schedule dates and Activity Durations into the User Defined Fields created in the previous workshop,
- We will display a bar using these User Defined Fields, and
- Then use a global change to edit some durations.

Page 462 Copyright Eastwood Harris Pty Ltd 2020

462

EASTWOOD HARRIS PTY LTD.

24 - MANAGING THE ENTERPRISE ENVIRONMENT

- 24.1 - Multiple User Data Display Issues
- 24.2 - Enterprise Project Structure (EPS)
- 24.3 - Project Portfolios
- 24.4 - Organizational Breakdown Structure - OBS
- 24.5 - Users, Security Profiles and Organizational Breakdown Structure
- 24.6 - Project Codes
- 24.7 - Filtering, Grouping and Sorting Projects in the Projects Window
- 24.8 - Project Durations in the Project Window

Continued...

Page 463 Copyright Eastwood Harris Pty Ltd 2020

463

EASTWOOD HARRIS PTY LTD.

24 - MANAGING THE ENTERPRISE ENVIRONMENT

- 24.9 - Why Are Some Data Fields Gray and Cannot Be Edited?
- 24.10 - Summarizing Projects
- 24.11 - Job Services
- 24.12 - Tracking Window.

Page 464 Copyright Eastwood Harris Pty Ltd 2020

464

EASTWOOD HARRIS PTY LTD.

24.1 - Multiple User Data Display Issues

- The following issues **MUST** be managed by the Database Administrator and have been covered in this course in other sections:
 - Any user, with access rights, may reset the database **Default Calendar** in the **Enterprise, Calendar** form,
 - By default more than one person may open a project,
 - When multiple projects are opened together and the projects have different **Schedule Options**, then the Schedule Options of all the projects will be changed and set to the same as the **Default Project** permanently,
 - **User Baselines** are not **Project Baselines**,
 - It is possible to have two **Currencies** with the same symbol, leading to different values being displayed by different users,
 - Users with different **Units Format** in their **User Preferences** will display different values for their units.

Page 465

465

EASTWOOD HARRIS PTY LTD.

24.2 - Enterprise Project Structure (EPS)

- Most organizations would have an EPS defined (unless you have a standalone load of Primavera) that is available for new projects to be created in:
 - You may need to add an additional EPS Node for your project, or
 - If you are starting with a blank database and an EPS has not been defined, you will need to create at least one EPS Node to assign to your projects,
- To add, delete, or modify the EPS Node structure:
 - In the Professional or PMM version you select **Enterprise, Enterprise Project Structure...** to open the **Enterprise Project Structure (EPS)** form, or
 - Optional Client users will be opening an EPPM database and you will need to open the Web client and select **Project, EPS** to edit the EPS structure.

Page 466

466

EASTWOOD HARRIS PTY LTD.

27.7 - Sample Graphical S-Curves

- Remaining and Late Remaining curves are drawn from the zero point, and
- Traditional EV S-Curves.

Page 515

515

EASTWOOD HARRIS PTY LTD.

27 - EARNED VALUE MANAGEMENT WITH P6 - SUMMARY

- 27.1 - Performance Measurement Baseline
- 27.2 - Planned Value
- 27.3 - Earned Value
- 27.4 - Actual Costs
- 27.5 - Estimate to Complete
- 27.6 - Activity Usage S-Curves
- 27.7 - Sample Graphical S-Curves.

Page 516

516

EASTWOOD HARRIS PTY LTD.

Review Expectations

- Any questions,
- Complete Feedback Sheet,
- Course Certificates,
- Have we met your expectations?

Page 517

517

EASTWOOD HARRIS PTY LTD.

Database Cleanup at end of course, if required:

Please could you delete all:

- User Filters
- User Layouts
- The resources created but NOT your Resource node
- Your projects.

Page 518

518

EASTWOOD HARRIS PTY LTD.

Thank you for attending

Page 519

519