HOPE

33rd IPMA World Congress

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IMAGINING THE FUTURE

OF PROJECT MANAGEMENT

By Nichole Du Plessis

TOGETHER WE UPLIFT OUR NATION

SHOPRITE group of companies

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CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

HOPE & IMAGINATION

At the heart of “Imagining the Future of Project Management”, lies the powerful connection between hope and imagination.

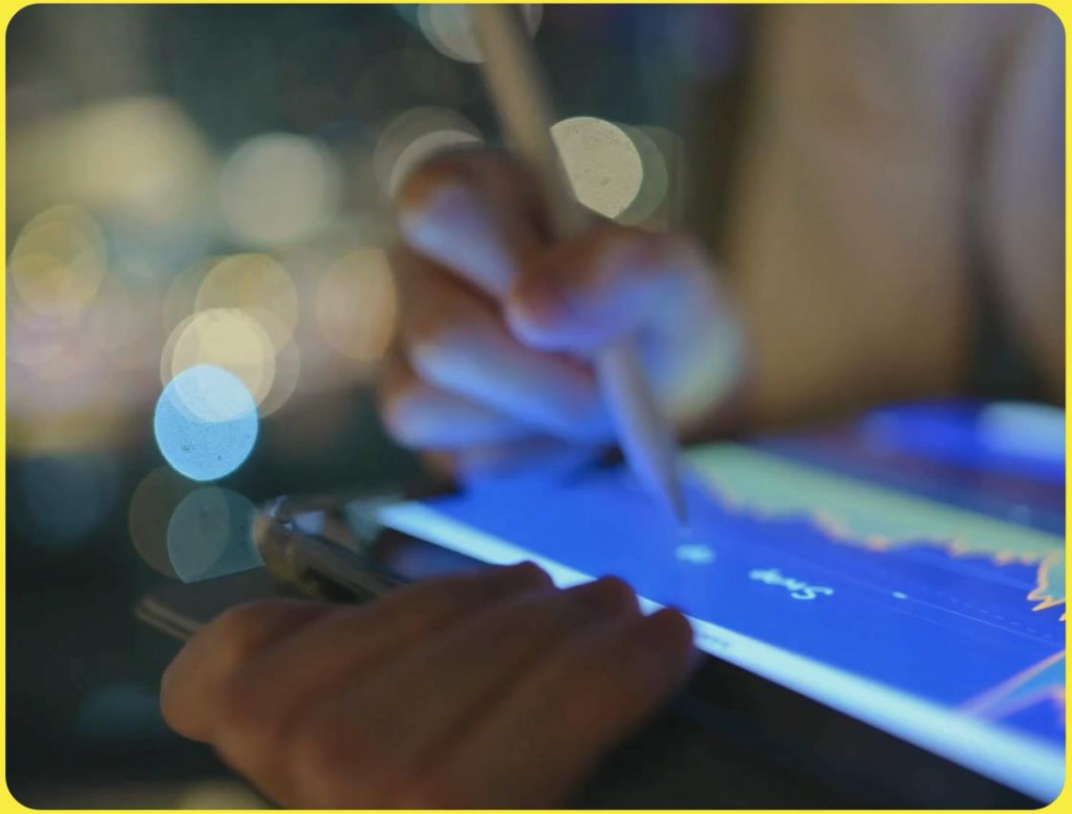
If you can imagine it, you can do it.

PAST

PRESENT

FUTURE

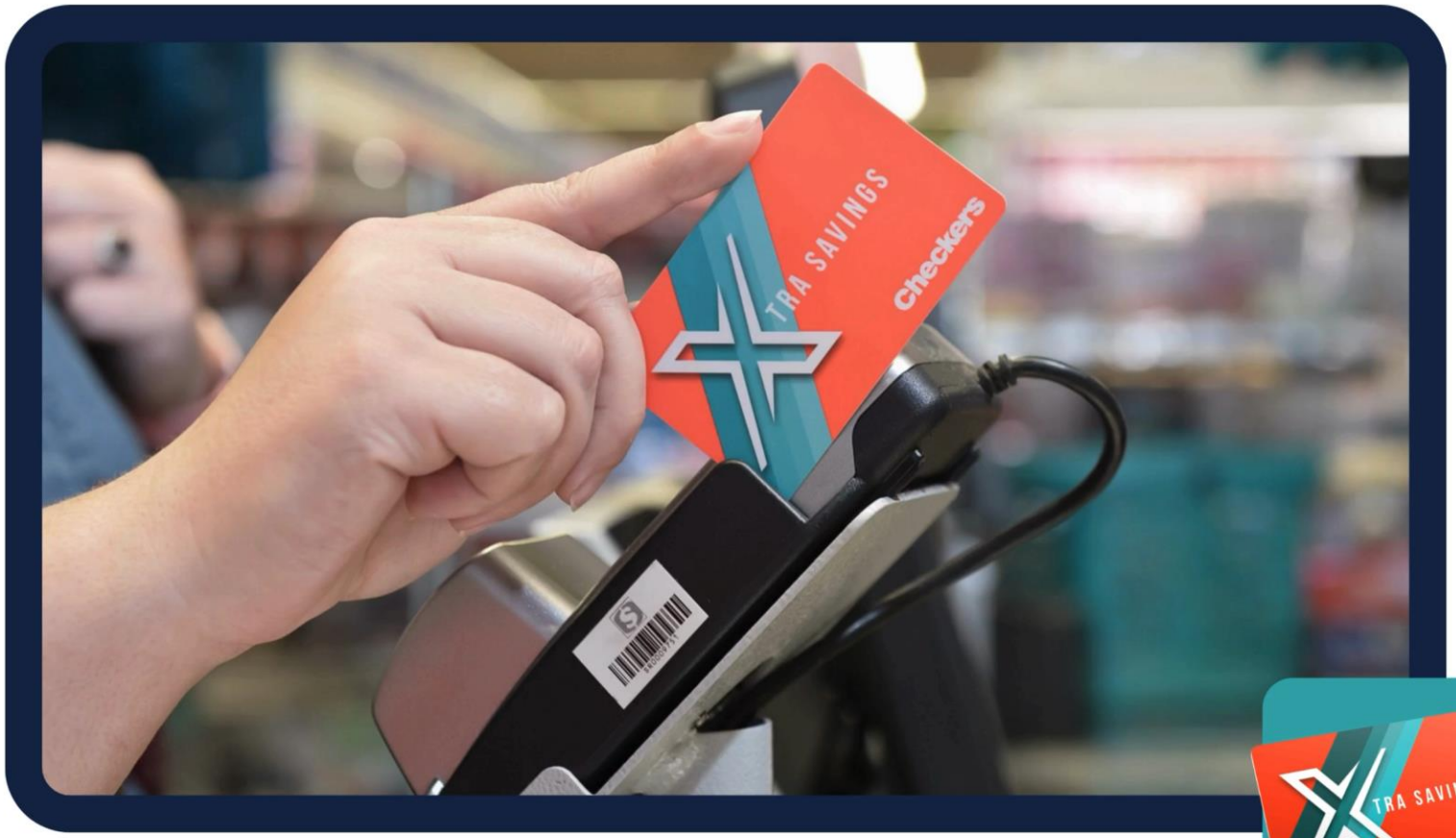
BACK TO THE FUTURE



PAST

SHOPRITE PMO PAST INNOVATIONS

How the Shoprite PMO has assisted in turning aspirations into tangible innovations...



The #1 Loyalty Programme in South Africa!

SHOPRITE PMO PAST INNOVATIONS

How the Shoprite PMO has assisted in turning aspirations into tangible innovations...

Checkers SIXTY60

The 1st on-demand retail delivery service!

SHOPRITE PMO PAST INNOVATIONS

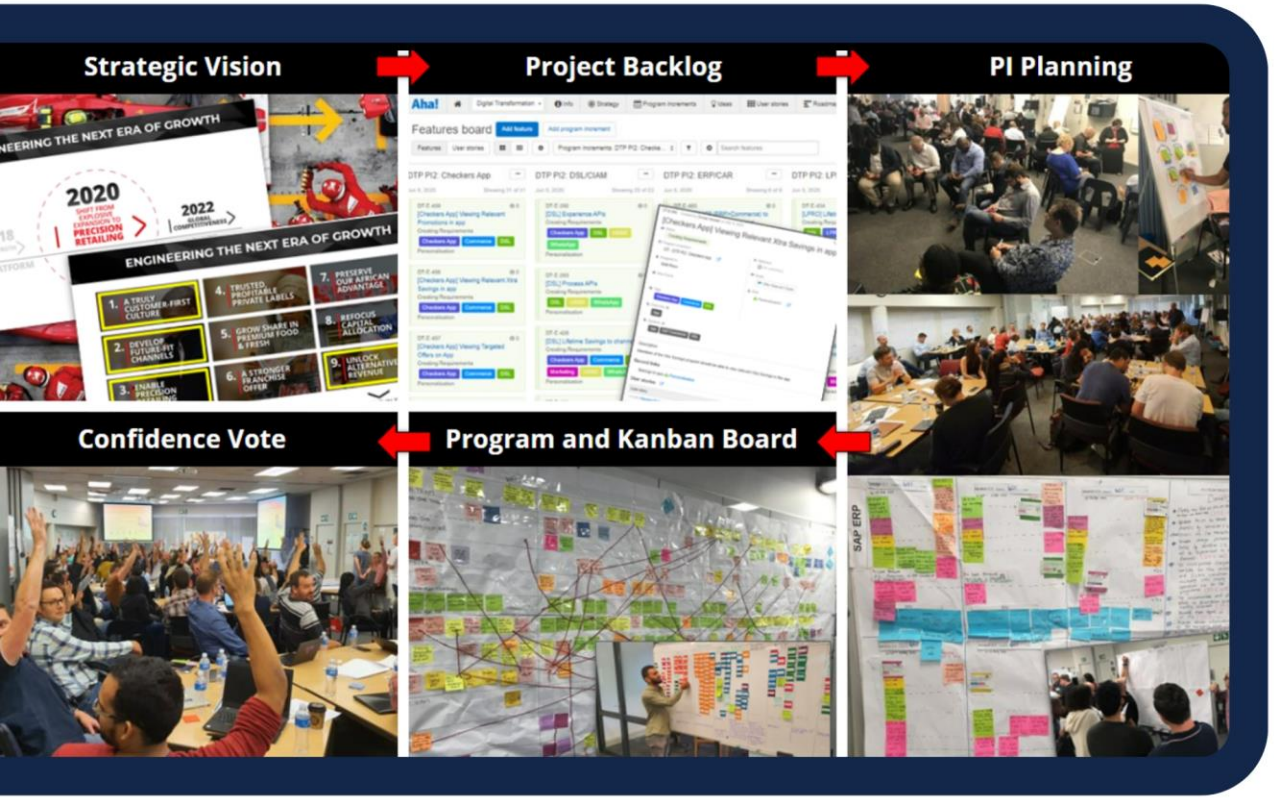
How the Shoprite PMO has assisted in turning aspirations into tangible innovations...

UNIQ clothing by Checkers

UNIQ clothing by Checkers was the 1st apparel retailer in Africa – and only the 3rd globally – to combine cashless, customer self-check-out with RFID technology in our UNIQ stores, thereby transforming and delivering a world class, efficient and seamless experience to our valued customers.

USE CASES

PEOPLE - PROCESS - TECHNOLOGY



Big Room Planning:

Date PI1: December 2019 onsite
Total Attendees: 152
+/- 8 attendees per table – 12 teams

Lessons Learned:

1. Enhanced Communication
2. Pre-Planning is Key
3. Engagement Strategies
4. Technical Preparedness
5. Flexibility and Adaptability
6. Use of Collaboration Tools

PRESENT

SHOPRITE PMO PRESENT INNOVATIONS

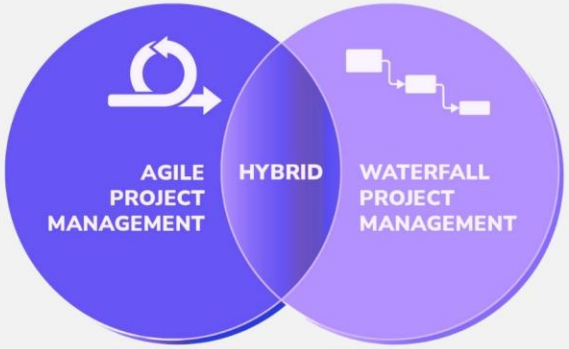
Shoprite GPT

ShopriteGPT Beta
Secure Enterprise GPT Service

Shoprite-GPT

MS CoPilot

Waterfall / Agile / Hybrid



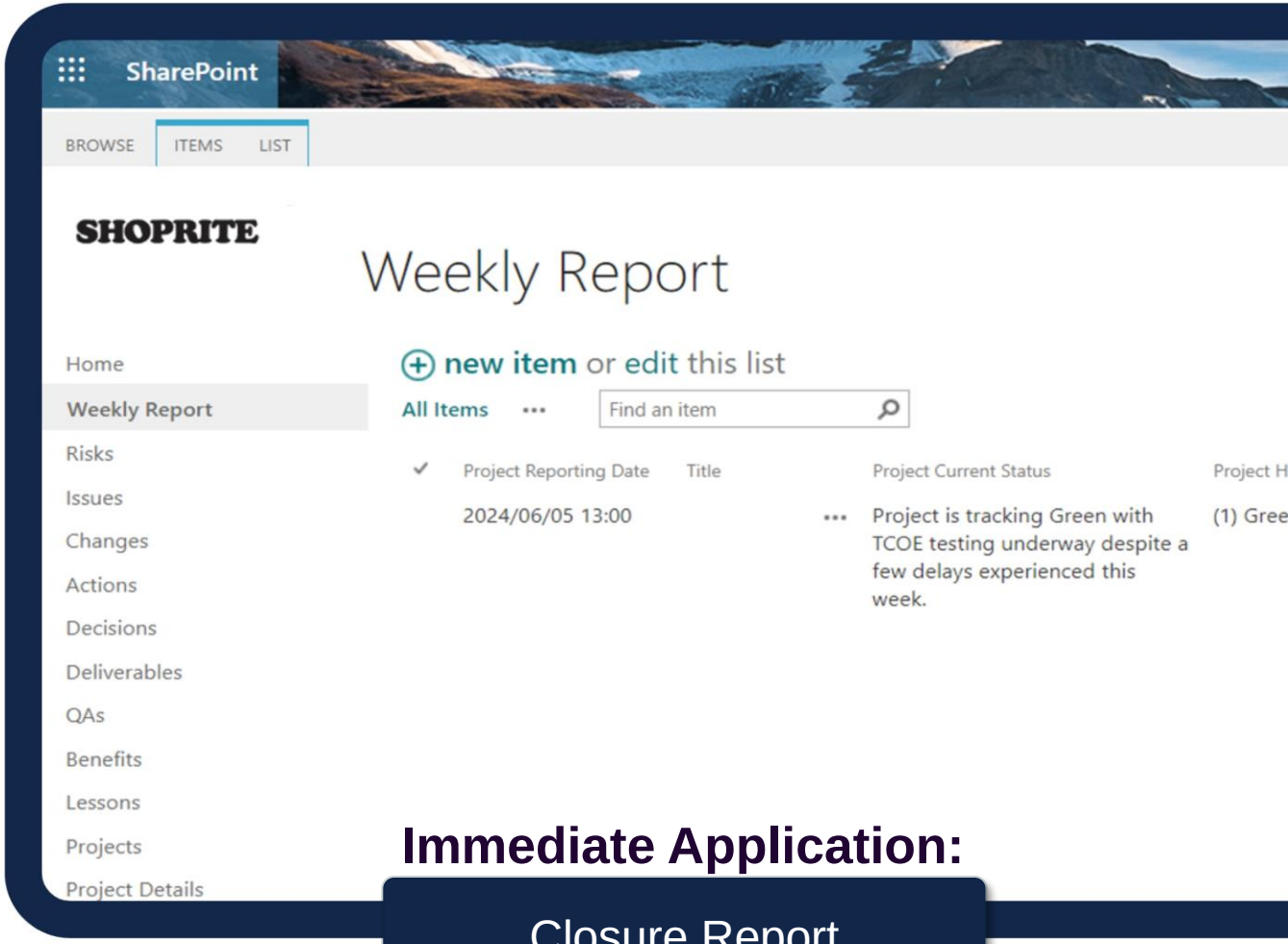
RPA
(Robotic Process Automation)

Internal Process Automation

USE CASES

How to prompt Shoprite GPT

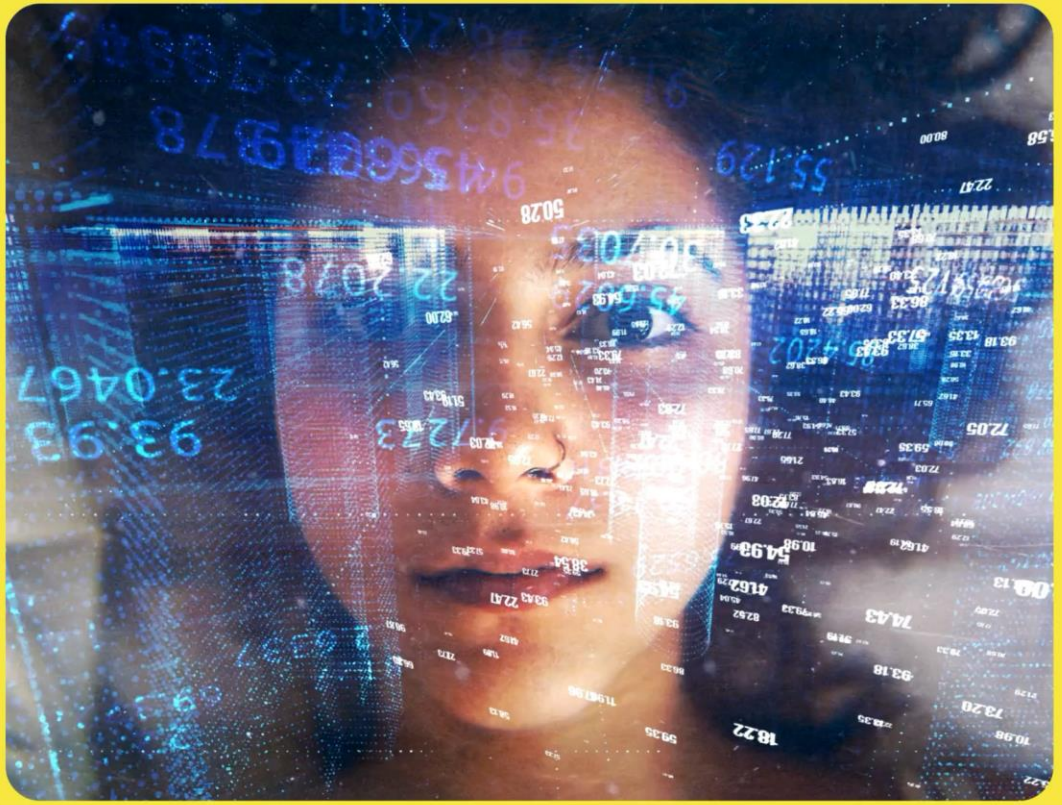
Weekly Report



Immediate Application:

Closure Report

FUTURE



VISION

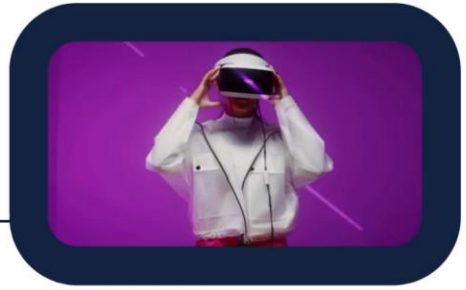
We envision a future where Project Management not only adapts to change, but thrives on it -
driving progress with optimism and foresight.

THE FUTURE OF PMO

Our journey will then pivot to the future,
outlining a roadmap for developing future-ready skills, adopting agile methodologies to deliver business value, and harnessing cutting-edge technologies like generative AI to enhance efficiency.

01 What will we **do differently?**

02 What **tools / tech** will we use?



03 How will we **engage?**

04 What will the **environment** look like?

WHAT WILL WE DO DIFFERENTLY?

- The role of the project manager is shifting away from someone who can tick off tasks as complete on a Gantt chart and towards a **strategic leadership position for effecting change in an organization.**
- Project managers will provide an **irreplaceably human combination of leadership, integration of specialists, and ethical behavior.**
- Project managers will need options that will help them deliver. And that means being able to choose from **predictive, iterative and hybrid ways of delivering the work and blending what works to get the best results.**

FFWD >>> 2030

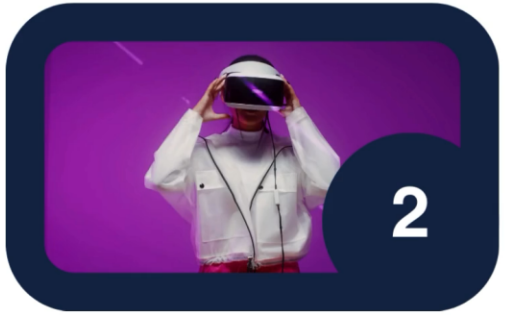
1. Brain chip implant… “blink blink”… Project plan done!
2. Holograms in meeting rooms.
3. AI to make Resources more organized.
4. Web scraping through USB into #1.
5. Budgets done in Bitcoin.
6. ChatGPT to mitigate risks.
7. Fully automated testing.
8. 360^{O} Project Plans.
9. Robots to capture SOW / avoid Scope Creep.

WHAT TOOLS / TECH WILL WE USE?

Artificial Intelligence (AI)

Virtual Reality

Intelligent Automation



WHAT TOOLS / TECH WILL WE USE?

Artificial Intelligence AI:

- The application of AI within projects has completely reshaped project delivery in 2030.
- Project Managers now call up Siri or Alexa on their cell phones and verbally log their daily or weekly progress reports.
- When working from home, an AI engine analyzes all their reports and provides real-time status updates on progress.
- AI used to mitigate risks.
- AI for improved data management.

Generative AI:

- Gen AI tools have become the norm in 2030.
- Gen AI tools help Project Managers quickly design project plans by accounting for potential risks and scenarios.
- Gen AI tools go further by actively preparing resource allocation based on the project requirements and goals.

Intelligent Automation:

- By employing machine learning algorithms to automate time consuming tasks, project managers are freed up to focus on more crucial areas of their work.
- This not only boosts productivity but also makes essential time available for other important tasks.

HOW WILL WE ENGAGE?

Augmented Reality:

Immersing stakeholders in an interactive journey enriching reality with computer-generated sensory data.

Artificial Intelligence:

Virtual assistants or chatbots could provide real-time support and information enhancing the overall engagement and communication efficiency.

Work from Anywhere & Virtual Attendance:

- Hologram attendees in meeting rooms.
- Hologram Project Notes (replacing Miro boards) – others can write notes on the notes too.
- Note: amidst the proliferation of collaboration platforms and technology, preserving the human connection will remain crucial.

WHAT WILL THE ENVIRONMENT BE LIKE?

Virtual Collaboration:

- Fully remote or hybrid work model enabled by advanced communication tools and virtual reality platforms.
- Apple VR Technology.
- Virtual workspace – cockpit.

Global Connectivity:

Seamless interaction with team members and stakeholders worldwide, facilitated by high-speed internet and AI-driven translation.

Flexibility & Autonomy:

Empowering team members to work from anywhere, anytime, fostering creativity and productivity.

CONCLUSION

The future of project management is bright and brimming with possibilities.

As we integrate new technologies, project managers will become more efficient and effective, driving success in an increasingly complex world.

Let us embrace these changes and lead the charge towards a more agile, hybrid, and technologically empowered era of project management.

THANK YOU

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