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**ABOUT THE AUTHOR**

Kim Heldman, PMP, is Senior Manager, IT/Chief Information Officer for the Regional Transportation District in Denver, CO. She oversees an IT portfolio of projects ranging from those small in scope and budget to multimillion-dollar, multiyear projects. With more than 25 years of experience in information technology project management, Kim directs IT resource planning, budgeting, project prioritization, and strategic and tactical planning. Most of the real-world scenarios in this Study Guide are based on her actual experiences on the job. Kim is the author of several books on project management, including *Project Management JumpStart, 3rd Edition*, and the eight previous editions of the bestselling *PMP Project Management Professional Study Guide*. Visit her website at www.kimheldman.com.

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