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| P.J. the Project Manager | **Access/Equipment:**  Dell laptop, Blackberry phone, RSA token |
| **Bio:**  P.J. is a PM managing several projects. Generally he has one “active” project, while still providing occasional help on previous projects (helping provide historical info and context when people have similar projects). He also has a new project ramping up soon that he is gathering information and starting to try to understand. However, he has no idea when the new project will begin | **Environment:**  **Central office** – office near where the team is located so he can talk to them easily  **Telework** – he works from home every Thursday and needs to call in for meetings |
| **Goals:**  For new projects, he wants to fill out whatever form he needs to get the project going  For current projects, he wants to provide a status of his project. He wants to let management know what’s going on when things are “going as planned” so he can get credit for “keeping the ship on course”. | **Average Time to fill out:**  **Intake form:** varies – 1 hour to several days of on and off effort  **Weekly Status Report:** 15 minutes - 1 hour per week |
| **Frustrations:**  For new projects, he knows the Project Management Office (PMO) needs to be aware of the new project, but he’s not sure how much they already know since PMO management already told him about the upcoming assignment. The process and forms have changed since he last needed to fill one out, so he’s not sure where to get the most recent form. He’s unsure how much detailed information he should provide. He wants it to be considered done so the project can get started, but he won’t access to more research unless resources are put onto the project. Lastly, given these unknowns he has no idea how long filling the form will take.  For current projects, when risks become issues, he wants to get support (resources, scope adjustments or time adjustments) from those with authority to keep his project on track. However, after the meetings, he’s often unsure of the next steps. Also, he is not sure if there will be any follow up meetings.  As for weekly reports, he’s not sure if issues listed in the weekly report will get any attention until the risk and issues meeting. By then it might be too late, but he’s pretty sure he can manage it before it becomes a problem. | **Usage:**  Intake Form  Consolidated Project Document  Weekly Status Report |