**Staffing Management Plan**

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## 1.1 Introduction

The staff or team serves as a model for how the project will be led and organized, and it helps to guarantee that the correct individuals, with the necessary credentials, are there at the appropriate time. The strategy includes metrics for performance management as well as roles and responsibilities and communication procedures, because the success of the project depends on a solid human resource management plan.

The project manager and project team can successfully manage the project by making sure that everyone on the team is aware of their duties and responsibilities, that communication is clear and efficient, and that performance is tracked and managed in a way that supports the project's success.

### 1.2 Roles and Responsibilities

A project must have a team that has a strategy in place in order to succeed as it clarifies the duties and responsibilities of each member of the project team and the client, and to make sure that everyone in the team is aware of their own contributions.

To ensure that resources are distributed and used efficiently, the plan guarantees that the appropriate individuals are in the appropriate roles to accomplish project successfully by explicitly identifying competences and skill needs.

Overall, the project team is guided toward effective project execution and delivery by the human resources management strategy, which serves as a road map.

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| --- | --- | --- | --- |
| **Role** | **Authority** | **Responsibility** | **Competency** |
| Project Sponsor | One that provides the ideas and asks for help for the project team to fulfill. the one who also approves the project’s business case and budget.  able to assign project resources and give high-impact approval for modifications to the project's scope, timeline, and budget. | Ensures the team produces good results. Gives insights and advice to the team and project manager.  Assists in updating the company on the status and advantages of the project. | strong capacity for strategic thought and leadership communication.  Profound comprehension of the organization's mission, objectives, and values. Possibility of providing the initiative with resources and support. |
| Project Manager | Handles the team and makes the decisions, can distribute project resources, and provide the go-ahead for low-impact adjustments to the project's scope, timetable, and budget. | Has the authority and the ability to oversee all the aspects of the project including its, planning, implementation, monitoring, and release. | Solid understanding of the project, leadership skills, communicating skills, and project management skills, risk management skills, team management and can learn continuously and develop their knowledge. |
| Internal Users of the system (Developers) | Has access to the system and the power to improve and decode errors when necessary. | In charge of coding the software and UI/UX of the project and handles the system. | Has the technical expertise, background, talents, and experience necessary to build software solutions successfully. |
| External users of the system (Documentation) | Handles the paper and documents the process of the project from start to end. | In charge of the documentations and the deliverables of the project. | The ability to efficiently develop and manage project documentation is possessed by a documentation specialist, who possesses a range of abilities, expertise, traits, and skills. |

Table 6: Staffing Management - Roles and Responsibilities

### 1.3 Project Organizational Chart

Project organizational chart of RAMs Corner: ITRO Ticketing Service System provides a visual representation of the project team and the relationships between the key stakeholders, where the client of the project is on the top, followed by the project manager, who oversees the project's resources, scope, and timeline, is often listed below the project sponsor on the organizational chart. Lastly the team projects members, who are responsible for the success of the project and fulfilling the request of the client.

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Figure 15: Project Organizational chart

### 1.4 Staffing Management

A vital element in guaranteeing the APC ITRO Ticketing System project's effective execution is the staff management plan. Throughout the project lifetime, it describes the tactics and procedures for recruiting, supervising, and releasing human resources.

* To guarantee that the required skills and knowledge are available when needed, human resource acquisition will be completed promptly. This can entail using internal workers or engaging contractors in addition to existing employees. To guarantee that resources are accessible when required, the acquisition timeframe will be coordinated with the project schedule.
* To evaluate team members' performance and pinpoint areas for development, performance evaluations will be done on a regular basis. The effectiveness of the team's performance in reaching the goals and expectations of the project will also be evaluated through these evaluations.
* A rewards and recognition system will be implemented to acknowledge and motivate outstanding performance.

The project's goals and requirements will be taken into consideration when the Staffing Management Plan is periodically reviewed and amended as appropriate. To ascertain if any extra things need to be included in the staffing management plan, it is critical that the project manager perform a comprehensive examination of the project's unique requirements and rules.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role | Project Responsibility | Skills Required | Number of staff | Performance Reviews | Performance Reviews |
| Project Manager | Is the project team leader and oversees efficient planning of the project and its execution.  Creates a thorough project strategy and establish a project goal.  Communicates or conveys the project status and progress to the client. | Leadership  Communication  Problem Solving  Analytical Skills  Adaptability  Technical Knowledge | Depending on the project's size and complexity.  formulated in cooperation with other stakeholders | The project manager will collaborate with team members to establish realistic performance targets and monitor their advancement. | The project manager will implement a recognition and rewards system to motivate team members and encourage high performance. |
| Project Team Members | Execute the tasks and duties given by the project manager and implement the voted idea.  Guarantee that project activities are finished on schedule and within the budget while properly managing their time and  Inform the project manager or leader of the progress and status.  Participate in project meetings and discussion by contributing ideas. | Time management  Communication  Collaboration & Cooperation  Technical Skills  Problem-solving | Depending on the project's size and complexity.  formulated in cooperation with other stakeholders | Evaluations will be based and determined from the performance of the team members and reporting regarding the project’s progress.  according to the demands of the project and the rules of the business. | The project manager or adviser will implement a recognition and rewards system to motivate team members and encourage high performance. |
| Project Sponsor | Following up on project developments and giving the project team direction and assistance  Ensure that the project is in line with the objectives and vision of the company.  Give the project strategic leadership and direction. | Leadership  Strategic Thinking  Communication  Risk Management  Budget Management | The client is a top executive or board of directors’ member.  Possibly assisted by project management office or other support personnel. | The client may assess the recipient's performance by  to make sure they are adhering to the standards and objectives of the company for the project.  The client could also receive updates regarding the project’s progression from the project manager | The client may recognize and reward the project team for their achievements and progress towards the project's goals. |

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