**Manage Expectations**

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| **ID** | **Stakeholder expectation** | **Challenge** |
| A | The facilities department expects their building security requirements to be treated as priority one for delivery. | The building security requirements have changed since their inception, and the team has not revisited them. |
| B | The project manager expects the project team to submit weekly status reports on Fridays at noon. | Two project team members are continuously late with their status reports, and that impacts the PM's ability to craft the project status report for the project sponsor. |
| C | The project sponsor wants the nationwide database project for IT assets to be completed by December. | An assumption was made that the IT department would buy database software for the project by June so the team could start populating the database. The IT department neglected to purchase it as they thought procurement was handling it. |

**ID - A:**

SLA Expectation : The facilities department expects their building security requirements to be treated as priority one for delivery.

Challenge: The building security requirements have changed since their inception, and the team has not revisited them.

Appropriate Behavior:

* The project manager needs to walk a facilities department resource through the change management process so the team understands the expectations of those requirements. Approval needs to take place for those requirements as well.

Reasoning:

There is a priority one task set by the client and I as a project manager need to make sure that the scope is aligned accordingly to act fast on the P1 task. Since the requirements haven’t changed since inception , I would start with raising the change management process followed by approval, in parallel I will work with the available resources and make sure once the process is approved and the team is ready to start working on it.

**ID-B:**

SLA Expectation:

The project manager expects the project team to submit weekly status reports on Fridays at noon.

Challenge:

Two project team members are continuously late with their status reports, and that impacts the PM's ability to craft the project status report for the project sponsor.

Appropriate Behavior:

* A process needs to be written in the team charter setting expectations for the project team member weekly status report as well as the format of it.

Reasoning:

I as a project manager need to update the team goals and make sure everybody understands the importance of it and follows it. Reports are important to derive metrics and if I get a delayed report , then I could not make the right metrics and that could make a false impression on our stakeholders, it is always good to present the most reliable and trusted numbers.

**ID-C:**

SLA Expectation:

The project sponsor wants the nationwide database project for IT assets to be completed by December.

Challenge:

An assumption was made that the IT department would buy database software for the project by June so the team could start populating the database. The IT department neglected to purchase it as they thought procurement was handling it.

Appropriate Behavior:

* The project manager needs to work with the IT department and procurement to clarify the assumption and present expectations for roles and responsibilities. A follow-up with the project sponsor is required regarding the completion date of the project if the team cannot meet the expectation.

Reasoning:

There is a requirement set by the project sponsor and it is decided by the organization and I as a project manager need to coordinate between IT department and procurement team and explain the importance of the project and bring everyone up to speed on the requirement and make everyone on the same page. Also it is my responsibility to make sure that I could meet the deadlines , if not raise an alarm at the initial stage and follow up with the project sponsor .