**Project Management Plan**

**<Internet Banking System>**

**QA TRACK ITI**

**SMART VILLAGE ITI**

**GIZA, SMART VILLAGE 12511**

**18/02/2023**

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# Introduction

The ITI Bank project aims to provide net banking facility to its customers.

This release will have limited features. Over a period of time, new and new functionalities will be added to the site.

Information technology institute (ITI) has recently approved the ITI internet banking project to move forward for project initiation within the research and development (ITI) group. This project will result in the development of new banking services software and supports ITI’s corporate strategy of providing progressive solutions to clients which improve productivity in both the workplace and home environment. While internet banking software is currently available, ITI believes that new technological developments will enable our team to develop a solution far superior to what is currently available.

# Project Management Approach

The Project Manager, Hana Gamal, has the overall authority and responsibility for managing and executing this project according to this Project Plan and its Subsidiary Management Plans. The project team will consist of personnel from the coding group, quality control/assurance group, technical writing group, and testing group. The project manager will work with all resources to perform project planning. All project and subsidiary management plans will be reviewed and approved by the project sponsor. All funding decisions will also be made by the project sponsor. Any delegation of approval authority to the project manager should be done in writing and be signed by both the project sponsor and project manager.

The project team will be a matrix in that team members from each organization continue to report to their organizational management throughout the duration of the project. The project manager is responsible for communicating with organizational managers on the progress and performance of each project resource.

**Test Strategy**

Our test strategy is a set of instructions to explain and detail the test design and how to perform the test. An arrangement describes the approach for testing and answers what is required to complete and how to achieve it.

Clearly stated goals:

Your testing activities must have clear and explicit aims. This will assist you in focusing your efforts and ensuring that you are testing the right things.

Thorough testing:

Your testing plan should cover all product areas, including functionality, performance, security, and usability.

Initial testing:

It is far easier and less expensive to address problems early in the development process, so it is critical to begin testing as soon as feasible.

Collaboration:

It is required because testing must be done in collaboration. To guarantee that everyone is working toward the same goals, developers, testers, and other stakeholders must work closely together.

Continuous testing:

Rather than being a one-time event, testing should be an ongoing process. This ensures that problems are identified and handled as soon as possible.

User focus:

Your testing efforts should ensure that the product meets the needs and expectations of your users.

Our testing strategy include:

* Purpose (defined by the user story).
* Objectives (test cases).
* Scope (what needs to be tested).
* Methods (how tests will be run).

# Configuration Management Strategy

Our purpose of configuration management is to identify, track and protect the project’s deliverables or products from unauthorized change. Configuration management is a discipline that gives precise control over the project

We are using

1. Distributed version control like **Git** and **GitHub** site to focus mainly about:

* Specify the versions of products in use and in existence and hold information on their status, who owns them and relationships between them
* Maintain an up-to-date record containing these pieces of information
* Control changes to the products ensuring that changes are made only with the agreement of appropriate named authorities
* Audit the records to ensure that they contain the unauthorized products and only these products

1. Configuration item list (CIL):

* To maintain the last versions of the documentations
* To maintain traceability of the work products

# Review Strategy

Our purpose of review is to make examination to every work product in the project that may examined by a developer, tester, users also computers ,It provides a better view on the work product

Types of reviews using:

* informal reviews
* walkthrough reviews
* pair programming
* code review

We mainly focus on:

* Defect Prevention is the main goal of the software as well as look out for the functionality of the software.
* Review of the requirement specifications should be done carefully so as to evaluate the software as per required.
* The list of questionnaire should be clarified.

# Project Scope

The scope of ITI’s internet banking project includes the planning, design, development, testing, and transition of the Internet Banking software package. This software will meet or exceed organizational software standards and additional requirements established in the project charter. The scope of this project also includes completion of all documentation, manuals, and training aids to be used in conjunction with the software. Project completion will occur when the software and documentation package has been successfully executed and transitioned to ITI’s manufacturing group for production.

All internet banking project work will be performed internally and no portion of this project will be outsourced. The scope of this project does not include any changes in requirements to standard operating systems to run the software, software updates or revisions.

# Milestone List

The below chart lists the major milestones for the internet banking software. This chart is comprised only of major project milestones such as completion of a project phase or gate review. There may be smaller milestones which are not included on this chart but are included in the project schedule and WBS. If there are any scheduling delays which may impact a milestone or delivery date, the project manager must be notified immediately so proactive measures may be taken to mitigate slips in dates. Any approved changes to these milestones or dates will be communicated to the project team by the project manager.

|  |  |  |
| --- | --- | --- |
| Milestone | Description | Date |
| Complete Requirements Gathering | All requirements for internet banking SW must be determined to base design upon | 18/02/2023 |
| Complete internet banking SW Design | This is the theoretical design for the software and its functionality | xx/xx/xx |
| Complete internet banking SW Coding | All coding completed resulting in software prototype | xx/xx/xx |
| Complete internet banking SW Testing and Debugging | All functionality tested and all identified errors corrected | xx/xx/xx |
| Complete Transition of internet banking SW to TSI Production | Completed software and documentation transitioned to operations group to begin production | xx/xx/xx |

# Schedule Baseline and Work Breakdown Structure

The WBS for the internet banking SW Project is comprised of work packages which do not exceed 40 hours of work but are at least 4 hours of work. Work packages were developed through close collaboration among project team members and stakeholders with input from functional managers and research from past projects.

The WBS Dictionary defines all work packages for the internet banking SW Project. These definitions include all tasks, resources, and deliverables. Every work package in the WBS is defined in the WBS Dictionary and will aid in resource planning, task completion, and ensuring deliverables meet project requirements.

The internet banking SW Project schedule was derived from the WBS and Project Charter with input from all project team members. The schedule was completed, reviewed by the Project Sponsor, and approved and base-lined. The schedule will be maintained as a MS Project Gantt Chart by the internet banking SW Project Manager. Any proposed changes to the schedule will follow ITI’s change control process. If established boundary controls may be exceeded, a change request will be submitted to the Project Manager. The Project Manager and team will determine the impact of the change on the schedule, cost, resources, scope, and risks. If it is determined that the impacts will exceed the boundary conditions then the change will be forwarded to the Project Sponsor for review and approval. The internet banking SW boundary conditions are:

CPI (Customer Price Index) less than 0.8 or greater than 1.2

SPI (Statistical Performance Indicators) less than 0.8 or greater than 1.2

If the change is approved by the Project Sponsor then it will be implemented by the Project Manager who will update the schedule and all documentation and communicate the change to all stakeholders in accordance with the Change Control Process.

The Project Schedule Baseline and Work Breakdown Structure are provided in Appendix A, Project Schedule and Appendix B, Work Breakdown Structure.

# Change Management Plan

The following steps comprise TSI’s organization change control process for all projects and will be utilized on the Internet Banking SW project:

Step #1: Identify the need for a change (Any Stakeholder)

Requestor will submit a completed ITI change request form to the project manager

Step #2: Log change in the change request register (Project Manager)

The project manager will maintain a log of all change requests for the duration of the project

Step #3: Conduct an evaluation of the change (Project Manager, Project Team, Requestor) The project manager will conduct an evaluation of the impact of the change to cost, risk, schedule, and scope

Step #4: Submit change request to Change Control Board (CCB) (Project Manager)

The project manager will submit the change request and analysis to the CCB for review

Step #5: Change Control Board decision (CCB)

The CCB will discuss the proposed change and decide whether or not it will be approved based on all submitted information

Step #6: Implement change (Project Manager)

If a change is approved by the CCB, the project manager will update and re-baseline project documentation as necessary as well as ensure any changes are communicated to the team and stakeholders

Any team member or stakeholder may submit a change request for the Internet Banking SW Project. The Internet Banking SW Project Sponsor will chair the CCB and any changes to project scope, cost, or schedule must meet his approval. All change requests will be logged in the change control register by the Project Manager and tracked through to completion whether approved or not.

# Communications Management Plan

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication requirements change. This plan identifies and defines the roles of Internet Banking SW project team members as they pertain to communications. It also includes a communications matrix which maps the communication requirements of this project, and communication conduct for meetings and other forms of communication. A project team directory is also included to provide contact information for all stakeholders directly involved in the project.

The Project Manager will take the lead role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix below. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Description** | **Frequency** | **Format** | **Participants/ Distribution** | **Deliverable** | **Owner** |
| Weekly Status Report | Email summary of project status | Weekly | Email | Project Sponsor, Team and Stakeholders | Status Report | Project Manager |
| Weekly Project Team Meeting | Meeting to review action register and status | Weekly | In Person | Project Team | Updated Action Register | Project Manager |
| Project Monthly Review (PMR) | Present metrics and status to team and sponsor | Monthly | In Person | Project Sponsor, Team, and Stakeholders | Status and Metric Presentation | Project Manager |
| Project Gate Reviews | Present closeout of project phases and kickoff next phase | As Needed | In Person | Project Sponsor, Team and Stakeholders | Phase completion report and phase kickoff | Project Manager |
| Technical Design Review | Review of any technical designs or work associated with the project | As Needed | In Person | Project Team | Technical Design Package | Project Manager |

Project team directory for all communications is:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Title** | **E mail** | **Office Phone** | **Cell Phone** |
| Mohamed Hasan | Project Sponsor | [j.davis@tsi.com](mailto:j.davis@tsi.com) | xxx-xxx-xxxx | xxx-xxx-xxxx |
| Hana Gamal | leader Programmer | [h.walker@tsi.com](mailto:h.walker@tsi.com) | xxx-xxx-xxxx | xxx-xxx-xxxx |
| Amany Ramadan | Programmer | [j.black@tsi.com](mailto:j.black@tsi.com) | xxx-xxx-xxxx | xxx-xxx-xxxx |
| Hussien Adel | Sr. Quality Specialist | [enghussien.1995@gmail.com](mailto:enghussien.1995@gmail.com) | xxx-xxx-xxxx | xxx-xxx-xxxx |
| Esraa Ibrahim | Quality Specialist | [r.smith@tsi.com](mailto:r.smith@tsi.com) | xxx-xxx-xxxx | xxx-xxx-xxxx |
| Walid Tarek | Technical Writer | [t.sunday@tsi.com](mailto:t.sunday@tsi.com) | xxx-xxx-xxxx | xxx-xxx-xxxx |

Communications Conduct:

Meetings:

The Project Manager will distribute a meeting agenda at least 2 days prior to any scheduled meeting and all participants are expected to review the agenda prior to the meeting. During all project meetings the timekeeper will ensure that the group adheres to the times stated in the agenda and the recorder will take all notes for distribution to the team upon completion of the meeting. It is imperative that all participants arrive to each meeting on time and all cell phones and blackberries should be turned off or set to vibrate mode to minimize distractions. Meeting minutes will be distributed no later than 24 hours after each meeting is completed.

Email:

All email pertaining to the Internet Banking SW Project should be professional, free of errors, and provide brief communication. Email should be distributed to the correct project participants in accordance with the communication matrix above based on its content. All attachments should be in one of the organization’s standard software suite programs and adhere to established company formats. If the email is to bring an issue forward then it should discuss what the issue is, provide a brief background on the issue, and provide a recommendation to correct the issue. The Project Manager should be included on any email pertaining to the Internet Banking SW Project.

Informal Communications:

While informal communication is a part of every project and is necessary for successful project completion, any issues, concerns, or updates that arise from informal discussion between team members must be communicated to the Project Manager so the appropriate action may be taken.

# Project Scope Management Plan

Scope management for the Internet Banking SW Project will be the sole responsibility of the Project Manager. The scope for this project is defined by the Scope Statement, Work Breakdown Structure (WBS) and WBS Dictionary. The Project Manager, Sponsor, and Stakeholders will establish and approve documentation for measuring project scope which includes deliverable quality checklists and work performance measurements.

Proposed scope changes may be initiated by the Project Manager, Stakeholders or any member of the project team. All change requests will be submitted to the Project Manager who will then evaluate the requested scope change. Upon acceptance of the scope change request the Project Manager will submit the scope change request to the Change Control Board and Project Sponsor for acceptance. Upon approval of scope changes by the Change Control Board and Project Sponsor the Project Manager will update all project documents and communicate the scope change to all stakeholders. Based on feedback and input from the Project Manager and Stakeholders, the Project Sponsor is responsible for the acceptance of the final project deliverables and project scope.

The Project Sponsor is responsible for formally accepting the project’s final deliverable. This acceptance will be based on a review of all project documentation, testing results, beta trial results, and completion of all tasks/work packages and product functionality.

# Schedule Management Plan

Project schedules for the Internet Banking SW Project will be created using “Trello” starting with the deliverables identified in the project’s Work Breakdown Structure (WBS). Activity definition will identify the specific work packages which must be performed to complete each deliverable. Activity sequencing will be used to determine the order of work packages and assign relationships between project activities. Activity duration estimating will be used to calculate the number of work periods required to complete work packages. Resource estimating will be used to assign resources to work packages in order to complete schedule development.

Once a preliminary schedule has been developed, it will be reviewed by the project team and any resources tentatively assigned to project tasks. The project team and resources must agree to the proposed work package assignments, durations, and schedule. Once this is achieved the project sponsor will review and approve the schedule and it will then be base lined.

In accordance with ITI’s organizational standard, the following will be designated as milestones for all project schedules:

* Completion of scope statement and WBS/WBS Dictionary
* Base lined project schedule
* Approval of final project budget
* Project kick-off
* Approval of roles and responsibilities
* Requirements definition approval
* Completion of data mapping/inventory
* Project implementation
* Acceptance of final deliverables

Roles and responsibilities for schedule development are as follows:

The project manager will be responsible for facilitating work package definition, sequencing, and estimating duration and resources with the project team. The project manager will also create the project schedule using MS Project 2007 and validate the schedule with the project team, stakeholders, and the project sponsor. The project manager will obtain schedule approval from the project sponsor and baseline the schedule.

The project team is responsible for participating in work package definition, sequencing, duration, and resource estimating. The project team will also review and validate the proposed schedule and perform assigned activities once the schedule is approved.

The project sponsor will participate in reviews of the proposed schedule and approve the final schedule before it is base lined.

The project stakeholders will participate in reviews of the proposed schedule and assist in its validation.

# Quality Management Plan

All members of the Internet Banking SW project team will play a role in quality management. It is imperative that the team ensures that work is completed at an adequate level of quality from individual work packages to the final project deliverable. The following are the quality roles and responsibilities for the Internet Banking SW Project:

The Project Sponsor is responsible for approving all quality standards for the Project. The Internet Banking SW Project Sponsor will review all project tasks and deliverables to ensure compliance with established and approved quality standards. Additionally, the Project Sponsor will sign off on the final acceptance of the project deliverable.

The Project Manager is responsible for quality management throughout the duration of the project. The Project Manager is responsible for implementing the Quality Management Plan and ensuring all tasks, processes, and documentation are compliant with the plan. The Project Manager will work with the project’s quality specialists to establish acceptable quality standards. The Project Manager is also responsible for communicating and tracking all quality standards to the project team and stakeholders.

The Quality Specialists are responsible for working with the Project Manager to develop and implement the Quality Management Plan. Quality Specialists will recommend tools and methodologies for tracking quality and standards to establish acceptable quality levels. The Quality Specialists will create and maintain Quality Control and Assurance Logs throughout the project.

The remaining member of the project team, as well as the stakeholders will be responsible for assisting the Project Manager and Quality Specialists in the establishment of acceptable quality standards. They will also work to ensure that all quality standards are met and communicate any concerns regarding quality to the Project Manager.

Quality control for the Internet Banking SW Project will utilize tools and methodologies for ensuring that all project deliverables comply with approved quality standards. To meet deliverable requirements and expectations, we must implement a formal process in which quality standards are measured and accepted. The Project Manager will ensure all quality standards and quality control activities are met throughout the project. The Quality Specialists will assist the Project Manager in verifying that all quality standards are met for each deliverable. If any changes are proposed and approved by the Project Sponsor and CCB, the Project Manager is responsible for communicating the changes to the project team and updating all project plans and documentation.

Quality assurance for the Internet Banking SW Project will ensure that all processes used in the completion of the project meet acceptable quality standards. These process standards are in place to maximize project efficiency and minimize waste. For each process used throughout the project, the Project Manager will track and measure quality against the approved standards with the assistance of the Quality Specialists and ensure all quality standards are met. If any changes are proposed and approved by the Project Sponsor and CCB, the Project Manager is responsible for communicating the changes to the project team and updating all project plans and documentation.

# Risk Management Plan

The approach for managing risks for the Internet Banking SW Project includes a methodical process by which the project team identifies, scores, and ranks the various risks. Every effort will be made to proactively identify risks ahead of time in order to implement a mitigation strategy from the project’s onset. The most likely and highest impact risks were added to the project schedule to ensure that the assigned risk managers take the necessary steps to implement the mitigation response at the appropriate time during the schedule. Risk managers will provide status updates on their assigned risks in the bi-weekly project team meetings, but only when the meetings include their risk’s planned timeframe.

Upon the completion of the project, during the closing process, the project manager will analyze each risk as well as the risk management process. Based on this analysis, the project manager will identify any improvements that can be made to the risk management process for future projects. These improvements will be captured as part of the lessons learned knowledge base.

# Resource Calendar

The Internet Banking SW Project will require all project team members for the entire duration of the project although levels of effort will vary as the project progresses. The Project is scheduled to last two months with standard 40 hour work weeks. If a project team member is not required for a full 40 hour work week at any point during the project, their efforts outside of the Internet Banking SW Project will be at the discretion of their Functional Manager.



# Quality Baseline

The Internet Banking SW Project must meet the quality standards established in the quality baseline. The quality baseline is the baseline which provides the acceptable quality levels of the Internet Banking SW Project. The software must meet or exceed the quality baseline values in order to achieve success.

|  |  |  |
| --- | --- | --- |
| **Item** | **Acceptable Level** | **Comments** |
| Recognition | At least 98% recognition level with 2% or less errors in text | Using standard English language databases |
| Compatibility | No errors associated with running software with compatible applications | Using the \_\_\_\_\_\_\_ suite of applications |
| Supporting Documentation | Less than 1% failure rate in beta testing new users to run setup and execute software functionality |  |

# Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>