

Software Project Management

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Tasks

1. Requirements
2. Analysis
3. Design
4. Development
5. Testing
6. Deployment

Requirements

- Structured interviews with stakeholders
- Software requirements
- Hardware requirements
- Functional and non-functional requirements
- Business rules
- Documentation
- Duration: 10 days

Analysis

- Requirement validation
- Identify hardware and software constraints
- Risk analysis
- Scenario analysis
- Use case model
- Documentation
- Duration: 5 days

Design

- Software product design
- UML models
- Software architecture
- Test plan
- Inspection plan
- Design validation and verification
- Documentation
- Duration: 15 days

Development

- Coding
 - Proving
 - Integration
 - Testing
 - Documentation
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- Duration: 22 days

Testing

- Runs parallel to the development
- Unit test
- Model test
- Hardware test
- Integration test

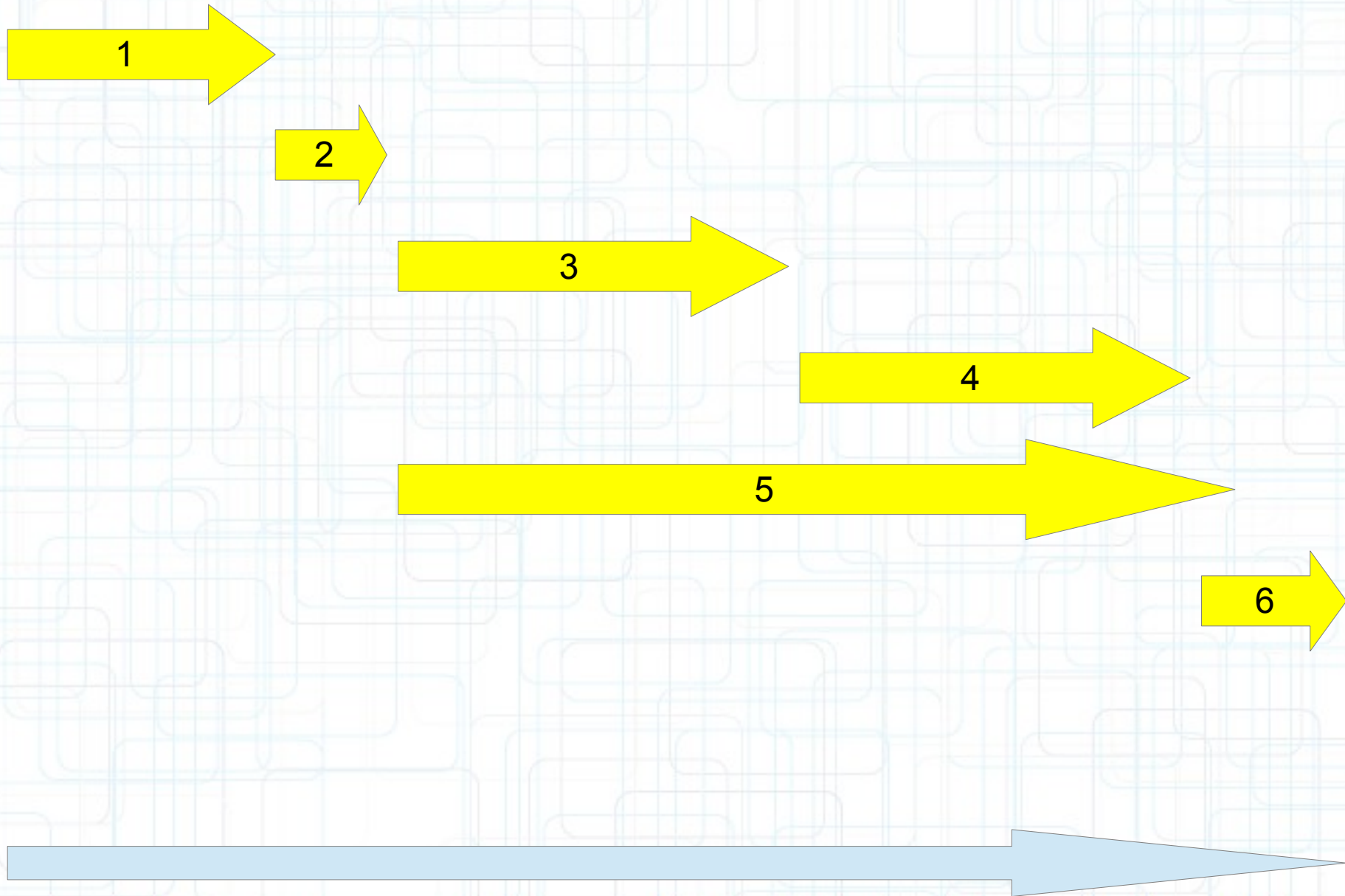
Testing

- Beta test
- Debugging
- Documentation
- Duration: 40 days

Deployment

- Installation
 - Migration
 - Support
 - Maintenance
 - Documentation
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- Duration: 5 days

Chart



Balanced Scorecard

Better Support Service	Objective	Measurement	Target	Initiative	Owner	Supplier
Financial	-Lower Support costs -increasing longterm revenue	-Support resource costs -Revenue	< 20% of the software costs -5% growth	ITIL restructuring	IT Department	Service Desk employees
Customer	-User satisfaction -Fast response time	-Customer market survey -flow time	-#1 -<48 hours	-Quality management -Problem manager	-QM Department -IT Department	-Quality manager -Service Desk employees
Internal	Better customer knowledge	Customer service	10% growth of market share	Product evolution	Release and Marketing manager	
Learning	Help Desk Team education	% of team trained on the time	100% in 1 year	Consultant from Development team	Dual Role Help Desk and Development team	Help Desk and Development team

SWOT

	Positive	Negative
Internal	<ul style="list-style-type: none">• Innovative aspects (smart shipping list)• Experience• Knowledge• Data• Quality	<ul style="list-style-type: none">• Continuity• Support robustness
External	<ul style="list-style-type: none">• New markets• Customer satisfaction	<ul style="list-style-type: none">• Competitor intentions