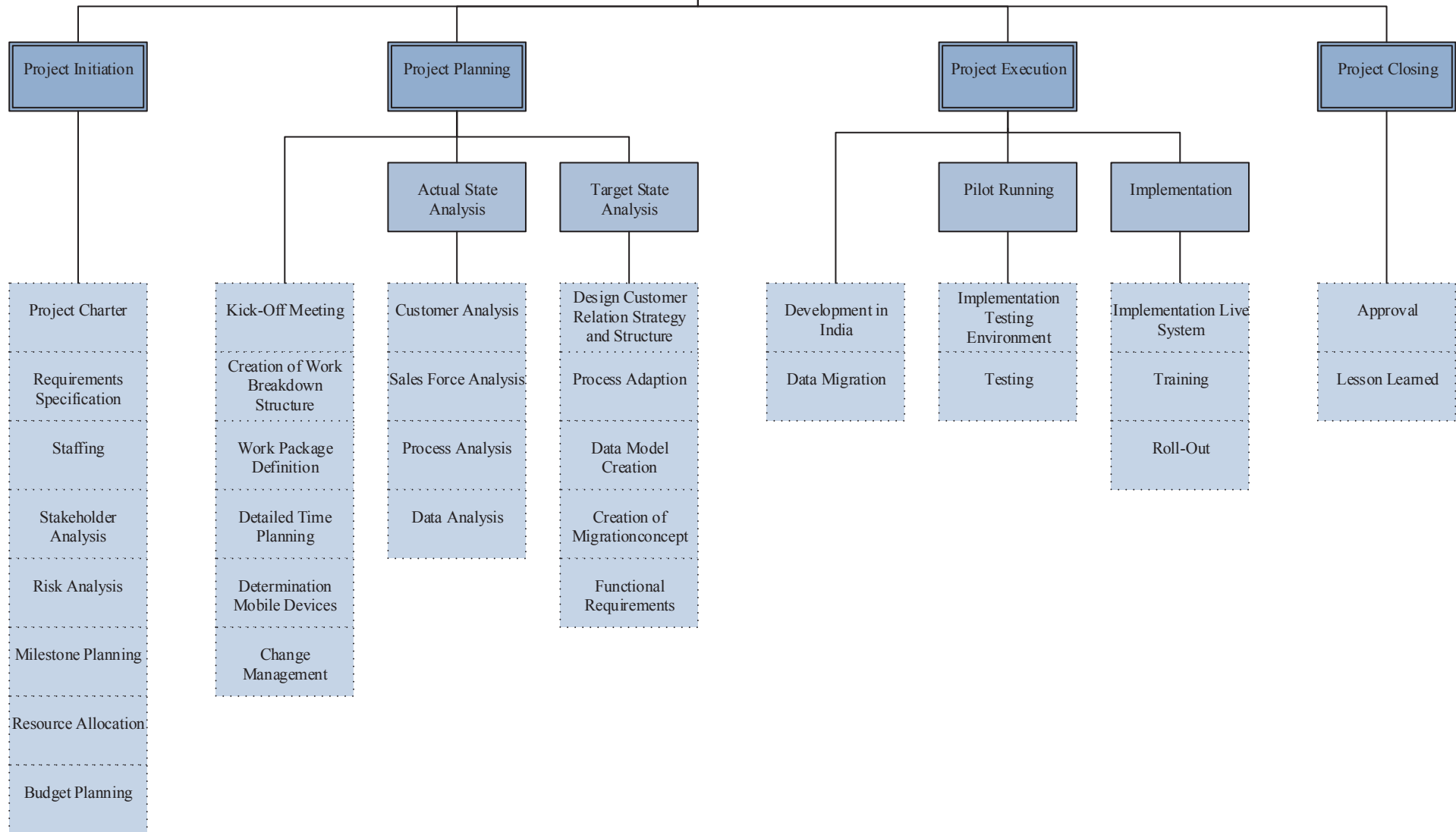




brilliantCRM





The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.1 Project Charter
Work package description: <p>The project charter is a document which defines the beginning of a project and provides the project manager with written authority the ability to begin the project.</p> <p>The project charter describes:</p> <ul style="list-style-type: none">• The Project Motivation (Aim of the project, expected benefit, assumptions and constraints)• Stakeholders and Organization• Scope of the project (Deliverables)• Time of the project (Start, Finish, Period)• Costs• Risk Management• Communication (Means of Communication) <p>At the end of the document the Signature of the Project Manager as well as of the Project Sponsor is necessary for the Project Charter Approval.</p>	
Aim of work package: <ul style="list-style-type: none">- List of all relevant information necessary to start the project	
Prerequisites:	Successor: Functional Requirements
Duration: 12 days	Effort in Man Days (MD): 12 MD
Responsible person(s): <u>Project Manager</u>	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.2 Requirements Specification
Work package description: <p>The functional requirements specification is an essential task that has to be performed at the beginning of a CRM project. It aims to identify all functional and non-functional requirements implemented in the CRM system. This gives the project manager an overview of all requirements. The next task would be to limit all requirements to the project scope and prioritize each requirement.</p>	
Aim of work package: <ul style="list-style-type: none">- Definition of functional and non functional requirements the CRM software has to have- Categorization of functional requirements in different groups	
Predecessor: Project charter	Successor: Functional Requirements
Duration: 5 days	Effort in man days (MD): 5 MD
Responsible person(s): Project manager	
Additional information: <p>The identification of functional requirements can be performed in form of a workshop</p>	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.2 Requirements Specification
Work package description: <p>The functional requirements specification is an essential task that has to be performed at the beginning of a CRM project. It aims to identify all functional and non-functional requirements implemented in the CRM system. This gives the project manager an overview of all requirements. The next task would be to limit all requirements to the project scope and prioritize each requirement.</p>	
Aim of work package: <ul style="list-style-type: none">- Definition of functional and non functional requirements the CRM software has to have- Categorization of functional requirements in different groups	
Predecessor: Project charter	Successor: Functional Requirements
Duration: 5 days	Effort in man days (MD): 5 MD
Responsible person(s): Project manager	
Additional information: <p>The identification of functional requirements can be performed in form of a workshop</p>	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.3 Staffing
Work package description: <p>The project manager needs to consider which areas of knowledge need to be covered by the project team in the CRM-Project. Concerning the considerations adequate persons from different department have to be selected by the project manager. An important selection is the choice of an assistant who will have major involvement in the project and whose qualifications are significant for the outcome of the project work.</p>	
Aim of work package: <ul style="list-style-type: none">- To form a project team that is able to process all project requirements with adequate knowledge	
Predecessor: Considerations on project requirements	Successor: Allocation of work packages to each project member
Duration: 4 days	Effort in man days (MD): 4 MD
Responsible person(s): Project manager	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.4 Stakeholder Analysis
Work package description: <p>Stakeholders like (suppliers, customers, employees, management, authorities, public ...) have to be identified and categorized according to the role and power they have during the project.</p> <p>The project manager must manage the influence of the various stakeholders in relation to the project requirements to ensure a successful outcome. It is very helpful for any further contact with stakeholders whether to keep in with some of the stakeholders because they are important to the project or don't care about them that much because their actions don't have much impact on the project.</p>	
Aim of work package: <ul style="list-style-type: none"> - Identification of stakeholders - Classification of stakeholders in categories like risk potential and influence and power of stakeholder - Overview of stakeholders and their role in the project - Definition of strategies to handle stakeholders in favor of the project 	
Predecessor: Project charter	Successor: Risk analysis
Duration: 8 days	Effort in man days (MD): 16 MD
Responsible person(s): Project manager and project assistant	
Additional information: <p>Stakeholders are persons or organizations who are actively involved in the project or whose interests may be positively or negatively affected by the performance or completion of the project</p>	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.5 Determination Mobile Devices
Work package description: <p>In the planning phase it is necessary to determine on which devices the CRM System should work.</p> <p>As Sales employees are travelling a lot to customers it can be very helpful to access the customer relevant data on devices like mobile, tablet and laptop.</p> <p>Moreover, attention has to be paid on the trend “Bring your own device” which allows employees to use personally owned mobile devices for their work with access to privileged company information and applications.</p>	
Aim of work package: <p>To determine where the CRM System is needed.</p> <ul style="list-style-type: none">- PC- Laptop- Mobile- Personal Digital Assistant (PDA)	
Prerequisites: Detailed Time Planning	Successor: Change Management
Duration: 2 days	Effort in Man Days (MD): 8 MD
Responsible person(s): <u>Project Assistant</u> , 2 Consultants, IT Specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.5 Risk Analysis
Work package description: <p>Risk Management is part of the Project Management and deals with the identification and the analysis of potential risks occurring in the project execution.</p> <p>Risks which influence the success of the project negatively have to be identified and estimated according to their probability and their consequences.</p> <p>Moreover, actions against the project risks have to be defined and according to the project situation initiated.</p>	
Aim of work package: <ul style="list-style-type: none">- Risk Identification- Risk Evaluation- Determine actions- Take actions	
Prerequisites: Brainstorming of the risks	Successor: Implementation of the risks actions
Duration: 2 days	Effort in Man Days (MD): 4 MD
Responsible person(s): <u>Project Manager</u> , Project Assistant	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.6 Milestone Planning
Work package description: <p>For any further planning and orientation during the project, the project manager sets up a framework of milestones. It determines major accomplishments during a project that have to be performed at a specific date. Work packages can be allocated to a specific milestone which gives the responsible person a time limit to work on.</p>	
Aim of work package: <ul style="list-style-type: none">- Determination of important work steps of a project- Scheduling of milestones in the work period	
Predecessor: Definition of time period	Successor: Detailed time and milestone planning
Duration: 4 days	Effort in man days (MD): 8 MD
Responsible person(s): Project manager and project assistant	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.7 Resource Allocation
Work package description: Resource allocation involves the scheduling of activities and all resources that are needed to accomplish those activities. The resource availability as well as the project time should be considered in a resource allocation.	
Aim of work package: <ul style="list-style-type: none">- Organize and allocate activities while keeping in mind required resource availability and time	
Predecessor: Staffing	Successor: Budget Planning
Duration: 6 days	Effort in man days (MD): 6 MD
Responsible person(s): Assistant	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 1.8 Budget Planning
Work package description: <p>Budget Planning is executed in three steps. First of all, the resources needed for the project are estimated or calculated (Resource estimation). Then the resources are assessed with costs (Cost estimation). And finally the Steering Committee states the assigned financial resources for the project (Project budget).</p> <p>It is very important to make the costs transparent for the customer/ steering committee as they have to approve the budget and pay the costs. Moreover, the project manager has to pay attention that the costs remain in the planned budget.</p>	
Aim of work package: <ul style="list-style-type: none">- Calculate the costs arising in the project and provide the customer an overview about the arising costs in the CRM Project	
Prerequisites: Resource allocation	Successor: Kick-Off Meeting
Duration: 5 days	Effort in Man Days (MD): 10 MD
Responsible person(s): <u>Project Manager</u> , Project Assistant	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.1.1 Kick-Off Meeting
Work package description: The Kick-Off Meeting serves as a first common meeting to officially start off the project. All project members are usually present at a Kick-off meeting. The project manager informs the members about the aim and expectations of the project and already allocates work packages to each member. The Kick-off meeting also serves to motivate all project members.	
Aim of work package: <ul style="list-style-type: none">- Official project start- Information meeting for the project team- Work package allocation- Motivation	
Predecessor: Project charter and staffing	Successor: Processing of work packages Detailed scheduling
Duration: 2 days	Effort in man days (MD): 40 MD
Responsible person(s): Project Manager, Assistant, 6 Consultants, 5 IT Specialists	
Additional information: Kick-Off meeting will take place in the United States of America	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.1.3 Define work packages
Work package description: <p>The identification of work packages is essential for any further activity like the planning of the work breakdown structure or any detailed cost or time planning. It should be performed by the whole project team because every team member can bring up new aspects that need to be worked on.</p>	
Aim of work package: <ul style="list-style-type: none">- Reach a common denominator of what work packages have to be processes	
Predecessor: Functional Requirements	Successor: Detailed time planning
Duration: 8 days	Effort in man days (MD): 64 MD
Responsible person(s): Assistant, 4 Consultants, 3 IT Specialists	
Additional information: <p>The identification of work packages can be made in form of a workshop or during the kick-off meeting.</p>	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: Create Work Breakdown Structure
Work package description: <p>A work breakdown structure is essential for every project manager to create because it is a very nice tool to plan and structure a project. It can be structured into (a) functions of the project, (b) objects of the project or (c) phases of the project. In this serious game the work breakdown structure is organized into phases. Under each category the work packages are listed. This gives each team member a good overview about what has to be done. The work package allocation has to be performed in a next step.</p>	
Aim of work package: <ul style="list-style-type: none">- Overview of project structure- Overview of work packages- Tool to plan project	
Predecessor: Kick-Off Meeting	Successor: Detailed Time Planning
Duration: 10 days	Effort in man days (MD): 70 MD
Responsible person(s): <u>Assistant</u> , 4 Consultants, 2 IT Specialists	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.1.4 Detailed Time Planning
Work package description: <p>The time needed to fulfill or to execute a work packages is planned according to the period of the project in the detailed time planning.</p> <p>The starting point, end point and the duration of the work packages are planned.</p> <p>It is very important to know if the fulfillment of a delayed task influences the start of another task or/and the whole project duration. To avoid bigger delays it is very important to plan buffer times in the detailed time planning.</p>	
Aim of work package: <ul style="list-style-type: none">- Plan the work packages according to their duration- Determine forerunner and follower of the work packages as well as buffer times to avoid project delay	
Prerequisites: Identify Work Packages	Successor: Actual State Analysis
Duration: 5 days	Effort in Man Days (MD): 40 MD
Responsible person(s): <u>Project Assistant</u> , 4 Consultants, 3 IT-specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.1.5 Change Management
Work package description: <p>The implementation of new software often results in resistance. Therefore Change Management is essential to resistance against the software and work on a successful software implementation. It is supposed to influence user attitudes towards a system. The involvement and motivation of the employees is an essential part in Change Management.</p>	
Aim of work package: <ul style="list-style-type: none">- Eliminate any user resistance towards the new system- Involve employees into the CRM Project	
Predecessor: Kick-Off Meeting	Successor: Software Implementation
Duration: 22 days	Effort in man days (MD): 198 MD
Responsible person(s): 6 Consultants, 3 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.2 Actual State Analysis
Work package description: In order to become a good overview of the actual situation an actual state analysis is performed. This includes e.g. the customer analysis or the process analysis	
Aim of work package: Overview of actual state	
Predecessor:	Successor: Target State Analysis
Duration: 42 days	Effort in man days (MD): 264 MD
Responsible person(s): <u>Project Manager</u> , Assistant, 2-5 Consultants, 2 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.2.1 Customer Analysis
Work package description: <p>As the scope of the project is to develop a customer Relation System, it is necessary to take a closer look at the amount of customers, data of customers and customer behavior. This will help to make key business decisions towards this new software, and it can also support in predictive analytics. The customer analysis is part of the actual state analysis</p>	
Aim of work package: <ul style="list-style-type: none">- Overview of amount of customer- Customer master data- Customer behavior	
Predecessor: Stakeholder Analysis	Successor: Target State Analysis
Duration: 6 days	Effort in man days (MD): 18 MD
Responsible person(s): 2 Consultants, Assistant	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.2.2 Sales Force Analysis
Work package description: <p>During the sales force analysis every fact of a sales cycle is analyzed. This could be the amount of customers acquired by each sales person, or the amount of sold products of each type. Therefore, it does not only take a look at the customers but also at other sales factors.</p>	
Aim of work package: <p>To be able to position the company in its sales force towards other companies.</p>	
Predecessor: Customer Analysis	Successor: Target State Analysis
Duration: 3 days	Effort in man days (MD): 6 MD
Responsible person(s): 2 Consultants	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.2.3 Process Analysis
Work package description: <p>The process analysis takes a closer look at (a) master data that is involved in the processes (b) persons that execute that process and (c) the sequence of the process itself. It serves to be able to find strengths and weaknesses of the process and also to compare and benchmark the process to other processes. Furthermore, it can serve as a documentation for the company.</p>	
Aim of work package: <ul style="list-style-type: none">- Process sequence, master data, involved resources- Basis for comparisons- Basis for process improvements	
Predecessor: Kick-Off Meeting	Successor: Process adaption
Duration: 25 days	Effort in man days (MD): 200 MD
Responsible person(s): <u>Project Manager</u> , 5 Consultants and 2 IT Specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.2.4 Data Analysis
Work package description: <p>The data analysis is an extension to the process analysis which takes a closer look at any data relevant to the project (especially master data). It is essential to the project because at this time it should be evaluated which data and how much data has to be migrated into the new system.</p>	
Aim of work package: <ul style="list-style-type: none">- Identify relevant data (e.g. master data) to the project- Evaluate what data needs to be migrated into the new software	
Predecessor: Identify Work packages/Actual State Analysis	Successor: Data Model Creation
Duration: 8 days	Effort in man days (MD): 40 MD
Responsible person(s): 3 <u>Consultants</u> , 2 IT Specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.3 Target State Analysis
Work package description: <p>The Target State Analysis describes on the basis of the Actual State Analysis the requirements of the CRM System in a customer perspective. All knowledge gained is defined in a companywide construct. It is very important to include all stakeholders as here visions and strategies are built, on which the company has to align on after the roll-out of the CRM System. All strategies have to be documented properly.</p> <p>Following tasks are important for a successful target state analysis:</p> <ul style="list-style-type: none">• Design a customer relationship strategy and structure• Process adaption• Data model Creation• Creation of Migration concept• Functional Requirements	
Aim of work package: <ul style="list-style-type: none">- Achieve an overview of the requirements of the customer and to create concepts for process, data and migration	
Prerequisites: Actual State Analysis	Successor: Implementation
Duration: 66 days	Effort in man days (MD): 1056 MD
Responsible person(s): Project manager; 13 Consultants, 2 IT-Specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.3.1 Design Customer Relationship Strategy and Structure
Work package description: <p>The task of the creation of a customer relationship and strategy is to consolidate the relevant information gained in the actual target analysis to a consistent concept which presents the main development parameters of the CRM system.</p> <p>Components of the customer relationship strategy and structure are to define aims along the CRM-success chain, to design the customer contact strategy, to compose a customer oriented management concept and to create a multi-channel-strategy.</p>	
Aim of work package: <ul style="list-style-type: none">- Design a customer relationship strategy and structure	
Prerequisites: Actual State Analysis	Successor: Process adaption
Duration: 5 days	Effort in man days (MD): 35 MD
Responsible person(s): <u>Project Manager</u> , 4 Consultants, 2 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.3.2 Process Adaption
Work package description: <p>After all company processes are gathered in the process analysis, the elicitation and adaption of the involved processes follows. These depend essentially on the customer relation strategy.</p> <p>Process adaption describes the optimization of the processes according to the components quality, time and costs.</p>	
Aim of work package: <ul style="list-style-type: none">- The processes should be adapted in order to achieve individual or economical profits for the customer or the company- The result of a process adaption is to gain a complete overview of the new adapted and defined CRM core processes	
Prerequisites: Sales Process Analysis	Successor: Data Model Creation
Duration: 18 days	Effort in man days (MD): 90 MD
Responsible person(s): <u>4 Consultants</u> , 1 IT-Specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.3.3 Data Model Creation
Work package description: On the basis of the data gained in the actual state analysis the data model is created. The complete data structure is created with the help of the supplier. The data model includes topics like: <ul style="list-style-type: none">• Data storage (Where and in which form shall the data be saved)• Synchronization of the data (Is synchronization between the ERP and CRM necessary?)• Data consistence and data integrity (Deletion of multiple Data)• Maintenance (How to edit data and who has the administrative responsibility)• Provision of interfaces (Are their interfaces to other systems needed?)	
Aim of work package: - Creation of a data model which ensures a faultless data migration	
Prerequisites: Sales Data Analysis	Successor: Migration concept
Duration: 8 days	Effort in man days (MD): 40 MD
Responsible person(s): <u>4 Consultants</u> , IT Specialist	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.3.4 Creation of Migration Concept
Work package description: <p>To identify which data and how the data should be integrated into the CRM System a migration concept is needed. First of all, it is necessary to define whether the data should be integrated manually or automatically through a migration tool.</p> <p>Moreover, attention has to be paid on:</p> <ul style="list-style-type: none">• Data redundancy• Correctness and Actuality of the data• Identification and Elimination of inherited waste• Consistent and integrative migration	
Aim of work package: <ul style="list-style-type: none">- Creation of a migration concept to ensure a faultless implementation	
Prerequisites: Data Model Creation	Successor: Implementation
Duration: 5 days	Effort in man days (MD): 50 MD
Responsible person(s): <u>Project Manager</u> , 7 Consultants, 2 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.3.5 Functional Requirement
Work package description: <p>The requirements specification includes the developed realization concept created by the supplier. It describes the realization of the functional requirements of the customer. The requirements are detailed and specified; moreover it includes a rough concept, and further general information of the planned system.</p> <p>The requirements specification serves as an agreement between supplier and customer and has to be complete and consistent.</p>	
Aim of work package: Content of the functional requirement is: <ul style="list-style-type: none">- Aims which should be achieved with the product (Must/ Shall/Have criteria)- Product use- Product Overview- A description of the product landscape- Product functionalities- Processing product data of the system- Product achievements- Functional and non-functional requirements- A description of test- Development environment- Special requirements to the system	
Prerequisites: Requirements Specification	Successor: Implementation
Duration: 30 days	Effort in man days (MD): 30 MD
Responsible person(s): <u>Project Manager,</u>	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 3.1.1 Development India
Work package description: Development takes place during the project execution according to the customer's confirmed requirements. It is performed in India in order to save salary cost for programmers. Development defines the programming of the CRM Software in a specific language like (Phythos, Java, C++)	
Aim of work package: Develop CRM Software according to customer's requirements	
Predecessor: Target State Analysis	Successor: Testing
Duration: 20 days	Effort in man days (MD): 220 MD
Responsible person(s): <u>Assistant</u> , 7 Consultants, 3 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brillianCRM	Work package title: 3.1.2 Data Migration
Work package description: After the IT-Infrastructure is installed the data is migrated according to the migration concept into the new data model. Data is integrated into the CRM System while inherited waste should be revised.	
Aim of work package: - Migration of the data according to the data model and the migration concept	
Prerequisites: Data model creation and migration concept	Successor: Implementation
Duration: 5 days	Effort in man days (MD): 45 MD
Responsible person(s): <u>Project Manager</u> , Project Assistant, 5 Consultants, 2 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 3.2 Pilot Running
Work package description: <p>After the creation of the prerequisites for the implementation of the CRM System, the pilot phase can help to test the system regarding usability, errors, functionalities and performance. In pilot running the CRM System is implemented on the test environment and users can test on the system. As this is a very important process step in the project execution, it is very important to choose a department with motivated and competent employees for testing.</p> <p>Moreover, it is also possible to include customers into the testing phase to test not only the internal function of the CRM-System but also the external function. All conspicuous features and recommendations have to be documented properly to ensure further adjustments in cooperation with the supplier.</p> <p>For a successful pilot phase it is needed to:</p> <ul style="list-style-type: none">• Determine the period for testing• Distribute responsibilities• Conduct reporting• Analyze the information• Check the information according to the requirements specification	
Aim of work package: <ul style="list-style-type: none">- To get feedback on usability, fault/error, functionalities and performance	
Prerequisites: Installation of the IT Infrastructure	Successor: Implementation (live system)
Duration: 22 days	Effort in man days (MD): 198 MD



The Project Management Game – how brilliant are you?

Responsible person(s):

Project Manager, Project Assistant, 5 Consultants, 2 IT Specialists

Additional information:



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 3.2.1 Implementation Testing Environment
Work package description: The CRM system is implemented into the testing environment to test the system regarding usability, error, functionalities, compatibility with other systems and performance. This includes three steps: Installation: The CRM Software is installed on the Hardware component of the company. Integration: The CRM Software is integrated into the existing system landscape Customizing: The CRM Software is customized according individual requirements.	
Aim of work package: - Use the test environment to find discrepancies	
Prerequisites: Installation of the IT Infrastructure and Data Migration	Successor: Implementation (live system)
Duration: 12 days	Effort in man days (MD): 108 MD
Responsible person(s): <u>Project Manager</u> , Project Assistant, 5 Consultants, 2 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 3.2.2 Testing
Work package description: <p>After the implementation of the CRM System in the test environment, testing can help to test the system regarding usability, errors, functionalities and performance. One department will test the system. As this is a very important process in the project execution it is very important to choose motivated and competent users and IT specialist for testing.</p> <p>Moreover, it is also possible to include customers into the testing phase to test not only the internal function of the CRM-System but also the external function. All conspicuous feature and recommendations have to be documented properly to ensure subsequently further adjustments in cooperation with the supplier.</p>	
Aim of work package: <ul style="list-style-type: none">- To get feedback on usability, errors, functionalities and performance	
Prerequisites: Implementation (test environment)	Successor: Implementation (live system)
Duration: 10 days	Effort in man days (MD): 70 MD
Responsible person(s): Project Assistant, 4 Consultants, 2 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brillianCRM	Work package title: 3.3.1 Implementation
Work package description: <p>The implementation of the software on the live system can be performed after successful testing in a testing environment. As soon as the software is implemented the roll-out of the CRM Software takes place and users can start working on the live system.</p>	
Aim of work package: <p>Implement the working software on the live system environment</p>	
Predecessor: Testing	Successor: Project Approval
Duration: 5 days	Effort in man days (MD): 30MD
Responsible person(s): <u>Consultant</u> , 5 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brillianCRM	Work package title: 3.3.1 Training
Work package description: For the end user as well as for the key user it is really important to be able to work on the new system. Therefore, training has to be performed. Depending on the difficulty of the new software the training can last a few days	
Aim of work package: Train end users and key users to use the software adequately	
Predecessor: Software Development	Successor: Project Approval
Duration: 12 days	Effort in man days (MD): 180 MD
Responsible person(s): 13 <u>Consultants</u> , Project Manager, Assistant	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 3.3.3 Roll-Out
Work package description: <p>During the roll-out, access to the CRM system is now expanded to the whole company. All affected employees are now involved. As all departments are affected by the Roll-Out it is recommended to use a departmentally procedure. Moreover, it is important to customize all authorities in order to provide extra functionality those employees who need them.</p> <p>For a successful Roll-Out the following procedure should be used:</p> <ul style="list-style-type: none">• Provision of functionality to the remaining users• Training• Intensive assistance for users• Documentation of problems• Analysis of the information and problem solving	
Aim of work package: <ul style="list-style-type: none">- Adoption of the live operation after a successful pilot running in the whole company	
Prerequisites: Pilot running	Successor: Utilization of the CRM System
Duration: 6 days	Effort in man days (MD): 42 MD
Responsible person(s): <u>Project Manager</u> , Project Assistant, 4 IT Specialists, 1 Consultant	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 4.1 Approval
Work package description: The approval closes the project. It can be performed by the Steering Committee or the customer. After the approval no more project work has to be performed.	
Aim of work package: <ul style="list-style-type: none">- Approval of project- Closing of project	
Predecessor: Roll-Out	Successor: Lesson Learned
Duration: 15 days	Effort in man days (MD): 225 MD
Responsible person(s): <u>Project Manager</u> , Assistant, 9 Consultants, 4 IT Specialists	
Additional information:	



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 4.2 Lesson Learned
Work package description: <p>Lesson learned is the knowledge gained from the process of performing the project. Formally conducted lessons learned sessions are held at the completion of the project. However, lessons learned may be identified and documented at any point during the project's life cycle.</p> <p>Lessons learned should draw on both:</p> <ul style="list-style-type: none">• Positive experiences – good ideas that improve project efficiency or save money• Negative experiences – lessons learned only after an undesirable outcome has already occurred.	
Aim of work package: <ul style="list-style-type: none">- The purpose of lessons learned is to share and use knowledge derived from experiences and to bring together any insights gained during a project that can be usefully applied on future projects	
Prerequisites: Approval	Successor: Project End
Duration: 5 days	Effort in man days (MD): 75 MD
Responsible person(s): <u>Project Manager</u> , Project Assistant, 9 Consultants, 4 IT Specialists	
Additional information:	