Resource Manager

# Introduction

Micro Focus professional services has sought a solution to their resourcing issues, their key focus is to deliver services for the company’s product stack. To this end they have a large resource pool and a varying set of resource requirements. The company has approached us to design a solution to assist with their resourcing requirements; we are proposing to design a tool which should assist their team to resolve these issues. This document describes our vision of the solution.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Managing resources across multiple projects |
| affects | Micro Focus Professional Services |
| the impact of which is | Unknown resource gaps require hiring of new resources at the last minute and cause project delays |
| a successful solution would be | Early identification of resource gaps, better utilization of existing resources, less cost for delivery of projects |

## Product Position Statement

|  |  |
| --- | --- |
| For | Micro Focus professional Services |
| Who | Require a tool to assist with resource allocation |
| The Resource manager | is a resource management tool |
| That | Assists work areas with assigning and allocating resources |
| Unlike | Mavenlink and Saviom Resource management products |
| Our product | Allows the consultants to request to join projects as well as input their skillset for project managers to utilize. Which gives more ability to have input into their career. |

# Stakeholder Descriptions

## Stakeholder Summary

| **Name** | **Description** | **Responsibilities** |
| --- | --- | --- |
| Micro Focus Professional services | Company requesting the tool | Will be responsible for using the software moving forward. |
| Jon Rogers | Delivery manager for Professional services | Project Sponsor and delivery manager for Micro Focus Professional services |
| Project Team | University students performing ITC303 allocated to this project | Developing the product and managing the project to ensure it meets deadlines and achieves appropriate grades for the subject |
| James Tulip | Lecturer for ITC 303 | Ensuring project is managed appropriately and that documentation meets assessment criteria, will occasionally guide students where possible. |
| Project Managers | Work for Micro Focus as project Managers | Assign and use resources within projects |
| Technical Consultants | Work for Micro Focus as project managers | Enter skillsets so project managers can fulfill resource requirements. |

## User Environment

Target users will be employees of Micro Focus’ professional services team as their key role is delivering services to clients on their products most of their time is spent at client sites. This tool should be designed to enable each member of the team to manage their own skill profile, as well as enable project managers to get a better understanding of the workforce so that project resources can be better managed throughout the organization. This being a constraint being that the tool should be accessible from multiple locations.

Tasks being performed will include: updating a skill profile, creating and managing projects, reviewing reports of how projects are currently resourced.

Each task should be able to be completed by a single team member.

Updating a skill profile should take no more than 1 minute per skill, including data entry and checks.

Creating a project should take no more than 10 minutes, with up to an additional minute for allocating each resource requirement.

# Product Overview

## Needs and Features

|  |  |  |  |
| --- | --- | --- | --- |
| **Need** | **Priority** | **Features** | **Planned Release** |
| Accessible from Anywhere | 1 | Website |  |
| Ability for consultants to communicate their skill profile to the broader team | 1 | Skill profile management component |  |
| Ability to manage project resourcing requirements across the organization | 1 | Project resource Management Component |  |
| Ability for consultants to request to join projects | 2 | Project view component |  |
| View empty resource allocation across projects | 1 | Project reporting component |  |
| Data must be secure to non-authenticated or authorized users | 2 | Login Page |  |
| Consultants get notified when they are assigned to a project | 2 | Notification component |  |
| Project managers get notified when a consultant requests to join their project | 2 | Notification component |  |

# Other Product Requirements

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Priority** | **Planned Release** |
| Must have uptime of 90% | 2 |  |
| Must be able to support up to 100 users | 2 |  |
| Must have response times within requirements statement. | 3 |  |
| User manuals need to exist | 3 |  |
| Administrative documentation needs to exist, including installation and management of systems | 3 |  |
| Should meet Micro Focus Rules and regulations | 4 |  |
| Key operating hours will be between 9 am and 5 pm AEST | 4 |  |