HOW TO BEST MANAGE PROJECT CHANGE
IT Project Management BUS4054
Project Charter

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SUBMITTED BY:
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1.0 PROJECT OVERVIEW

The project will be led by Group 5 with management oversight provided by Professor Jim Mitkovski. The project team comprises Vasu Khanna, Neha Patil, Garima Arora, Jinsee Shah, Shivam Karangutkar and Timmy Abioye.

1. What:
The project, titled "How to best manage project change" aims to seamlessly integrate change management strategies into the project lifecycle to ensure smooth implementation and user adoption. The focus is on mitigating resistance to change, promoting user engagement, and optimizing project outcomes.

2. When:
The project will commence in October 2023 and is expected to conclude in December 2023. The timeline will be broken down into phases and milestones to ensure effective tracking and timely completion of the Project.

3. Where:
The project activities will primarily take place at George Brown College, Canada. However, given the nature of the project, it may involve virtual collaboration with all the team members and stakeholders across different channels.

Approach:

The project will follow a structured approach, including the following key stages:

- Assessment and Analysis
- Strategy Development
- Implementation and Monitoring
- Evaluation and Continuous Improvement

Tools and Software Applications:

To assist effective project management and change management implementation, the project will make use of the tools and software programs listed below:

- **Project Management Tool**: JIRA for overall project management, task tracking, and collaboration.
- **Communication Platform**: Teams and Outlook for effective communication, announcements, and updates.
- **Visualization, Modeling, and Reporting Tools**: Miro, Camunda, Microsoft Power Point, MS Word, Canva for creating flowcharts, process modeling diagrams, video creation and PMBOK.

- **Feedback Tools**: BrightSpace and MS Outlook to gather feedback and measure satisfaction and adoption levels.

2.0 SUCCESS CRITERIA

The purpose of this project is to implement effective change management strategies to ensure successful adoption and utilization of the project's outcome by the user community. By managing change effectively, we aim to mitigate resistance, optimize the transition process, and achieve the desired objectives outlined for the project.

Our aim is to enhance our project management approach by integrating industry-leading methods and utilizing important tools like JIRA, Microsoft Project, Canva, and PowerPoint. A major objective is the creation of an educational video that elucidates the most effective strategies for navigating project change. Additionally, we are committed to effectively communicating best practices to ensure successful project implementation and seamless integration within our user community. Throughout this endeavor, we are dedicated to gathering and incorporating valuable feedback from our audience, allowing us to refine our strategies and optimize project outcomes, all while deepening our understanding of these critical aspects.

Project success is typically defined by the achievement of predetermined project objectives and goals within established constraints such as time, budget, scope, quality, and stakeholder expectations and can be measured by:

- Achieving satisfactory scores based on post-implementation feedback.
- Improvement in operational efficiency and productivity as a Team.
- Minimizing errors and Conflicts within the Team.
- Ensuring the delivery of our work punctually, adhering to the provided guidelines and meeting all the deadlines.
- Enhancing the knowledge and skills and gaining confidence in utilizing the different software or systems.

Critical Success Factors:

- **Feedback Integration and Continuous Improvement**: Actively collecting feedback from the professor and from each other and incorporating valuable insights to continuously enhance and optimize the solution and change management approach.
- **Effective Communication and Transparency**: Establish transparent and consistent communication channels to keep everyone informed, engaged, and aligned with project objectives.
- **Comprehensive Learning**: Learning new software to equip ourselves with the necessary skills and knowledge to effectively use them.

- **Change Management Strategy**: Develop and implement a robust change management strategy that addresses resistance and fosters a positive attitude towards change.
- **Monitoring and Evaluation**: Establish mechanisms to monitor progress, measure performance against success criteria, and make data-driven decisions to optimize the change management process.

3.0 PROJECT SCOPE

3.1 PROJECT OBJECTIVES

The objectives of the project are:

	OBJECTIVE
1	Inculcating the capability to work in a team by using effective collaboration techniques and to be able to resolve team conflicts.
2	To implement project management best practices, techniques, and competencies.
3	To gain hands-on experience with project management tools like JIRA, Microsoft project, presentation, and video creation tools like Canva, PowerPoint etc.
4	Develop a video on how to best manage project change.
5	Successfully communicate "best practices to ensure a project outcome is successfully implemented and adopted by the user community" to the audience.
6	Achieve valuable feedback from the viewers

3.2 PROJECT REQUIREMENTS

The following table presents the requirements that the project's product, service or result must meet in order for the project objectives to be satisfied.

	REQUIREMENT DESCRIPTION
1	Defining overall scope of the project such as budget, video outline and video length
2	Assigning and documenting roles and responsibilities of every group member
3	Cover every project milestone successfully withing a defined timeframe or before the deadline
4	Create a script and story outline to define video content, audio, and visual effects
5	Define and use video creation tools that best suit our needs
6	Utilize the project management tools and techniques to our best capabilities
7	Successfully identify and mitigate risks faced during the project.

3.3 PROJECT DELIVERABLES

The following table presents the major deliverables that the project's product, service or result must meet in order for the project objectives to be satisfied.

Major Deliverable	Deliverable Description
Project Planning Board	Create a project planning board with valuable information like purpose of the project, team member responsibilities, Resources, Assumptions, Risks, Deliverables and the project plan
Project Charter	Create a project charter to officially initiate and state the existence of the project.
Work breakdown structure and related Documents	Create a Work breakdown structure to define every task and subtask and create a Gantt chart to document project timeline.
A script/video transcript	Create a script and transcript of the video content
A 20-minutes video about change management	Successfully create a 20-minute video to about change management (best practices to ensure a project outcome is successfully implemented and adopted by the user community)
Risk Register	Identify and prioritize risks and create strategies to mitigate them
Project Documentation and final report	Create supporting document with research or data to support the content in our video and articulate a project report.

4.0 SCHEDULE

4.1 MAJOR MILESTONES

The table below lists the high-level Milestones of the project and their estimated completion timeframe.

Milestone	Milestone Description	Date
Project initiation	- Defining project's purpose and objectives - Identifying key stakeholders and their roles. - Developing a project team and assigning responsibilities.	October 1,2023
Planning	- Creating a plan that outlines the scope, schedule, and budget. - Identifying and acquiring necessary resources. - Developing a concept and script for the video. - Defining target audience and messaging. - Establishing production schedule and timeline.	November 19, 2023
Pre- Production	- Getting necessary subscriptions of video editing tools. - Divide the roles amongst the team. - Conducting script read-throughs and rehearsals. - Plan for special effects, graphics or animations.	November 19, 2023
Production	- Film the video according to the schedule. - Monitor progress and make adjustments as necessary.	November 25, 2023
Post-Production	- Edit the video footage, including cutting, arranging, and adding special effects. - Review and revise the video as needed. - Create final version for distribution.	December 3, 2023

Quality Assurance and Review	• Conduct quality checks to ensure the video meets project requirements. • Review the video with stakeholders for feedback and approval. • Make any necessary revisions based on feedback.	December 3, 2023
Project closure	• Obtain final approvals and signoffs from stakeholders. • Archive project documentation and video assets. • Evaluate the project's success and lessons learned	December 7, 2023
Project sign-off	• Obtain formal project sign-off and acceptance from key stakeholders. • Officially close the project and release project team members.	December 7, 2023

5.0 COSTS

The project budget will be $200. This budget includes expenses related to Software, editing app, research, documentation, development of the project change management guide and toolkit, as well as costs associated with training and awareness sessions.

Resource	Budget Allocation
Jira Software	$30
Video Editing Application	$0
Research and Analysis Tools	$40
Documentation Tools (MS Suite)	$0
Training and Awareness Materials	$30
Expert Consultants	$0
Miscellaneous Expenses	$100
Total Project Budget	**$200**

6.0 COMMUNICATION AND COLLABORATION PLAN

To ensure the effective planning, development, and delivery of project outcomes, it's essential for the team to coordinate, communicate, and collaborate seamlessly. Here's the explanation on how the team can achieve this:

1. Coordination:

Project Management: Designate a project manager responsible for orchestrating all project activities. The project manager will be in charge of creating and overseeing the project schedule, task assignments, and progress tracking.

Task Delegation: Assign specific responsibilities and tasks to team members based on their skills and competencies. It's crucial that each team member clearly understands their role in the project.

Project Timeline: Develop a comprehensive project timeline that includes milestones and deadlines. This timeline will serve as a reference point for tracking progress and ensuring adherence to schedules.

Resource Management: Allocate the necessary resources, such as budget, equipment, and personnel, to different project phases to ensure a smooth workflow.

Regular Plan Review: Consistently review and update the project plan to accommodate any changes, resolve conflicts, and adjust resource allocation as needed.

2. Communication:

Communication Channels: Choose suitable communication channels, which could include email, project management tools, messaging apps, video conferencing, and in-person meetings, based on the type of message and team members' preferences.

Regular Team Meetings: Schedule routine team meetings for discussing project progress, addressing challenges, and sharing updates. These meetings can occur daily as brief stand-ups or on a weekly basis, depending on project requirements.

Status Reports: Request team members to provide regular status reports, outlining their progress, encountered obstacles, and achievements. Sharing these reports with the entire team ensures everyone is well-informed.

Transparency: Foster an environment of transparency, where team members feel at ease sharing information, ideas, and concerns. Open lines of communication help prevent misunderstandings and facilitate effective problem-solving.

Documentation: Maintain a centralized repository for all project documents, including project plans, requirements, design specifications, and meeting minutes. This ensures that all team members have access to essential information.

Feedback Mechanisms: Encourage team members to provide feedback on processes, tools, and project-related matters.

3. Collaboration:

Collaboration Tools: Leverage collaboration tools and software that support real-time document sharing, version control, and teamwork. Examples include Microsoft Teams, or project management platforms like Jira and Trello.

Teamwork: Promote a sense of unity within the team. Encourage open discussions, brainstorming sessions, and collaborative problem-solving, where team members work together to find solutions.

Cross-Functional Collaboration: In cases involving different skill sets, promote collaboration between departments or individuals with complementary skills. Cross-functional teams can enhance creativity and effective problem-solving.

<u>Peer Review:</u> Implement a peer review process to ensure quality control. Team members can review each other's work, offer feedback, and suggest improvements.

<u>Knowledge Sharing</u>: Cultivate a culture of knowledge sharing, where team members freely exchange expertise, resources, and best practices. This may involve workshops, training sessions, or the documentation of lessons learned.

<u>Conflict Resolution:</u> Develop a clear process for resolving conflicts. When disagreements arise, encourage open communication, active listening, and a focus on finding mutually agreeable solutions.

By focusing on coordination, communication, and collaboration, the project team can work together efficiently to plan, develop, and deliver project outcomes, ultimately leading to a successful project completion.

7.0 ASSUMPTIONS, CONTRAINTS AND RISKS

7.1 ASSUMPTIONS

This section identifies the statements believed to be true and from which a conclusion was drawn to define this project charter.

1. **Resource Availability:** It is believed that the human resources, equipment, materials, and funding required for the project are available.
2. **Stakeholder Support:** It is believed that the key stakeholders are in support and are fully engaged.
3. **Technology and Infrastructure:** It is believed that the availability and reliability of technology, software, and infrastructure needed for the project have been established.
4. **Scope and Requirements:** The project's scope and requirements have been defined.
5. **Communication and Collaboration:** There is an effective communication and collaboration among team members, stakeholders, and project participants.

7.2 CONSTRAINTS

This section identifies any limitation that must be taken into consideration prior to the initiation of the project.

1. **Budget**: There is a fixed budget allocated for the project. The project must be completed within this budgetary limit.
2. **Geographical or Location**: Project team members or resources are located in different geographical areas.

7.3 RISKS

Risk	Risk Management Approach (Strategy)
Delays in project milestones or completion.	The team will develop a well-defined project schedule with contingency time, monitor progress, and have a plan for addressing delays.
Budget Overruns	Create a detailed budget, and regularly monitor expenses. Develop a contingency fund for unexpected expenses.
Scope creep	Implement a formal change control process to evaluate and approve scope changes.
Cultural and social risks	Promote cultural sensitivity within the project team and address cultural or social concerns proactively.

8.0 TEAM & ORGANIZATION

Name (Team Member)	Role	Responsibility
Garima Arora	Project coordinator	Scheduling Meetings and create WBS.
Timmy Abioye	Project Executor	Document video transcript and outline
Shivam Karangutkar	Technical SME	Technical Work for individual Roles.
Vasu Khanna	Quality assurance specialist	Risk management and quality assurance.
Neha Patil	Project Data Analyst	Research and procure content for the video and contribute to create and edit the video
Jinsee Shah	Project Planner	Plan and Manage overall Project.

9.0 PROJECT CHARTER APPROVAL

Team member names:

Arora Garima

Signature

Timmy Abioye

Signature

Shivam Karangutkar

Signature

Vasu Khanna

Signature

Neha Patil

Signature

Jinsee Shah

Signature