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Computing 3
Management

Lecture 7

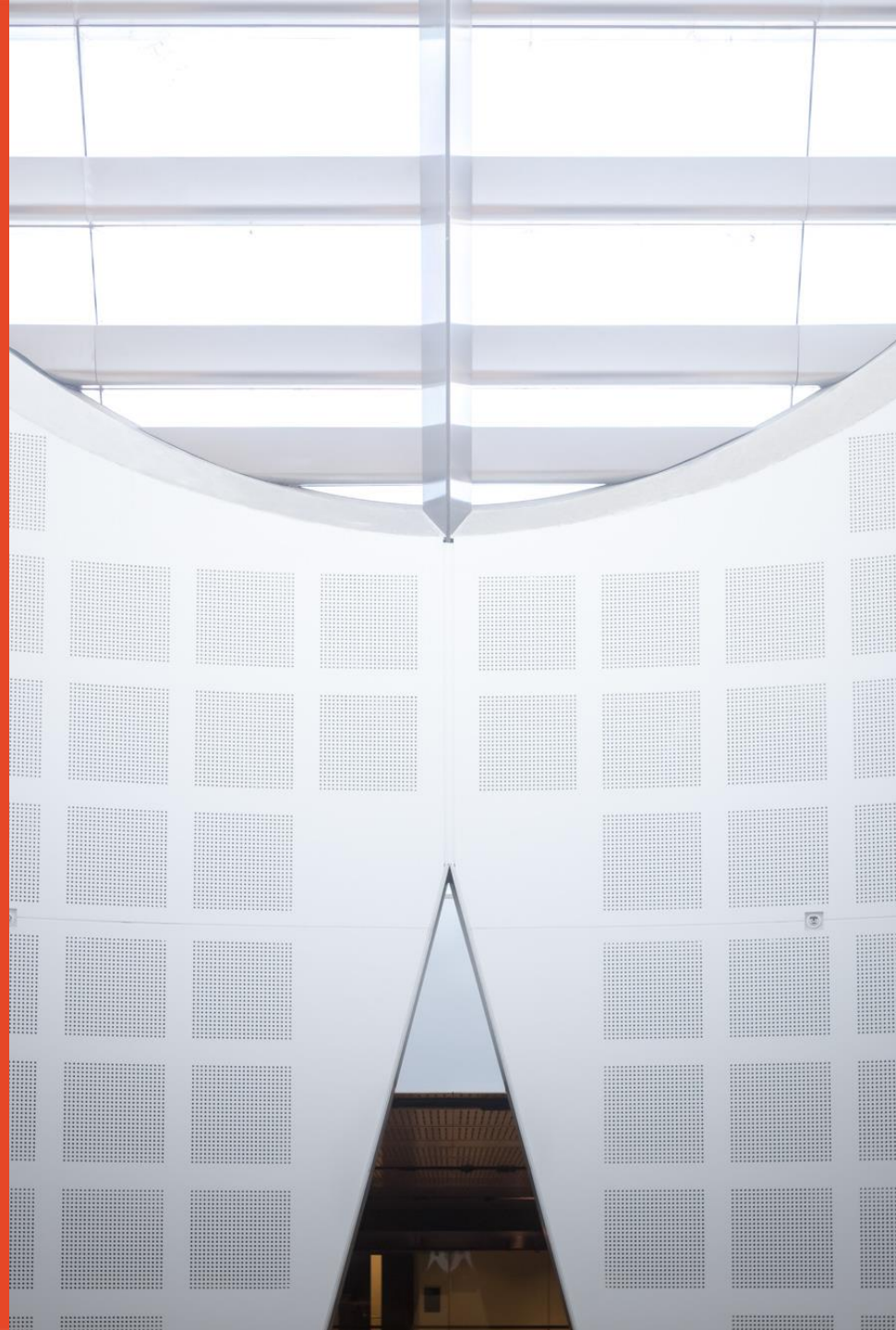**Presented by**

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THE UNIVERSITY OF
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Assessment Sanity Check

Learning Objectives

— What assessments do you have coming up?

— What do you need to know about these?

— What do you need to deliver?

— What are some good ways to do this?

Assessment Sanity Check

Assignment Context Refresher

— Who are you?

 — An external company made up entirely of project managers for some reason

— Who are you contracted to?

 — Colesworth

Assessment Sanity Check

Assignment Context Refresher

– What are you responsible for?

  – Planning the project (the Planning phase from PMBOK, Initiating has already been completed prior to you being contracted)

– What is Colesworth responsible for? Implementing the project (the Execution, Closing, and Monitoring & Controlling phases of PMBOK)

Assessment Sanity Check

Assignment Context Refresher

— This means the people who are doing the actual coding and testing are part of (or some other contractor for) Colesworth, not you

— This creates an overloaded word: Project. There is **Colesworth's Project** (Afterpay, Meal service, Self-Service) and there is **Your Project** (the assignment you must complete)

Assessment Sanity Check

What are you required to deliver for YOUR project?

— A formal report that contains a series of planning documents that would be used in the Colesworth Project, as well as discussion and analysis paragraphs where required

— Group process documents

— An oral presentation

— An **individual** analysis and reflection report

Assessment Sanity Check

Individual Analysis & Reflection Report

— Each group member selects a unique aspect of the project and reports in depth on this facet, and then reflects on their group project.

— Note: members should choose *different* aspects

— Note: reflection requires thinking, evaluating, comparing. Simply describing what happened is not sufficient! Instead, consider what you have learned, what you would try to do again in a future project vs what you would want to change, and also good to include reflections on how the project was run by the staff.

Thinking beyond the project delivery

– Recall that a project is "a temporary endeavor undertaken to create a unique product, service, or result" [PMBOK]. It has a conclusion, when the outcome is delivered; then the project stops.

– But, the outcome will be used in future (that's why the project was carried out)

– So, the project requirements should include things that will allow successful use of the outcome!
  – Eg training for the people who need to use it, or work with it
    • Documents, train-the-trainers, clarity checks for the documents, etc
  – Eg facilities to monitor use
    • Features that will capture usage, and allow reports/alerts to be generated
  – Eg mechanisms to support future evolution
    • Plans to keep source code, documentation of how it works and what can change

Does your Coleworth project have requirements captured yet that are like this?

Assessment Sanity Check

The Report

Here, "Project" means the Colesworth Project

— *Introduction*

— *Project Background*

— Project Topic Selection

— Project Management Approach Selection

— Project Scope and Requirements

— Project Risk Register

— Project Schedule and Budget

— Project Communication/Stakeholder Management Plan

— *Project Recommendation*

— *Conclusion*

Assessment Sanity Check

The Report

Remember: getting a 'complete' on a submission for any of the above does NOT mean you will get even a passing mark in the final submission. It simply means you have followed the basic instructions and put in an acceptable level of effort. You must take into account the feedback your tutor has given you in order to do well.

Assessment Sanity Check

The Group/Team Processes

- Records of Meeting
- Team Profile
- Health Check
- *Contribution Statement*

Assessment Sanity Check

Oral Presentation Rubric

— Available in Module 7

— Handouts should be going around

Group Ø

Project To Deliver New Service:

Robotic Door Greeters as a Service

(RDGaaS)

Project Background

- Colesworth wants robotic door greeters
- So we will deliver a plan for them to implement this
- Our group has created the following documents:

Project Scope

Table: SCOPE STATEMENT

Project Title: Develop Robotic Door Greeter Service
Date: 01/04/2019   **Prepared by:** Group Ø

Project Justification/Needs:
Human greeters are dull. Robotic door greeters can do things like shoot lasers out of their eyes and say hello at the same time. This will create business value by attracting more customers.

Product Characteristics and Requirements:
Must include robotic door greeters and safety training for remaining human staff. Must deliver across all stores simultaneously in a secret launch ready for presentation on 01/10/2019

Summary of Project Deliverables
   Project management-related deliverables:
- Project Schedule
- Project Budget
- Project risk register
- Project communication plan
   Product-related deliverables:
- Robot door greeters

In Scope:
- Robotic door greeters must have eye lasers
- Robotic door greeters must be able to greet customers
- Robotic door greeters must obey 3 laws of robotics
- Robotic door greeters must be operational to 4 sigma reliability

Out of Scope:
- Robotic door greeters must double as delivery drones
- Robotic door greeters must run food tasting services

Project Success Criteria:
This project will be considered a success if all stores have operational robotic door greeters operational to 4 sigma reliability by 01/10/2019 while remaining within the AU$1,000,000,000 budget.

Project Requirements

- Requirement 1 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.
- Requirement 2 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.
- Requirement 3 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.
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- Requirement 8 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.
- Requirement 9 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.
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- Requirement 29 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.
- Requirement 30 – Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc. Lorem ipsum etc etc etc.

Project Risk Register

Risk ID	Risk Description	Risk Category	Impact	Probability	Owner	Mitigation Strategy
1	Robots may develop sentience	Safety	4	2	OH&S Lead	Ensuring they are not very intelligent robots will mean any sentience will at least be easy to manage.
2	Eye lasers may not be safe	Safety	3	4	OH&S Lead	Insurance will be purchased to sort out any eye laser related mishaps
3	Robotic technology may not be sufficiently developed	Technological	2	5	Procurement Manager	Worst case scenario we can put the existing staff members in robot costumes
4	Customers may be afraid of initial robot designs	Technological	2	3	Marketing liaison	We can put big smiley faces on the robots to make them seem more approachable
5	Lack of pilot testing means added potential for launch failure	Transitional	4	3	Project Manager	We will have a midnight closed door test with the staff prior to launch

Project Schedule
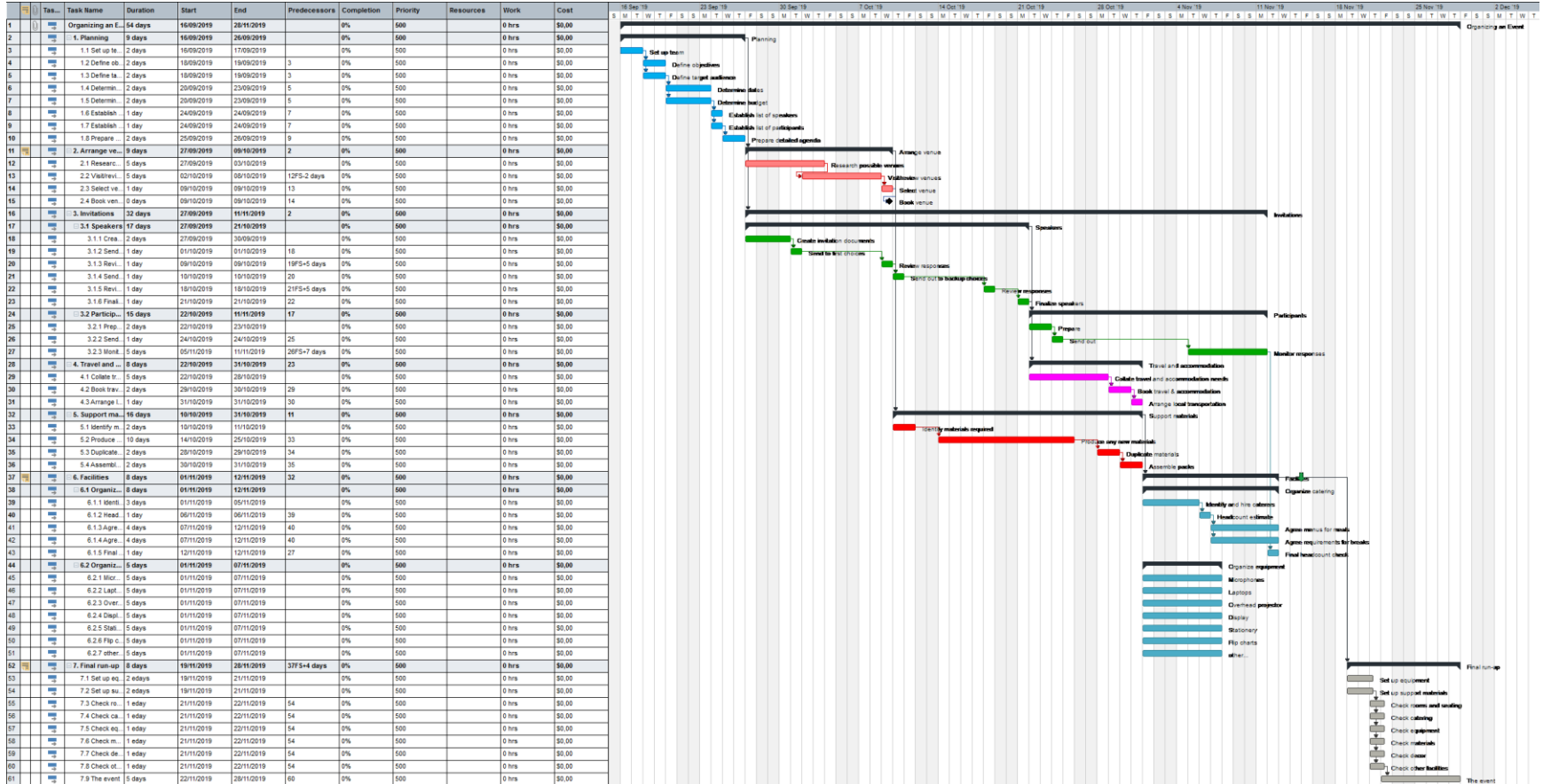
Project Budget

R&D in the FY 2013 Budget by Agency
(budget authority in millions of dollars)

	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate	FY 2013 Budget	Change FY 12-13 Amount	Change FY 12-13 Percent
TOTAL R&D (Conduct of R&D and R&D Facilities)						
Defense (military)	83,325	79,112	74,464	72,572	-1,892	-2.5%
S&T (6.1-6.3 + medical)	*14,749*	*12,751*	*13,530*	*12,534*	*-996*	*-7.4%*
All Other DOD	*68,575*	*66,361*	*60,935*	*60,038*	*-897*	*-1.5%*
Health and Human Services	31,758	31,183	31,143	31,250	107	0.3%
National Institutes of Health	*30,489*	*29,831*	*30,046*	*30,051*	*5*	*0.0%*
All Other HHS	*1,269*	*1,352*	*1,097*	*1,199*	*102*	*9.3%*
Energy	10,836	10,673	11,019	11,903	884	8.0%
Atomic Energy Defense	*3,854*	*4,081*	*4,281*	*4,691*	*410*	*9.6%*
Office of Science	*4,528*	*4,461*	*4,463*	*4,568*	*105*	*2.4%*
Energy Programs	*2,454*	*2,131*	*2,275*	*2,644*	*369*	*16.2%*
NASA	9,262	9,099	9,399	9,602	203	2.2%
National Science Foundation	5,392	5,494	5,614	5,872	258	4.6%
Agriculture	2,611	2,135	2,331	2,297	-34	-1.5%
Commerce	1,344	1,217	1,263	2,673	1,409	111.5%
NOAA	*685*	*629*	*581*	*651*	*70*	*12.1%*
NIST 1/	*588*	*532*	*555*	*1,885*	*1,330*	*239.7%*
Transportation	1,073	954	945	1,106	161	17.0%
Homeland Security	887	760	617	813	196	31.7%
Veterans Affairs	1,034	1,160	1,164	1,166	2	0.2%
Interior	776	757	796	863	66	8.3%
US Geological Survey	*646*	*640*	*675*	*727*	*51*	*7.6%*
Environ Protection Agency	597	582	568	576	8	1.4%
Education	353	362	392	398	6	1.5%
Smithsonian	213	259	243	243	0	0.0%
Intl Assistance Programs	121	121	121	121	0	0.0%
Patient-Centered Outcomes	10	40	120	312	192	160.0%
Justice	79	109	92	100	8	8.7%
Nuclear Reg Comm	81	99	83	91	8	9.6%
State	73	75	75	75	0	0.0%
Housing and Urban Dev	100	79	57	98	41	71.9%
Social Security	49	42	8	48	40	500.0%
Tennessee Valley Authority	18	18	15	15	0	0.0%
Postal Service	12	14	14	14	0	0.0%
Corps of Engineers	11	11	11	11	0	0.0%
Labor	4	4	4	4	0	0.0%
Cnsmer Prod Safety Comm	0	2	2	2	0	0.0%
Telecom Development	7	7	4	0	-4	-100.0%
Total R&D	150,025	144,368	140,565	142,223	1,659	1.2%
Defense R&D	87,179	83,193	78,745	77,263	-1,482	-1.9%
Nondefense R&D	62,846	61,176	61,820	64,960	3,141	5.1%

Source: OMB R&D data, agency budget justifications, and agency budget documents.
Note: The projected GDP inflation rate between FY 2012 and FY 20132 is 1.7 percent.
All figures are rounded to the nearest million. Changes calculated from unrounded figures.
1/ NIST's FY13 budget includes a proposal for approximately $1.2 billion in mandatory spending on innovation and manufacturing R&D.

March 13, 2012

Project Communication Plan

| Stakeholder	Role	Analysis	Category	Import	Specific interests	Stakeholder management approach	Contact details	Remarks
Reginal Fryant		Neutral	Sultan	High	Keen to maintain reputation of company as reliable investment	Close contact - regular 1-2-1 briefing with Programme Director to keep reminding him of long-term benefits	Reginalf@abcco.com X63785 (Secy = Chris Thomson) M 077-88-99-23-67	Relies heavily on advice of Franklyn Emphasis Defers on financial matters to Wendy Forlorn
Wendy Forlorn	Finance Director	Ally	Sultan	High	Believes that programme will reduce operating costs and thus enhance profit	Regular engagement by Programme Manager to ensure that Business Case and profile of expected business benefits fully understood and up-to-date	Wendyf@abcco.com X 63782 (PA = Silvia Smith) M 077-88-99-23-45	Programme Sponsor and Chair of Programme Board
Jon Siligo	Chief Information Officer	Ally	Sultan	High	Reliant on programme to upgrade IT network infrastructure	Regular engagement by Technical Architect. Jon to sign off Technical Specification	Jons@abcco.com X 63798 M 077-88-88-12-34	Member of Programme Board Fulfils role of Principal Supplier
Franklyn Emphasis	Non Executive Director	Opponent	Grand Vizier	High	Believes that spend will depress share price in immediate future	Close contact by Programme Director to explain long-term benefits and to show how all likely risks covered by risk mgt strategy and contingencies	f.emphasis@btnet.org Tel 01133-754-239	Represents XYZ Co, a major shareholder. A key influence on Reginal Fryant. Member of Programme Board
Patrick Standup	Staff Association representative	Opponent	Wannabe	Low	Seeking re-election. Wants to demonstrate he is 'tough' with management	Rely on regular meetings that Patrick holds with HR department	Patricks@abcco.com X 55443	
Rudy Nuisance	Financial journalist	Opponent	Prophet	Medium	Thinks big IT programmes are inherently expensive and risky	Programme Manager to brief on plans for programme, including risk arrangements	Rudy@finanince.com Tel 0207-345-6789 M 077-98-76-54-32	A long-time acquaintance of Franklyn Emphasis. They are members of same club and frequently dine together
Maureen Lippy	Coordinator of System User Group	Neutral	Prophet	Medium	Usability of new technology	Gain Maureen's approval of and signature to User Specification. Assist her to convince rest of User Group		Once received, make sure that Franklyn Emphasis knows of Maureen's sign-off of User Specification
Sales staff		Neutral	Followers	Low	Availability and speedy despatch of new product will make sales (and commissions) easier	Keep notified through regular features in staff newsletter		Reginal Fryant has expressed concern that uncertainty my cause best salesmen to leave

Conclusion

- Thank You!

Some tips on presenting

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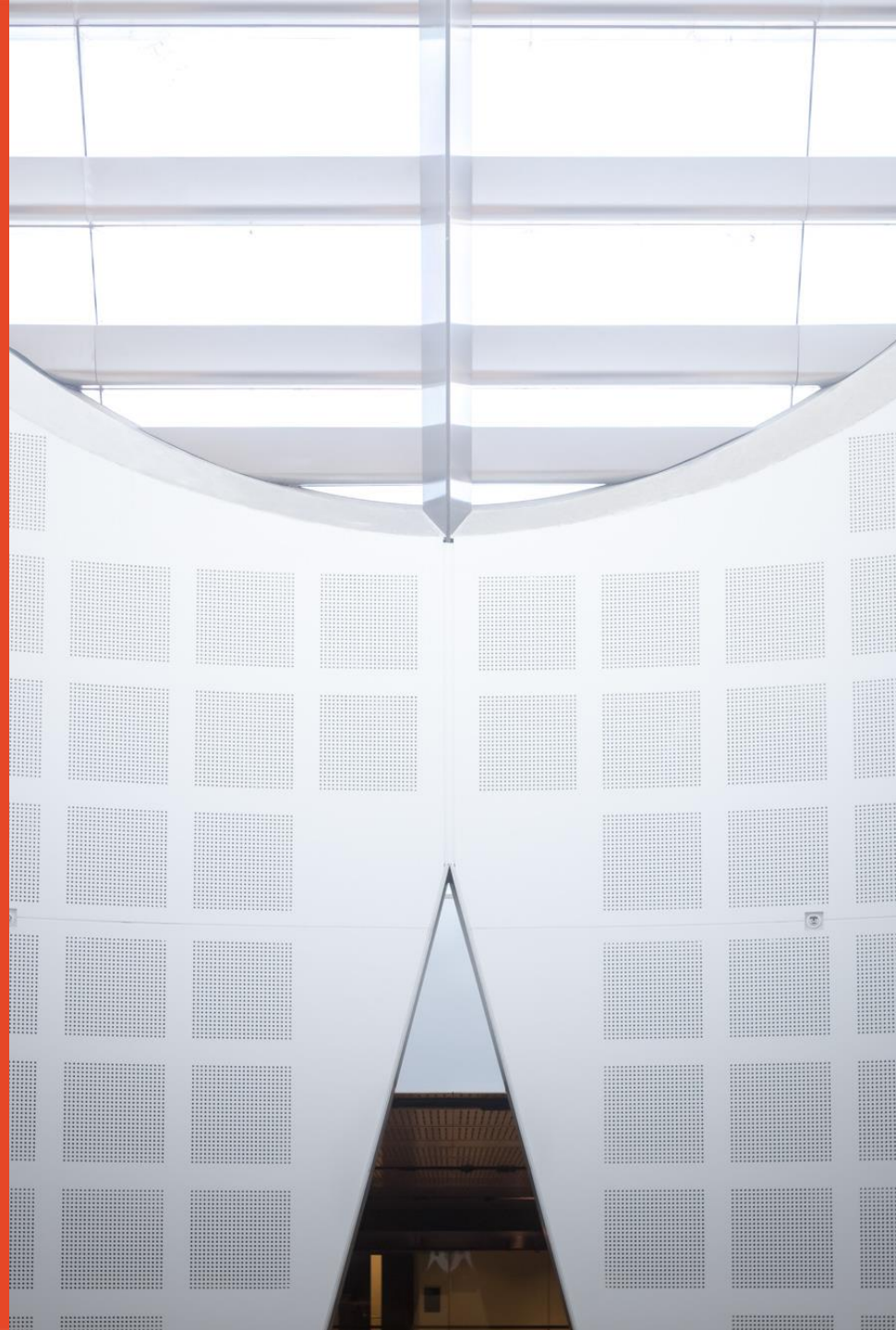
Agenda

- You
- Constrictions
- Confidence
- Persuading AIDA
- The three channels
  - Vocal
  - Non-verbal
  - Visual
- You, again
- Generating and managing participant discussions
- Ways to learn
- Conclusion

Introducing YOU – the presenter

- The greatest strength you have as a presenter is your individuality

- You don't have to pretend to be anyone else

But, the normal nervousness of presenting constricts us being ourselves, because our:

- toes curl
- knees lock
- buttocks tighten
- hip sockets become rigid
- stomach muscles pull in and prevent diaphragm from expanding and contracting
- ribs are held tight
- shoulder blades stiffen
- upper chest freezes
- neck tightens
- jaw locks
- tongue bunches
- forehead clenches

So, develop confidence through preparation & practice

- Know who your audience is

- Know what they want

- Tell them what you are going to say – agenda

- Don't just dump parts of your report/plan onto the slides - summarise it; that will help you remember the points you want to make

- Practice, practice, practice. (use your family, friends, or use the mirror, or video yourself. Even the family dog can be a captive audience for small rewards if everyone else is too busy)

- Get the timing right – practice your timing

Try this formula to focus you on how to be persuasive

The A.I.D.A persuasion formula

- Attention

- Interest

- Desire

- Action

You have these three channels for persuading your audience

1. Vocal

2. Non-verbal

3. Visual

Vocal

- Tone/pitch

- Rate of Speech

- Pauses

Non-verbal

- Eye behaviour

- Movement

- Gestures

- Facial expressions

Visual

- Uncluttered and readable

- Consistent and simple template

- Have titles

- Limit use of colour

- Not too many special effects

Too much text clutters visual

Major weaknesses in the current organization

- Stocks and Bond's present management structure has several important deficiencies that should be corrected in any substantial realignment of responsibilities.

- There is no single recognized head of the firm such as a Management Committee, CEO, COO, CFO, etc.

- We have observed that there are no clearly defined lines of authority and responsibility for major activities or geographical locations.

- It is possible that a real conflict exists between the production department and the administration (e.g., who determines forecasts?)

- Inadequate "thinking through" of how much autonomy should be granted to regions (or branches) in various phases of the firm's activities – and what authority in each will be exercised by Corporate Headquarters.

We will discuss each of these in the following chapters.

Concise slides work better

The Organization Has Several Weaknesses

- No single recognized head of firm

- No clear authority and responsibility

- Conflict between production and administration

- Tension between regional autonomy and corporate authority
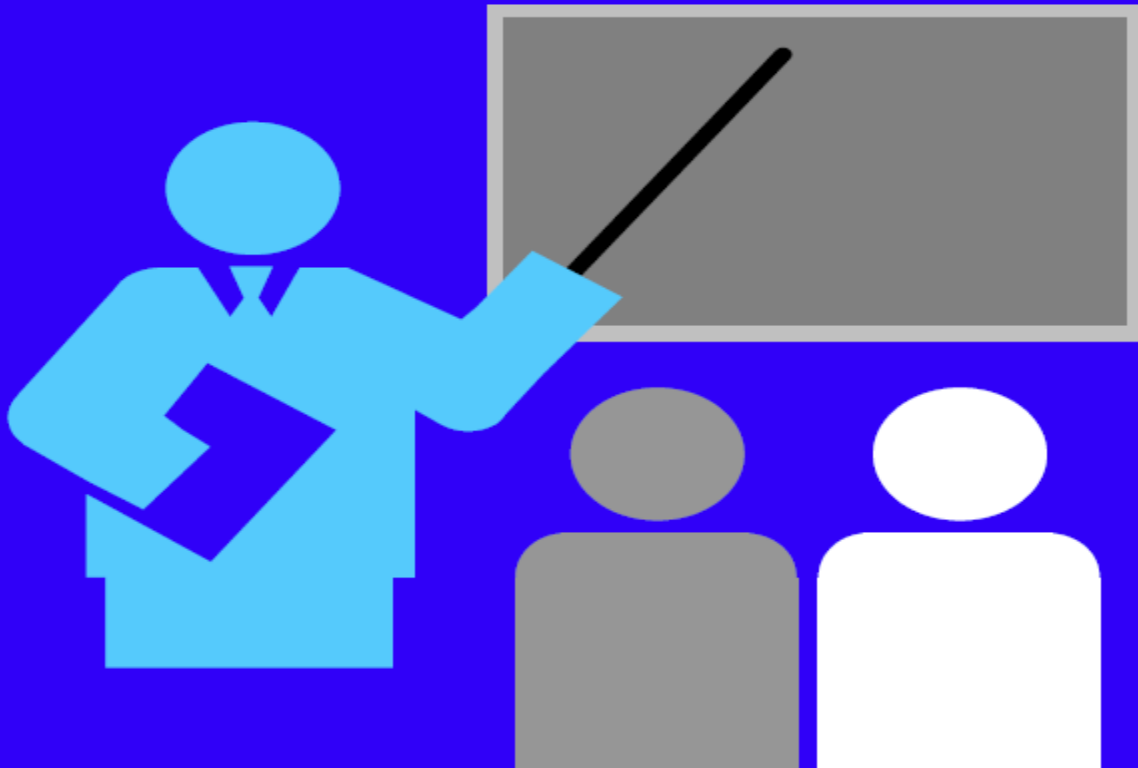
Using visual aids

- Check equipment in advance

- Have alternatives

- Don't block the audiences view

- Refer to your slides but do not read from them

- Look at your audience. All of them.

Using visual aids

Remember...

You are the presentation--the visuals are not.

Generating and managing discussion after your presentation

- Don't exclude potential participants with a difficult question/topic – none of us want to show the depths of our ignorance

- Start with easy/interesting/provocative question they CAN answer/discuss

- If your question is easy enough you can pick on people to answer

- If you have engaged them with you eyes and gestures while presenting you increase your chances of response

- Prepare someone in the audience to respond to you to help start discussion

Conclusion

- Practice, practice, practice
- Be guided by the Oral Presentation Rubric

If your future career might involve presenting…….

- Consider using an organisation such as toastmasters to learn how to present powerfully

- http://www.toastmasters.org.au/