Institut supérieur d'informatique

Project Management Plan

PMO WebApp

Version 1

Submitted By:

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DOCUMENT HISTORIC

Version	Author	Date	Modifications
Version 1.0	Ashu Gupta	23/07/2020	-

DOCUMENT APPROVAL

The undersigned acknowledge they have reviewed the project charter and authorize and fund the PMO Web Application project. Changes to this project charter will be coordinated with and approved by the undersigned or their designated representatives.

Signature: _____   Date: 23th july 2020

Print Name: Ashu Gupta

Title: PMO Web Application

Role: Project Manager

Signature: _____   Date: _____

Print Name: Kadidia Fofana

Title: PMO Web Application

Role: Client Representative

Signature: _____   Date: _____

Print Name: _____

Title: _____

Role: _____

Table of Contents

Context

Business Needs

- Réductions of the onboarding time for project manager by 20percent in the year ending 2021.

- Overall increment of projects that abide by the time lines.

- Fedral Audits and budget clearance by year 2021 end.

- Satisfactory customer rate by 35% 2021.

Project Objectives

ABC Tech is fastest growing Company which specialized in AI and Robotics. There is a lack of methodology, in the company especially in the PMO department that have difficulties to monitor all projects and make sure that they all pass the gating system mandatory to the federal audits conducted on a monthly basis.

This project requires a proper methodology, especially in the PMO department with basic goals of monitoring all projects, making sure they pass all mandatory gating systems on a monthly basis for federal audits. So, a **Customize web application** tool is required for checking the above which will be prepared by a startup firm '**Paris Tech'.**

Objectives	Indicators	Target Values
Improving the onboarding process for new Project Manager hired by the year ending of 2021.	Decrease on boarding time as compared to the previous year.	20 %
Improving the timeline, budget and passing the federal audits by the year end of 2021.	Optimisation of the budget with the timeline that was setup.	40%
Enhance the customer satisfaction by the year end of 2021.	Increase customer satisfaction as compared to the previous year.	35%
Management of documentation and ability to provide template filled out online	Coordinated project work plus templates of the work	As per the project requirement and detailed document.
To create reports as per the Portfolio, Project and Resource overview.	Easily downloadable reports	-

Potential Benefits

- Centralised platform accessed by all authorties and employees.

- Response time would be quick to access.

- Quick downloadlable reports.

- VPN facility.

- Improved project delivery timings resulting in better return in investments plus profits for organisation.

- Clearly defined time cost and resource.

- This web Application is highly configurable and flexible to allow for usage in a wide variety of environment and processes.
- Smart approach for adopting both methodologies.
- Multiple projects, multiple people and location variance.
- The ease of use of this application makes it an accessible tool for everyone in the workplace.
- It is a simple, fast and scalable service application that just makes project management more manageable.
- As the storage would be in cloud. There will be less load on local servers.

Impacts of a No-Go Decision

- It would delay the coordination of the projects that are undertaken by the company.

- Wasting valuable time, money, and resources on a proposal or project that had no realistic chance of success.

- Under mining your firms ability to keep up with the needs of existing clients, thus risking ongoing and valued relationships.

Project Scope and Quality Management

Inclusions & exclusions:

Inclusions	Exclusions
1. Training. 2. Support for the web app after going live (1 week). 3. Deployment of the app using cloud technology (AWS/Azure).	1. Not for mobile apps (android/ios). 2. No setup in house.

4. System security.
5. Methodology would be Waterfall or Agile.
6. Reports: Portfolio, Project, Resource.
7. Remote login (VPN)

Work Breakdown Structure (WBS)
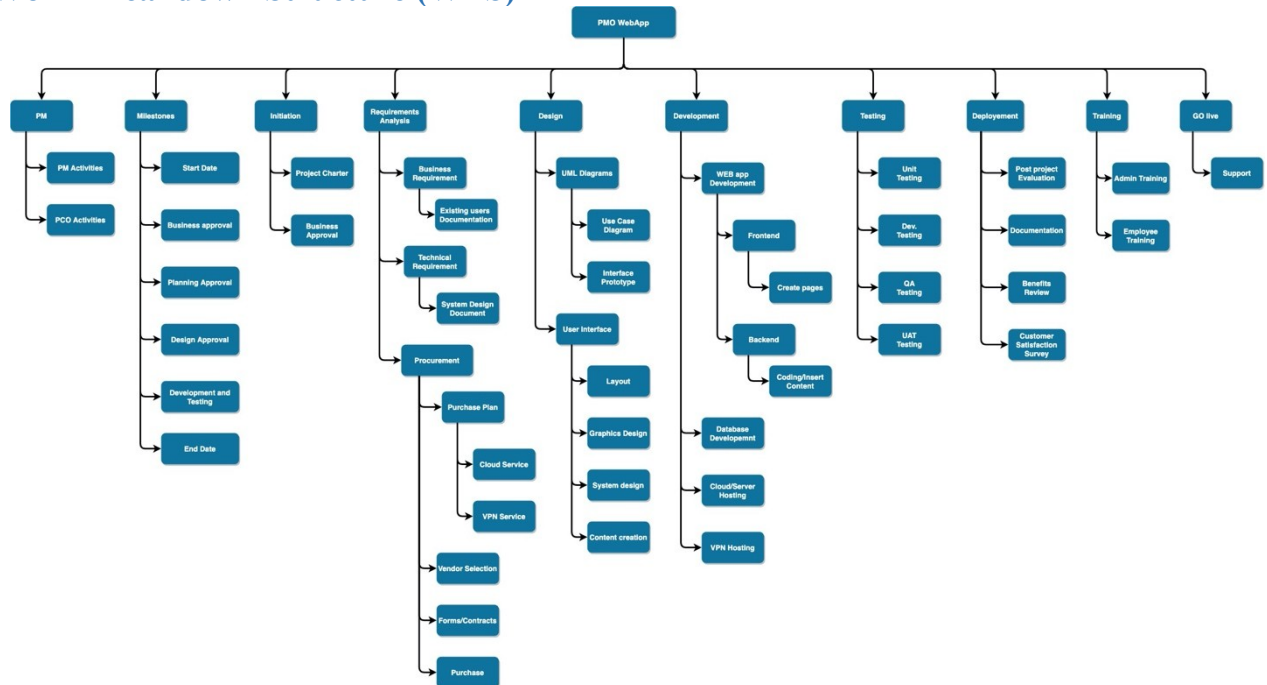
Deliverables & Quality Criteria

Deliverables	Quality Criteria
Documents	It should be clearly defined. (properly documented and functionable)
Web application (Output)	Should be working according to the client's requirement.
Training Material	Efficiency in terms of web application, resource requirements, organizational ethics.
Prototype	Describe the manner in which the end user will interact with the web application
Go-Live	Successful deployment and approval from client's internal end users.
Application layout	Easy to use and understandable
Application development	Consider best coding and engineering practices and optimize

	system performance.
Testing report	Prepare the traceability matrix to capture the testing results.

Assumptions & Constraints:

Assumptions
- Time might increase, if the requirement changes by the client.   - Can use any technology to develop the application.   - No need to buy any software or hardware. If need, then it will be excluded from project budget.   - This is standalone web application.   - English will be the overall language used.
Constraints
- Budget- 100000$ - Time- 10 weeks (including buffer)   - Covid -19 issues may impact client activities.

Organization & Responsibilities

Project Organizational Structure:
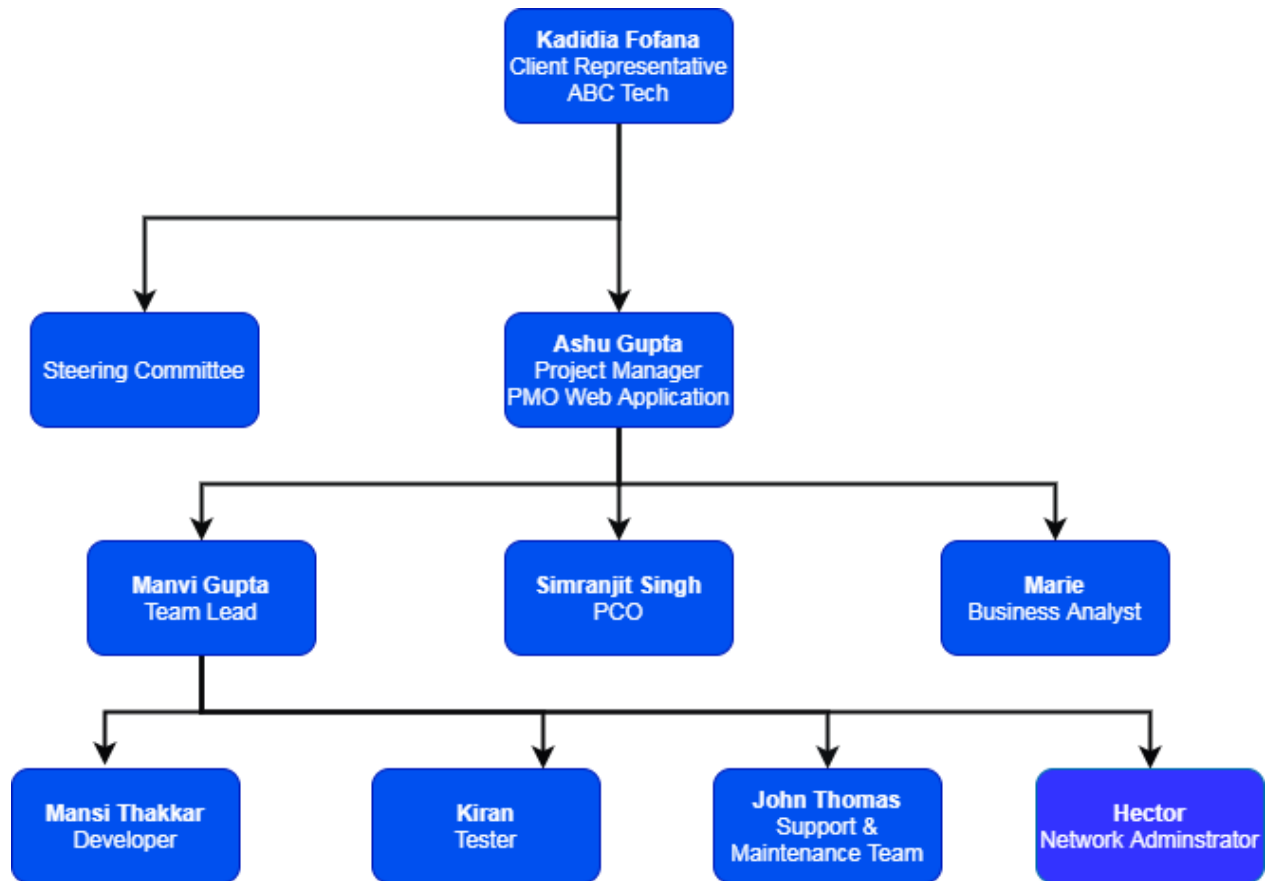
Roles & Responsibilities

Role and responsibilities of each project team member.

Function	Responsibilities	Effort estimation
Sponsor	To represent the business side of the project and will have a role till the time the project manager is assigned for the role.	As and when required.
Steering Committee	Help in defining and achieving the project outcomes. Monitor risk, timelines and quality of the project.	As and when required.
Project manager	To keep track the daily work of the project. Give the responsibilities to different teams for achieving the respective department goals.	184 hrs
PCO	Assist the PM in project processes, documentations,	168 hrs

	meeting agenda.	
Business Analyst	To prepare the project business outlines and documents prior to the initiation of the project.	72 hrs
Development Team	To develop the features of the application. With the input and direction provided by the above stakeholders, the Website Developer is responsible for coding of the website to specification and on schedule.	144 hrs
Testing Team	To test the code quality. To perform Unit testing, development testing, QA testing, performance testing.	144 hrs
Support and maintenance Team	To provide the overall support for the web app. To involve deployment activities.	40 hrs

Time Management

Realization Strategy

1. Prioritized activities on the basis of the task that was to be done first.

2. Time efficient planning tool was used.

3. Focusing on the high value activities.

4. Reviewing each day on the task or activities done.

5. Removing non- essential task

6. Taking very small breaks between task.

7. Scheduling Techniques: Time Mapping

Milestones

Milestones	Date	Description
Start Date	08/07/2020	This points the time when the activities related to project will start.
Business Approval	22/07/2020	This checkpoint is included to notify and get approval on the business solution for a project including the documentation of user needs and expectation.
Planning Approval	29/07/2020	This approval of the project management plan is to confirm the project information and management strategy have been developed to a level of detail sufficient to proceed to the design phase for the development of a design solution in compliance with the project objectives and requirements.
Prototype Approval	31/07/2020	Before Development, test the prototype and make sure it is 100 percent correct as per need.
Design Approval	06/08/2020	This milestone is necessary before development which will indicate how the final product will look after the changes or edits told in prototype approval phase.
Development	21/08/2020	After getting approval on the prototype and documented requirements development will start can this milestone is just to notify the stakeholder about the status of the process complete with respective to baseline.
Testing	01/09/2020	This milestone signifies about the evaluation of application or its components with the intent to find whether it satisfies the specified requirements or not.
End Date	08/09/2020	Official closing and completion of the project when everything will be handed over to the client.

Project Timeline

Task Description	Start Date	Finish Date	Duration
PMO WEBAPP	7/8/2020	9/8/2020	45 days
PM	7/8/2020	9/8/2020	45 days
Initiation	7/8/2020	7/22/2020	12 days
Requirement Analysis	22/07/2020	29/07/2020	7 days
Design	7/29/2020	8/6/2020	7 day
Development	8/6/2020	8/21/2020	12 days
Testing	8/13/2020	9/1/2020	13 days
Deployment	9/1/2020	9/4/2020	3 days
Training	9/4/2020	9/7/2020	4 days
Go live	9/7/2020	9/8/2020	1 day

Human Resources Management

Human Resources Calendar

Resource Name	Designation	Total Time Taken
Ashu Gupta	PM	184 hrs
Simranjit Singh	PCO	168 Hrs
Marie	BA	72 hrs
Manvi Gupta	Team Lead	168 hrs
Mansi Thakkar	Developer	144 hrs
Kiran	Tester	144 Hrs
Hector	Network Admin	40 hrs
John Thomas	Support and Maintainance	16 hrs

Cost Management

Cost Summary

Task Description	Duration	Cost
PMO WEBAPP	45 days	$67,760
Initiation	12 days	$19,680.00
Requirement Analysis	7 days	$10,080.00
Design	7 day	$7,840.00
Development	12 days	$5,920.00
Testing	13 days	$13,520.00
Deployment	3 days	$8,440.00
Training	4 days	$1,920.00
Go live	1 day	$360.00

Cost Allocation

Total Cost Allocated: $100,000 CAD

Cloud Service: US $10638 == $ 14,243 CAD

VPN Service: US $ 2086 == $ 2,708 CAD

Contingency Budget (Back up): $ 12,000 CAD

Cost of Resources (Planned): $ 67,760 CAD

Cost Saved (Planned): $3,289 CAD

Risks Management

Risks Identification, Analysis & Mitigation Responses Identification

Risk Register

Project name: PMO web Application
Project manager: Ashu Gupta

Risk ID	Risk description	Likelihood of the risk occurring	Impact if the risk occurs	Owner	Mitigating action	Contingent action	Progress on actions	Status	Useful resources
1	Underestimation of design budgets and timelines.	Medium	High	Sponsor	Limiting the scope of design in the planned budget	Document the changes and exceeding budgets and notify the clients	Continuous assessment of the workflows according to the scope	Open	Busines Case /Project Charter
2	Added workload or time requirements because of new direction, policy, or statute	Low	Medium	Project Sponsor	No ability to reduce likelihood.	Consider insurance and use Project Board to get advance notice if possible.	Project Board reviewing insurance options.	Open	Audit Plans/Internal Control Documentation
3	Scope creep	Medium	High	Project Manager	Document the project scope in a Project Initiation Document or Project Charter and get it authorised by the Project Board. Refer to it throughout the project and assess all changes against it also ensuring alignment of any changes with the Business Case.	Document each and every example of scope creep no matter how small in a change order and get authorisation from the project board before starting work. This includes zero cost changes.	Scope clearly defined in project initation document.	Open	Project Initiation Document
4	Lack of communication, causing lack of clarity and confusion.	Medium	Medium	Project Manager	Write a communication plan which includes frequency, goal, and audience of each communication. Identify stakeholders early and make sure they are consider the communication plan. Use most appropriate channel of communication for audience.	Correct misunderstandings immediately. Clarify areas that are not clear swiftly using assistance from Project Sponsor if needed.	Communication plan in progress.	Open	Stakeholder Identification.

| Risk ID	Risk description	Likelihood of the risk occurring	Impact if the risk occurs	Owner	Mitigating action	Contingent action	Progress on actions	Status	Useful resources
5	Contractor delays	Medium	High	Project Manager	Include late penalties in contracts. Build in and protect lead time in the schedule. Communicate schedule early. Check in with suppliers regularly. Query '90% done'. Ask again and again if they need anything else.	Escalate to Project Sponsor and Contracts Manager. Implement late clauses.	Lead time from each contractor built into the project schedule. Late penalties agreed to and contracts signed.	Open	Contracts, SLA's
6	Unresolved project conflicts not escalated in a timely manner	Low	Medium	Project Manager	Hold regular project team meetings and look out for conflicts. Review the project plan and stakeholder engagement plan for potential areas of conflict.	When aware immediately escalate to Project Board and gain assistance from Project Sponsor to resolve the conflict.	Project team meetings scheduled.	Open	Stakeholder management template
7	Business Case becomes obsolete or is undermined by external or internal changes.	Low	High	Project Sponsor	No ability to reduce likelihood, but make sure early warning is given by reviewing business case on regular basis with the Project Board.	Initiate escalation and project close down procedure.	Project close down procedure confirmed with Project Board.	Open	Business case Template
8	Natural Calamities	Low	High	Project Manager	Ensure insurance in place. Familiarise project team with emergency procedures. Where cost effective put back up systems in place e.g. generators.	Notify appropriate authorities. Follow health and safety procedures. Notify stakeholders and Project Board.	Public Liability Insurance confirmed along with additional premises insurance at site B.	Open	NA
9	Critical Resource on leave	Low	Medium	Project Manager	Backup Resource for the completion of work	Involving PMO in the role so that it helps find an asap resource for work	As and when needed meeting	Open	NA

Risks Monitoring

PMO Webapp   15

Procurement Management

Procurement Needs & List of Qualified Suppliers

Procurement Needs		
1. Access permission to cloud server. VPN Services for the users.		
Qualified Suppliers (Cloud Server)	**Contact Information**	
1. Amazon web service (AWS)	Amazonweb.ca	+15147249786
Salesforce	Salesforcehr.ca	+14386568897
VMware	Vmwareservice.ca	+15146678477
Qualified Suppliers (VPN Server)	**Contact Information**	
1. Nord VPN	nordvpn.ca	+15146344585
Surf Shark	sharksurf.ca	+14336569797
Express VPN	ExpressVPN.com	+15145578277

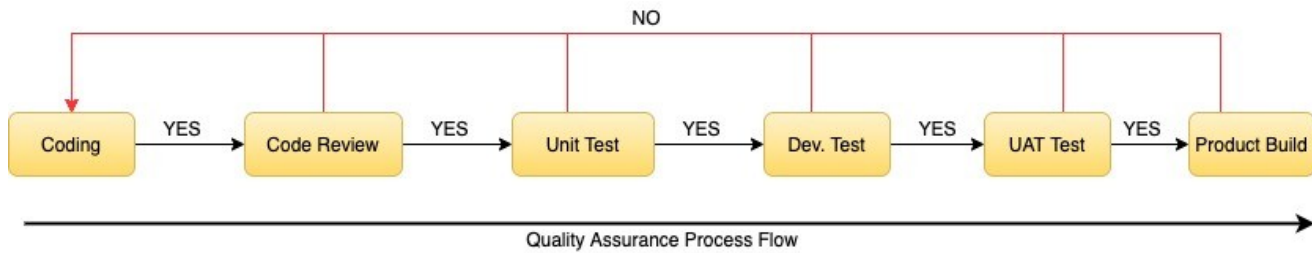## Request for Proposals & Vendor Selection
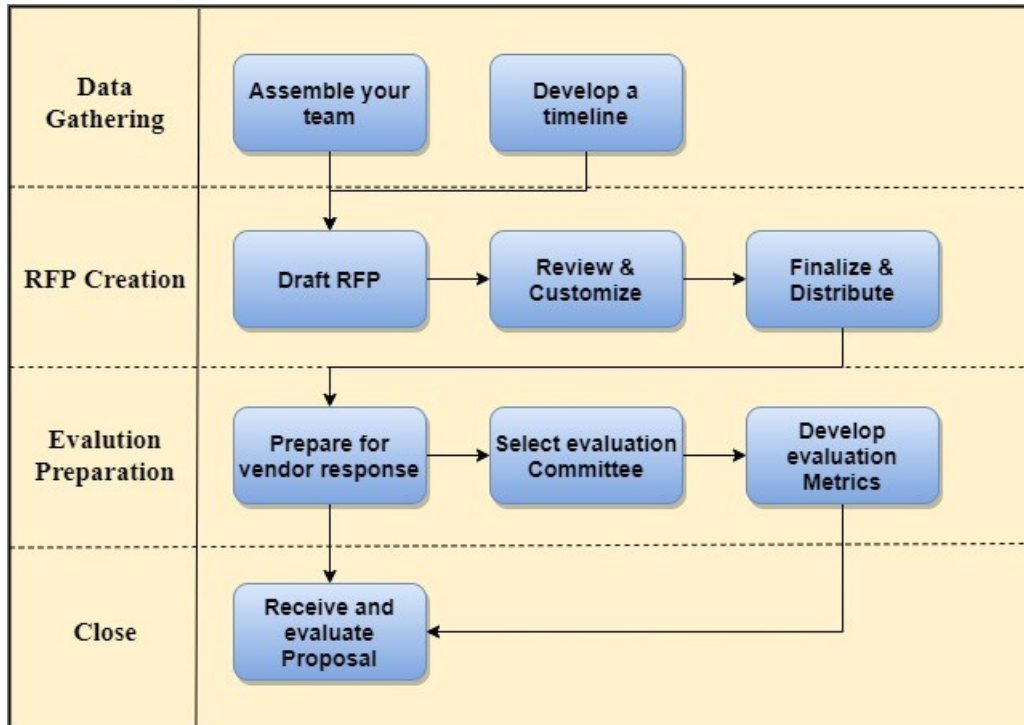
Project Management Processes

Change Request Management
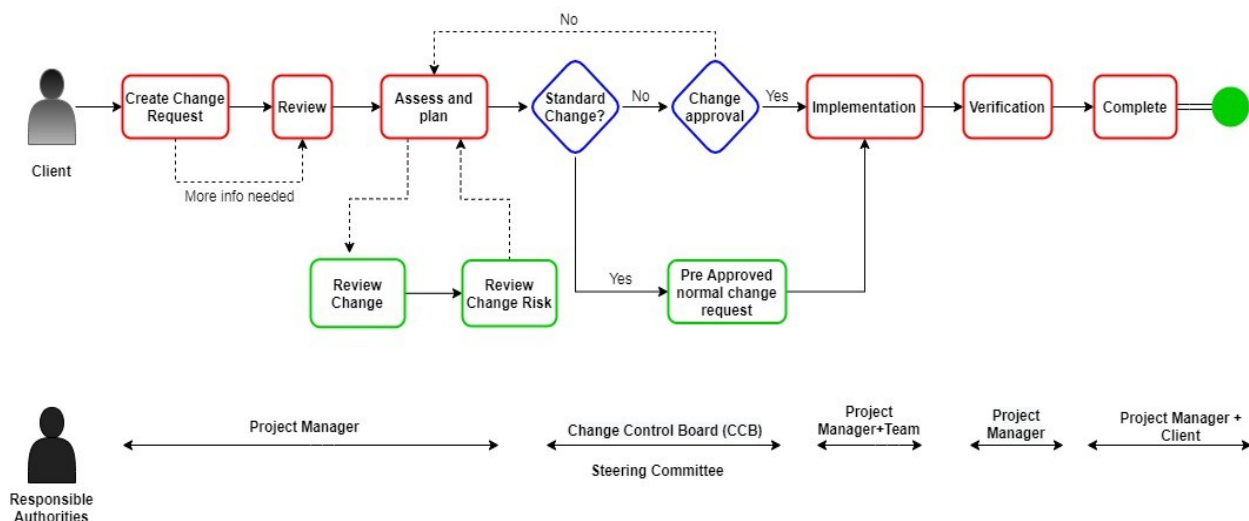
Quality Assurance Describe the quality assurance management process.
Quality Assurance:

Quality Assurance Process Flow

Coding: In this process code will be written by developer and QA will generate different test cases.

Code Review: Every piece of code will be reviewed.

Unit Test: Each and every component of the web app software will be tested.

Development Test: It's a part of unit testing but is used to carry out test by combining multiple components. This results into detecting risks in a software.

UAT Test: Here, tester aims to validate full product where it carries out set of required tasks which is designed to address real-world situation.

Final Product: The product is tested and approved by QA Specialist to use.

Communication Management

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable
Kickoff Meeting	Introduce the project team and the project. Review Project objective and management approves.	Video Conference with share screen (Microsoft team), Face to face	Once	Client Representative, Project Team, Stakeholders	Project Manger	Agenda and Meeting minutes
Stakeholder Meeting (Client)	Review Status of the project with the team	Video Conference with share screen (Microsoft team), Face to face	Weekly	Project Manager, PCO, Client, Stakeholders	Project Manger	Agenda, Meeting minutes and project Schedule
Internal Team Meeting	Review weekly status of the project with the team. Review Last week	In person	Weekly, (Every Monday)	Respective Project Team	Project Manger	Agenda, Meeting minutes and project

|						Schedule
Project Status Report	Providing the status of the project	Email Documentation	Weekly	Client Representative, Project Team, Stakeholders	Project Manager	Follow up Documents, Status update for project
Design Review	Giving the project sponsor the opportunity to provide Feedback on the app designed	In person (If possible) or Video call, Email the design prior to the meeting	Once after initial design is complete	Client Representative, Project Manager, Designer	App Designer/ Project Manger	Prototype of the web Application.

Performance Monitoring & Controlling:

Performance	Description	Output
Validate Scope	This process ensures that project deliverables are formally accepted	• Accepted deliverables, • Requested changes • Recommended corrective actions
Control Scope	This process ensures that changes to project scope are controlled	• Updates to the Project Scope Statement and Scope baseline (this includes requirements) • Updates to the Work Breakdown Structure (WBS) and the WBS Dictionary • Requested changes • Recommended corrective actions Updates to organizational process assets • Updates to the Project Management Plan
Control Schedule	This process monitors and controls changes to the project schedule.	• Updates to the schedule model data and baseline • Performance measurements • Requested changes • Recommended corrective actions • Updates to organizational process assets • Activity list and activity attribute updates • Updates to the Project Management Plan
Control Cost	This process monitors and controls costs and changes to the project budget	• Cost estimate updates • Cost baseline updates • Performance measurements • Forecasted completion

		• Requested changes • Recommended corrective actions • Updates to organizational process assets • Updates to the Project Management Plan
Control Quality	This process measures specific project results to determine whether the project is meeting quality standards.	• Quality control measurements • Validated defect repair • Updates to the quality baseline • Recommended corrective and preventive actions • Requested changes • Recommended defect repair • Updates to organizational process assets • Validated deliverable • Updates to the Project Management Plan

Deliverables Approval

- **Submit Deliverable** - Ensures a deliverable meets the agreed upon requirements and quality objectives

- **Set the approval criteria** – In accordance to the agreement with the customer.

- **Assign the Approver/Reviewer**- Determine and assign a person who will review the deliverables and assure their adherence to the criteria listed in the project acceptance plan

- **Approver's comments/recommendation**- 1) approval, 2) conditional approval, or 3) rejection.

- **Prepare Deliverable Acceptance Report**- It represents all the deliverables actually accepted and approved.
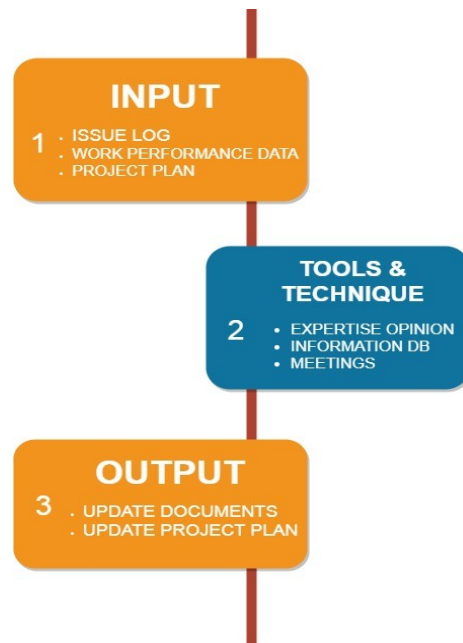
Project   **Closing**

Following are the steps for project closure phase:

1. Develop closure procedures.

   Document final performance reporting.

   Hand-off completed products, process or code.

   Release resources.

   Complete contract closures.

Key Output of this phase:

1. Recieve all signs-off that work is completed as per requirments.

   Index and archive all project aspects.

   Create and document lesson learned.

Recommendations

Recommendation to overcome a web application security:

     1. Get a managed Cloud Web Application Firewall.

     2. Do periodic Penetrating Testing.

Recommendation to Training sector:

1. Plan to train Admin and few employees.

2. Instruction videos on how to use this application

User based Recommendation.

1. End result rated by each user.

2. Evaluate the practice of using the web application