

TUTOR ONLINE

Project Plan

**Project Code: TOS**

**Document Code: TOS – v1.0**

**Ha Noi, 16/05/2017**

SIGNATURE PAGE

|  |  |  |
| --- | --- | --- |
| AUTHOR: | Tran Viet Vuong  Project Manager (PM) | 15/05/2017 |
| REVIEWERS: | Vo The Lam  Project Technical Leader (PTL) | 16/05/2017 |
| Nong Thi Hoai Thuong  Quality Assurance Officer (QA) | 16/05/2017 |
| APPROVAL: | Phan Truong Lam  Lecturer | 17/05/2017 |

Record of change

\*A - Added M - Modified D – Deleted

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Effective Date | Changed Item | A\* M, D | Change Description | Reason for Change | Revision Number |
| 15/05/2017 | All | A | Create Project Plan | Create Project Plan | 1.0 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

TABLE OF CONTENTS

[1. Project Overview 2](#_Toc336527255)

[1.1. Project Description 2](#_Toc336527256)

[1.2. Scope and Purpose 2](#_Toc336527257)

[1.3. Assumptions and Constraints 2](#_Toc336527258)

[1.4. Project Objectives 2](#_Toc336527259)

[1.5. Critical Dependencies 2](#_Toc336527260)

[1.6. Project Risk 2](#_Toc336527261)

[2. Project Development Approach 2](#_Toc336527262)

[2.1. Project Process 2](#_Toc336527263)

[2.2. Requirement Change Management 2](#_Toc336527264)

[2.3. Product Integration Strategy 2](#_Toc336527265)

[2.4. Quality Management 2](#_Toc336527266)

[3. Estimate 2](#_Toc336527267)

[3.1. Size 2](#_Toc336527268)

[3.2. Effort 2](#_Toc336527269)

[3.3. Schedule 2](#_Toc336527270)

[3.4. Resource 2](#_Toc336527271)

[3.5. Infrastructure 2](#_Toc336527272)

[3.6. Training Plan 2](#_Toc336527273)

[3.7. Finance 2](#_Toc336527274)

[4. Project Organization 2](#_Toc336527275)

[4.1. Organization Structure 2](#_Toc336527276)

[4.2. Project Team 2](#_Toc336527277)

[4.3. External Interfaces 2](#_Toc336527278)

[5. Communication & Reporting 2](#_Toc336527279)

[6. Configuration Management 2](#_Toc336527280)

[7. Security Aspects 2](#_Toc336527281)

[8. References 2](#_Toc336527282)

Definitions and Acronyms

| Acronym | Definition | Note |
| --- | --- | --- |
| BA | Business Analyst |  |
| BU | Business Unit |  |
| CC | Infrastructure Configuration Controller |  |
| CCB | Change Control Board |  |
| CI | Configuration Item |  |
| CM | Configuration Management |  |
| CSCI | Computer Software Configuration Items |  |
| DEV | Developer |  |
| PIC | Person in charge |  |
| PM | Project Manager |  |
| PTL | Project Technical Leader |  |
| QA | Quality Assurance Officer |  |
| SRS | Software Requirement Specification |  |
| TP | Test Plan |  |
| TC | Test Case |  |
| JP | Japnanese |  |
| EN | English |  |
| UI | User Interface |  |
| VuongTV | Tran Viet Vuong | Team Member |
| LamVT | Vo The Lam | Team Member |
| LongNB | Nguyen Bao Long | Team Member |
| PhatNH | Nguyen Huy Phat | Team Member |
| ThuongNTH | Nong Thi Hoai Thuong | Team Member |
| HuyenNTK | Nguyen Thi Khanh Huyen | Team Member |
| FPTU | FPT University |  |

# Project Overview

## Project Description

|  |  |  |  |
| --- | --- | --- | --- |
| Project Code | TOS | Contract Type | None |
| Customer | FPTU | 2nd Customer | None |
| Project Level | Group | Project Rank | None |
| Application Type | Web Application | Project Manager | Tran Viet Vuong |
| Project Category | Development | Business Domain | E-Learning |

## Scope and Purpose

### Scope of Project

The scope of this project contains: Requirement Analysis, System Analysis, Design, Implement and Testing (Unit Test, Intergration Test and Sytem Test).

### Purpose of Project

Nowadays, the knowleages of subjects are growing and be more difficult, the parents need to finds a good tutor to complements the knowleages for their children. Grasped this fact, we have made an idea and developed a e-learning system named Tutor Online together. In here, the students can be comfortable to considering or choosing a approriate tutor for their learning needs, be flexible for making a studying schedule, choosing a studying location is not restrained. The tutor and student can study online everywhere via skype. The parents can manage their children’s information, schedule, and studying quality based on the feedback of tutor after a lesson or a course easily.

## Assumptions and Constraints

| No | Description | Note |
| --- | --- | --- |
| Assumptions | | |
| 2 | Customer reviewers will get seven days to approve a milestone document. If no comments are received within this time period, it will be considered as approved. | External Interfaces |
| Constraints | | |
| 1 | This project must be completed and delivered before 16/08/2017 | Schedule |
| 2 | In doing project processing, PM must submit report (include 6 reports) on certain date. | Schedule |
| 3 | We divided this project to 3 phase and all products of each phase must completed at the end of phase :   * Phase 1 started at 08/05/2017 and end at 31/05/2017, contains : * Software Requirement Specs – SRS (Report 1) * Project Plan (Report 1) * Q&A\_JP file (Report 1) * Q&A\_EN file (Report 1) * Progress Report 1\_JP file (Report 1) * Progress Report 1\_EN file (Report 1) * Architecture Design (Report 2) * Screen Design (Report 2) * Database Design (Report 2) * Progress Report 2\_JP file (Report 2) * Progress Report 2\_EN file (Report 2) * Phase 2 started at 01/06/2017 and end at 19/07/2017, contains : * Test Plan (Report 3) * Test Case (Report 3) * Progress Report 3\_JP file (Report 3) * Progress Report 3\_EN file (Report 3) * Source Code (UI + code comments\_JP) (Report 4) * Unit Test Report (Unit Test Case) (Report 4) * Progress Report 4\_JP file (Report 4) * Progress Report 4\_EN file (Report 4) * Phase 3 started at 20/07/2017 and end at 16/08/2017, contains : * Test Report (Report 5) * Quality Report (Report 5) * Progress Report 5\_JP file (Report 5) * Progress Report 5\_EN file (Report 5) * Final Document (Report 6) * Progress Report 6\_JP file (Report 6) * Progress Report 6\_EN file (Report 6) | Schedule |
| 4 | Project team contains 6 members | Resource |

## Project Objectives

### Standard Objectives

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metrics | Unit | Committed | Re-committed | Note |
| Start Date |  | 08-05-2017 |  |  |
| End Date |  | 16-08-2017 |  |  |
| Duration | Day | 81 |  |  |
| Maximum Team Size | Person | 6 |  |  |
| Billable Effort | Person-day | 486 |  | 1 Person-day = 5 Hours |
| Calendar effort | Person-day | 486 |  | 1 Person-day = 5 Hours |
| Effort Usage | % | 100 |  |  |

| Metrics | Unit | Target | | | Basic for setting Goals |
| --- | --- | --- | --- | --- | --- |
| USL | Average | LSL |
| Quality | | | | | |
| Customer Satisfaction | Point |  |  |  |  |
| Leakage | Wdef/mm |  |  |  |  |
| Process Compliance | NC/Ob |  |  |  |  |
| Delivery | | | | | |
| Timeliness | % |  |  |  |  |

### Specific Objectives

**Help:** List the major project specific objectives (that are not overlapped with the standard objectives). Consider the following categories:

* Functional goals
* Strategic goals
* Business goals (e.g.: time-to-market, cost)
* Quality goals
* Organizational goals (e.g. competence development, testing of new methods, techniques, or tools, application of new processes, etc.)
* Other goals, e.g.: usability, portability, etc. (these goals, and what is specifically expected, should be clearly specified in the Project Requirements Specification)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Metrics | Unit | Target | | | Basic for setting Goals |
| USL | Average | LSL |
| Defect Prevention | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Others | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Critical Dependencies

| No | Dependency | Expected delivery date | Note |
| --- | --- | --- | --- |
| 1 | This project must be completed and delivered to FPTU. | 16/08/2017 |  |
| 2 | All document in each report must be completed and delivered to Supervisor by the end of each phase. | + Phase 1 : 31/05/2017  + Phase 2 : 19/07/2016  + Phase 3 : 16/08/2017 |  |
| 3 | User manual, Software package and Installation guide must be completed and delivered to Supervisor and FPTU. | 16/08/2017 |  |
| 4 | Besite capstone project, team members have to join in Japanese class and SSC subject class. | 24/07/2017 |  |

## Project Risk

PM identifies risks in the Risk Management Plan. The document is updated to trigger each milestone, each event also. The document is updated weekly by the PM, Risk Management Plan will be notified to all of the stakeholders affected. Status of risk is reported to supervisor at Project Milestones Report.

Reference to <TOS_RiskManagement_v1.0_EN.xlsx>

## Project Process

The standard <development/maintenance/test> process of <FPT Software/G8/HSK> will be followed. However, it will be enhanced with customer specific processes, as it is a commitment. The project process will be tailored to match the requirements.

Process Composition (optional):

**Help:** For selected project segments (as pointed out by QA.HO), use this part to define the project’s process composition. The project could refer to a separate file as appropriate.

Process Tailoring:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Description & Tailoring/Deviation | Reason for tailoring/deviation | Added/Modified/Deleted | Tailoring or Deviation? |
| 1 |  |  |  |  |
| 2 |  |  |  |  |

## Requirement Change Management

**Help:** Describe how changes to requirements are managed

Who is responsible for managing change to requirements (BA is normally designated for that task), Where are changes logged

Impact analysis mechanism: Who participate in CCB to review and approve changes?

|  |  |
| --- | --- |
| Where is the change request logged? | RM Sheet.xls |
| Who logs the change request? | Any team members |
| Who reviews the change request? | <CCB (PM, PTL, CC and concrete name of people assigned by PM) in case of changes significantly affect to project  In cases of the changes do not affect to other sub teams of projects, the CCB delegates the change control authority to Leader of that sub team  Help: It is recommended to involve the people whose works are affected by the change> |
| Who approves the change request? | PM by default  OM/SM if:  Changes to project scope  Changes in targeted value of project QPPO  Changes in delivery plan of project deliverables  Changes to assignment for key roles (PM, PTL) |

## Product Integration Strategy

**Help:** <Describe the Product Integration sequence with its rationale.>

<List the components which will be integrated in the order of the defined Integration sequence. If available, refer to other document that depicted the integration strategy of the project>

<Big Bang Integration sequence is selected to the project because of …..>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Component ID | Integration Criteria | Integrated with Components | Integration order |
| 1 |  | <criteria to start integration> |  |  |
| 2 |  |  |  |  |

## Quality Management

### Defect Prevention Strategy

|  |  |  |
| --- | --- | --- |
| Item (Process/Product) | Strategy | Expected Benefits |
| <Requirement missing > | <…...> | <10–20% reduction in defect injection rate and about 2% improvement in productivity> |
| <Careless mistake in Design Document\_Format/Template wrong> | <…..> | <Improvement in quality as overall defect removal efficiency will improve; some benefits in productivity as defects will be detected early> |

### Review Strategy

| Review Item | Reviewer | Review Type | Review Method | Completion Criteria |
| --- | --- | --- | --- | --- |
| <work product to be reviewed> |  | Group review or One-person review | <Checklist or not  Tools used or not  Self review or not> |  |
| Project plan  Project schedule  CM Plan | SM, QA, PTLs, Customers | Group review  Group review  One-person review |  |  |
| Business analysis and requirements specification document, Use Case catalog |  | Group review |  |  |
| Design document, object model |  | Group review |  |  |
| Stage plans |  | One-person review |  |  |
| Complex/first time generated program specs incl. test cases, interactive diagrams |  | Group review |  |  |
| Code | Self-review or Team Lead review or Peer review | Group review |  |  |

### Unit Testing Strategy

**Help:** The Test Strategy presents the recommended approach to the testing of the target-of-test.

State clearly the type of test being implemented, the test objectives and how you will conduct the test.

If a type of test will not be implemented and executed, state this explicitly, such as “This test will not be implemented or executed.  This test is not appropriate.”

The main considerations for the test strategy are the **technique**s to be used and the **criterion for knowing when the testing is completed**.

For each type of test, it should explain technique, completion criteria, and special considerations

**Technique:** The technique should describe how testing will be executed. Include what will be tested, the major actions to be taken during test execution, and the method(s) used to evaluate the results

If available, refer to other document that depicted the testing strategy of the project

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item to be Unit Tested | Unit Test Type | Unit Test Technique | Tool Used | Unit Test Completion Criteria |
|  |  |  |  | <When the testing is ended> |
|  |  |  |  |  |
|  |  |  |  |  |

### Integration Testing

**Help:** If available, refer to other document that depicted the testing strategy of the project.

| Item to be Integration Tested | Integration Test Type | Integration Test Technique | Tool Used | Completion Criteria |
| --- | --- | --- | --- | --- |
|  |  |  |  | <When the testing is ended> |

### System Testing

**Help:** If available, refer to other document that depicted the testing strategy of the project.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item to be System Tested | System Test Type | System Test Technique | Tool Used | Completion Criteria |
|  |  |  |  | <When the testing is ended> |

### Estimates of Defects to be detected

| Review/Testing Stage | Targeted No. of Defects to be detected | % of Defects to be detected | Basic for Estimation |
| --- | --- | --- | --- |
| Requirements review | 15 | 11% | Referenced similar project estimations (ABC) and PCB |
| Design review | 14 | 9% | Referenced similar project estimations (ABC) and PCB |
| Code review | 29 | 20% | Referenced similar project estimations (ABC) and PCB |
| Unit Test | 57 | 40% | Referenced similar project estimations (ABC) and PCB |
| Integration Test | 15 | 10.2% | Referenced similar project estimations (ABC) and PCB |
| System Test | 10 | 6.8% | Referenced similar project estimations (ABC) and PCB |
| User Acceptance Test | 5 | 3% | Referenced similar project estimations (ABC) and PCB |
| Total | 143 | 100% |  |

### Measurements Program

**Help:** If available refer to the **organizational measurements program** and document deviations from this program. Otherwise define which project specific data should be collected, e.g. to assess the achievement of the project goals.

|  |  |  |  |
| --- | --- | --- | --- |
| Data to be collected | Purpose | PIC | When |
| Size: No. of KLOC |  | PM | At the end of stages |
| Effort: No. person-day |  | Team members | Daily |
| Quality: No. defects detected |  | Reviewer, Tester | Right after the review/test |
| Schedule |  | PM | Weekly and at the end of stages |

### Quantitative Management (optional)

**Help** this section is applicable for selected project segment as defined by QA. Refer to Template\_PPM & Guideline\_Software Metrics and Guideline\_Assessment & Analysis Tools for detail information.

| Item | Name | Purpose |
| --- | --- | --- |
| <PPM\_Web Development SDCTest> | Sub processes to be managed are: | <It is to quantitatively manage “Effort Efficiency” & Leakage QPPO> |
| Selected Statistical Techniques to manage sub-processes | <  Average Value (Xbar Control Chart)  Individual Moving Range Chart  ….> | For Effort Deviation  For ….. |

# Estimate

## Size

**Help:** Based on project purpose and scope, Estimate the size of the project using two methods among UCP, FP and WBS (Use Case Point, Function Point and Work Breakdown Structure). It is normally a separate document.

In case the project use other estimation method, the estimation record to be specified here or maintained in a separate document (data and formula, assumptions used to arriving at the estimation result)

The Size estimation is documented in <…>

## Effort

**Help** Based on the size estimated, define work packages and project activities. Then estimate the effort for the project activities and plan the activity sequencing. It is normally a separate document, therefore list it in References and refer to it.

The Effort estimation is documented in <…>

| Activity/Process | Total budgeted Effort Usage (pd) | Total % budgeted Effort Usage (%) | <Stage 1> | | <Stage 2> | | <Stage 3> | | <Stage 4> | | <Stage 5> | | <Stage 6> | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Requirement |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Coding |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Unit Test |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Integration Test |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| System Test |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Deployment |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Support for Acceptance Test |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Project Planning |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Project Monitoring |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Quality Assurance |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Training |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Others |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## Schedule

### Project Milestone & Deliverables

**Help:** Define project milestones based on the chosen project lifecycle and on critical events in the project schedule.

List the milestones and define clear milestone criteria to make milestones measurable.

For each Stage list all deliverables that belong to the Stage

| No | Stage | Committed Delivery date | Description of Deliverable | Delivery media |
| --- | --- | --- | --- | --- |
| Initiation | | dd-mmm-yy | Project goals and scope defined, milestone description defined, resource committed | |
| 1 | <Name of Deliverable> | dd-mmm-yy | <list the products to be delivered together with their acceptance criteria> | <specify delivery media  specify any special instruction for packaging and handling> |
| Definition | | dd-mmm-yy | Requirements agreed, Project plan reviewed | |
| 1 | <Requirement baselined> | dd-mmm-yy | <list the products to be delivered together with their acceptance criteria> | <specify delivery media  specify any special instruction for packaging and handling> |
| Solution | | dd-mmm-yy | Design reviewed and stable | |
| 2 | <Design Interim release 1> | dd-mmm-yy | Sequence diagrams, class diagram, source code, plan for the next cycle |  |
| 3 | <Design> | dd-mmm-yy | Supplementary specifications, sequence diagrams, class diagram, architecture document, source code, iteration plan for the next cycle |  |
| Construction | | dd-mmm-yy | Product developed & tested and released to customer, documentation reviewed. | |
| 4 | <Construction Interim release 1> | dd-mmm-yy | Source code, review reports, test reports  Acceptance criteria: Product unit tested |  |
| 5 | UAT release | dd-mmm-yy | Source code, review reports, test reports, iteration plan for the next cycle, deployment plan for the product  Criteria: Product system tested, documentation reviewed |  |
| Transition | | dd-mmm-yy | Product is user acceptance tested and accepted by customer | |
| 6 | <Final release> | dd-mmm-yy |  |  |
| Termination | | dd-mmm-yy | Project post-mortem is conducted, Project assets archived and released to Organizational repository | |
| 6 | Post-mortem report | dd-mmm-yy |  |  |
| 7 | Acceptance note | dd-mmm-yy |  |  |

### Project Schedule

The detail project schedule is available in <…>. The Project Schedule is weekly updated by the Project Manager.

| No. | Activity | Start date | Responsible | Note |
| --- | --- | --- | --- | --- |
| Defect Prevention | | | | |
|  | Task 1 |  |  |  |
|  | Task 2 |  |  |  |
| Quality Control | | | | |
|  | Review: Work Product 1 |  |  |  |
|  | Review: Work Product 2 |  |  |  |
|  | Review: Work Product 3 |  |  |  |
| Project Tracking | | | | |
|  | <Stage name> milestone review meeting |  |  |  |
|  | <Stage name> milestone review meeting |  |  |  |
| Configuration Management | | | | |
|  | <Baseline Name> |  |  |  |
|  | <Baseline Name> |  |  |  |
| QA | | | | |
|  | Final Inspection: Deliverable 1 |  |  |  |
|  | Final Inspection: Deliverable 2 |  |  |  |
|  | Baseline audit: Startup |  |  |  |
|  | Baseline audit: Wrap-up |  |  |  |
|  | Quality gate review: Initiation |  |  |  |
|  | Quality gate review: Definition |  |  |  |
|  | Internal audits |  |  |  |
| DAR | | | | |
|  | Task 1 |  |  |  |

## Resource

Specified as in the section [*Project Team*](#_Project_team)

## Infrastructure

**Help:** Define methods, tools, languages, etc. to be employed for design, coding, test, and documentation, and when they (or knowledge) should be available.

Example:

| Item | Description | Expected Availability by | Note |
| --- | --- | --- | --- |
| Development Environment | | | |
| Operating System | NT Server | Initiation stage |  |
| Operating System | Mainframe |  |  |
| Operating System | Win NT |  |  |
| DBMS | DB2 |  |  |
| Development language | Java |  | for Web interface |
| Development language | C++ |  | For back-end |
| Technology | | | |
|  |  |  |  |
| Hardware Requirement | | | |
| Hardware Configuration | 2GB space on server |  |  |
| Design | Rational Rose |  |  |
| Equipments & Tools | | | |
| Design | Rational Rose |  |  |
| Source Version Control | CVS | Definition stage |  |
| Code Review |  |  |  |
| Unit Test | Nunit | Construction stage |  |
| Test | Rational Robot Test, OpenSTA |  |  |
| Project Management Tool | FI | Initiation stage |  |
| Task Tracking | MS Project | Initiation stage |  |
| <Insert more row for other tools> |  |  |  |

## Training Plan

| Training Area | Participants | When, Duration | Waiver Criteria |
| --- | --- | --- | --- |
| Technical | | | |
| Java Language |  | 7 days | If already trained |
| Java Applets |  | 4 hrs | If already trained |
| Rational Rose |  | 8 hrs | Mandatory |
| Business domain | | | |
| Banking |  | 7 days |  |
| Process | | | |
| Quality system |  | 3 hrs | If already trained |
| Configuration management |  | 2 hrs | If already trained for CC. For others, on-the-job training |
| Group review |  | 4 hrs | If already trained |
| Defect prevention |  | 4.5 hrs | Mandatory |
| SPC tool |  | 4.5 hrs | If already trained |
| RUP methodology |  | 2 hrs | Mandatory |

## Finance

**Help:** Calculate the required project budget based on cost estimates for project activities, sub-contracts, COTS (Commercial off the Shelf), training, etc. Present the distribution of the budget over the whole project life.

The project shall plan the total budget for every item, but the finance budget distribution in period is optional. Refer to separated file, if any.

| Item | Total Budget | % Budget | Budget in Period (Unit: 1000 VND) | | | | | | | | | | | Note |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| W1-Sep | W2-Sep | W3-Sep | W4-Sep | W1-Oct | W2-Oct | W3-Oct | W4-Oct | W1-Nov | W2-Nov | W3-Nov |
| Purchases (COTS) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Team building |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tools |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Travel costs |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Training |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Review activities |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# Project Organization

**Help:** Describe the internal project organization and all organizational issues affected by the project result or the project is dependent on. You may extract information from the Project Proposal or other documents

## Organization Structure

**Help:** Describe how the project is organized. Describe what subprojects and other areas of responsibility are planned. Identify and staff all steering functions, project management functions, and execution functions.

Graphical illustrations such as hierarchical organization charts or matrix diagrams may be used to depict the lines of authority, responsibility, and communication within the project.

## Project Team

**Help:** Describe how the project is organized. Describe what subprojects and other areas of responsibility are planned. Identify and staff all steering functions, project management functions, and execution functions.

| Role | Responsibility | Qualification | Full name | Type | | % Effort | Start date | End date |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SM | - Provide resource & funding  - Review Project plan  - Review project status  - Resolve escalated issues  - Project financial plan | <specify skill & # year experience acting in the role> |  |  | |  |  |  |
| PM | Have overall responsibility of the project  - Project planning and scheduling  - Task assignment and tracking  - Reporting  - Ensure delivery as per contract  - Interface with other departments as per need  - Customer interaction  - Ensure open issues/customer complaints are closed properly |  |  | Onsite/Offshore/Training | |  | dd-mmm-yy | dd-mmm-yy |
| Business Analyst | Requirement development  Requirement analysis |  |  |  | |  |  |  |
| Designer | Architectural design |  |  |  | |  |  |  |
| <Sub Team 1>: Responsible for modules X,Y,Z | | | | | | | | |
| Development Leader #1 | If the PM has appointed PTL (sync.: Development Project Manager), who is only responsible for the technical project execution, this should also be specified |  |  | |  |  |  |  |
| Developer #1 |  |  |  | |  |  |  |  |
| <Sub Team #2>: Responsible for module A, B, C | | | | | | | | |
| Development Leader #2 |  |  |  | |  |  |  |  |
| Developer #2 |  |  |  | |  |  |  |  |
| <Sub Team #3> | | | | | | | | |
| Test Leader |  |  |  | |  |  |  |  |
| Tester #1 | Design test case and execute test module A, B |  |  | |  |  |  |  |
| Tester #2 | Design test case and execute test module C,D |  |  | |  |  |  |  |
| Onsite-Coordinator/Bridge SE | - Resolve any issues from customer/offshore  - Support during development |  |  | |  |  |  |  |
| Others | | | | | | | | |
| Configuration Controller | - Prepare the CM plan  - Manage the configuration as per the CM plan |  |  | |  |  |  |  |
| Comtor | - Translate/Interprète project documents/communication |  |  | |  |  |  |  |
| CCB | Take formal review & approval authority for changes to the project | | Pls specify who involve in the board (typically comprises of PM, BA, PTLs and CC) | | | | | |
| DP Team | - Spread awareness in the team on defects and their prevention  - Analyze defect data  - Implement DP plan | | Pls specify exact name of people assigned to the team | | | | | |
| Physical Asset manager | Maintain, disposal and track status of the project physical asset | | Pls specify exact name of people assigned to the team | | | | | |

The detail of Human resource budget allocation over the whole project life is in the below table:

| Role | Name | W1-Sep | W2-Sep | W3-Sep | W4-Sep | W1-Oct | W2-Oct | W3-Oct | W4-Oct | W1-Nov | W2-Nov | W3-Nov | Total (pd) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SM | Nguyen Van A | 70% | 100% | 100% | 80% | 80% | 80% | 80% | 80% | 80% | 70% | 70% | 49 |
| PM | Nguyen Van B | 0% | 50% |  |  |  |  |  |  |  |  |  |  |
| BA |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Designer |  |  |  |  |  |  |  |  |  |  |  |  |  |
| TL1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dev1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| TL2 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dev2 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Test Leader |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tester #1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tester #2 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bridge SE |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CC |  |  |  |  |  |  |  |  |  |  |  |  |  |
| QA1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Comtor |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |  |

## External Interfaces

Help: Describe the environment that the project is embedded in. Identify external **stakeholders** the project is dependent on and who are affected by the project result. Describe the administrative and managerial boundaries between the project and each of the following entities: the parent organization, the customer organization, subcontracted organizations, and any other organizational entities that interact with the project.

### Fsoft Interfaces

**Help:** Identify all functions within the organization that are involved in/contribute to the project.

| Function | Contact Person  (name, position) | Contact address  (email, telephone) | Responsibility |
| --- | --- | --- | --- |
| Sales |  |  | Customer satisfaction  Business growth  Interface with sales and marketing |
| FSOFT QA Manager/  FSU QA Manager |  | Call log | - Process consultancy  - Participate in reviews of project plan and processes as necessary  - Process audits  - Review and receive project asset as project closed |
| Admin |  | Call log | Provide office space and equipments  Administrative related issues |
| IT |  | Call log | Network infrastructure related issue |
| ISMS |  | Call log | Information security related issues |
| Add more as necessary |  |  |  |

### Customer’s Interfaces

**Help:** Specify the interfaces of Customer who give requirements; review/accept products of the project, resolve escalated issues and receive project reports

| Department | Contact Person  (name-position) | Contact address  (email, telephone) | Responsibility |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### Other Projects

**Help:** Specify the interface to other projects. Identify the relevant dependencies in terms of deliveries to or from the project, and usage of the same resources.

| Project | Contact Person | Contact address  (email, telephone) | Dependency |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### Supplier & Sub-Contractor

**Help:** Identify all external suppliers and their deliverables. State any special arrangements or procedures that will be used in contacts with the suppliers.

List which part of work is out-sourced to which sub-contractor.

Refer to the sub-contractor’s agreement that should include or refer to the statement of work, the execution process, milestones, quality assurance, configuration management, communication structure, hand-over procedure, acceptance criteria, and quality audits.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Work/Product | Supplier/Sub-contractor’s Name | Contact Person  (email, telephone) | Expected delivery date | Ref. to contract |
|  |  |  |  |  |
|  |  |  |  |  |

# Communication & Reporting

**Help:** State the principles for reporting and distributing information within the project for the different groups of internal and external stakeholders. Include, for example, how often the reporting will take place, the type of reports or information, the type of media in which it is presented, and the type of meetings that will take place.

Internal communication and reporting: ensure that all information is available to those who need it.

* Plan project meetings, how often they take place, and who will participate  
  Define how project information will made available to the internal stakeholders (e.g. project library)
* Define how and how often sub-projects and sub-contractors report to the project manager  
  Define who participates milestone meetings
* Define how events will be communicated

External communication and reporting:

* Define what information will be provided to which stakeholders
* Define how and how often information will be provided to which stakeholders often (e.g. project report)
* Plan regular meetings with external stakeholders (e.g. SteCo meetings)

Example:

| Communication Type | Method / Tool | When | Information | Participants / Responsible |
| --- | --- | --- | --- | --- |
| Project Task Tracking | | | | |
| Task scheduling | MS Project | At the beginning of every stage, and weekly  Refinement and rescheduling as necessary |  | PM |
| Task assignment | In Excel file and via project weekly meeting | Weekly |  | PTL |
| Task status reporting | In Excel file and via project weekly meeting | Weekly |  | Project Team Members |
| Project Meeting | | | | |
| Kick-off Meeting | Face to face | Initiation stage | Project introduction; Project plan review; Risk identification; Obtainment of commitment of relevant stakeholders | PM, SM, Project Team Members, QA |
| Project Progress Review Meetings | Face to face | Weekly and on event | Communicate project status  Communicate and resolve any open issue, risks, and changes  Discuss any suggested improvement | PM, Project Team Members |
| Milestone Meetings | Face to face | 5 days After the completion of stages: Definition, Solution & Construction | Project objective review, evaluate project performance (quality, schedule, effort), Causal analysis, update project plan for next stage | PM, SM, Project Team Members, QA |
| Project Post-mortem Meeting | Face to face | Termination stage | Wrap-up  Evaluate project performance; Team performance; share experiences | PM, SM, Project Team Members, QA |
| Transfer/Sharing of project documentation/information | <Shared Project Repository/FTP/CVS/MS Share Point Server> | When available | All project documentation and information | PM, Project Team Members, QA |
| Customer Communication and Reporting: | | | | |
| Project Report | Agreed standard format between Fsoft and customer | <5pm Monday, Weekly> | Project status report, Issue requiring clarifications, escalation, if any | PM, Sub-PM |
| Project Meetings with customer | Teleconference /TV Meeting | <2pm Tuesday, Weekly> | As above | PM |
| Requirement gathering/clarification | Email/TV meeting/Face to face meeting | During requirement analysis phase | As in Q&A list | PM  BA |
| Communication with Senior Management | | | | |
| Review Project Plan & Project schedule | By email or attend project meeting | Significant changes to WO, PP and Project schedule (scope, objectives Organization, HR, major milestone, deliverables ) |  | PM |
| Project Progress Review | By email and/or via Operation meeting at Group/Division level | Weekly | Project status report, Issue requiring clarifications, escalation, if any | PM |
| Project Milestone Review | By email and via project milestone review meeting | End of every stage | Project objective review, evaluate project performance (quality, schedule, effort), Causal analysis, update project plan for next stage | PM |
| Other Communication and Reporting: | | | | |
| Raise issue or request service/support of BA groups (IT, Admin, QA, HR, Training, Recruitment, etc) | Call log; email; phone | Upon request | Request content, expected completion date | PM |

# Configuration Management

<Refer to [the CM plan](file:///\\Fsoft-filesrv\ba\Fsoft-Work\SEPG\Process\Wip\Document%20Control\For%20issue\120716\07-06_SW_Quality\ThanhNTP\Template_CM%20plan.dot) or insert here the contents of the CM plan as appropriated>

# Security Aspects

**Help:** State how to deal with security matters, for instance:

* Understand and apply specific requirements from customer (Master Agreement, Contract, NDA, Documents (Policy, guideline, template, checklist...)
* Classification of the project information with regard to requirements for integrity, availability and confidentiality, in accordance with the organization's group directives on security,
* Specific action that must be taken to fulfill security requirements, such as security agreements with suppliers and partners, security check of project team members, security audits of equipment, usage of coded information, etc.
* Authorization of information distribution and publishing, that is, who should decide which information will be distributed to whom,
* Procedure for monitoring security,
* Procedure for reporting security incidents.
* Security level: Top secret, Confidential, Internal use, Public

Security requirements from customer (thought commitment, contract or NDA...):

<Below sample is the list of common security requirements for ODC/specific projects.

Can remove any items which are not requested>

| Clause | Security Requirements | Procedure | Period | PIC |
| --- | --- | --- | --- | --- |
| Organization of Information Security | ISMS responsibilities/ assignments are appointed | Assign 1 person responsible for ISMS | Opening | PM |
| Asset management | Customer asset must be preserved and managed | Assign customer’s asset management officer (AO) | Opening | PM |
| List and do liquidation customer asset | Weekly | AO |
| Sign off when borrowing or returning asset | Daily | AO/staff |
| Employees must not install/use software other than white-list software | Software for test or development must have license and register in CM Plan or Fsoft Insight | Opening | PM |
| Confidential Information must be stored on the servers, not on PCs or storage media. | Request IT to clear project information from email, PC or format PC, external storage media | Staff out of Project/ ODC | PM |
|  | Shred, dissolve or incinerate papers | When no longer use/ Closure | Staff/ PM |
| PC in must be configured by IT | Do check PC have McAfee, AV, patch updated, screen saver, USB port forbidden | Opening | PM |
| Human resources security | Employees must be known specific Information Security requirements | Carry out ODC specific Information Security training for all employees | Opening | PM |
| Physical security | Have separated working area | Review entrance/exit database which only member can access | Monthly | PM/BU Leader |
| Review camera database (for doors or cover all working areas) | Monthly | PM/BU Leader |
| Prohibited to bring privately-owned storage device, communication devices into the working areas. | Request to use nonstandard device sent to BUL, Asset management Officer, IT | On event | Staff/PM |
| Equipment, information should not be taken off-site without authorization | Request to take asset/information off premise to BUL, Asset management Officer | On event | Staff/PM |
| Communications and operations management | Dedicated servers for project must be controlled by IT | Request IT setup sever needed for project | Opening | PM |
| Direct internet access must be managed & controlled by IT | Request IT to configure and control | Opening | PM |
| Restricting the use of specific network services going to the Internet (e.g. P2P, Skype,…, etc) | Request IT to configure and control | Opening | PM |
| Connection to remote systems (VPN, FTP...) to the customer server/network | Request IT to configure and control | Opening | PM |
| Restrict network connections to and from third-party networks | Request IT to configure and control | Opening | PM |
| Create dedicated VLAN for software development and testing | Request IT to configure and control | Opening | PM |
| FTP server for upload and download data from external connections managed | Request IT to configure and control | Opening | PM |
| Access control | Access right are controlled on need to know basis | Granted access right as per CM plan | Opening | CC |
| Access right are reviewed periodically | Monthly/ Project baseline | CC |
| Request to revoke the access right of all project team members at project closure time, | Closure | QA |
| Access right of non-project team members must be get permission of PM and granted in the pre-defined duration, then revoked at expiry date | On event | CC |
| Request to delete work group/mailing list, when no longer required | Closure | PM |
| Compliance | Do internal information Security Audit | Request ISM to do internal audit as requested | Quarterly/ Biannually | PM |

# References

**Help:** Provide a complete list of all documents and other sources of information referenced in this Plan.

Identify each referenced document by title, report number, date, author and publishing organization.

Identify other referenced sources of information, such as electronic files, using unique identifiers such as path/name, date and version number.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | Reference item | Issued Date | Source | Note |
|  |  | dd-mmm-yy |  |  |
|  |  |  |  |  |
|  |  |  |  |  |