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| **Integration Management** | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 4 | The PC and server hardware technical specifications were constantly being changed to suit new or added requirements. | Planning | **Expert Judgement**:  Get the latest and most powerful hardware technical specifications so the requirement to go for higher specifications would be very small change. |
| 5 | Requirements keep coming in from users almost daily where the GITS-ADC Team Lead keeps on accepting them without hesitation. | Execution | **Negotiations**:  Keep the requirements update monthly and inform the Team Lead to not take requirements when the team is already full of work. |
| 15 | Technical skills were especially lacking in the network and security areas. | Planning | **Group Decision-Making Techniques**:  Hiring a professional technical team to ensure all technical problems to assist with. |

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| **Human Resource Management** | | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 6 | There was redundancy of work performed as the Work Breakdown Structure (WBS) was done separately by each respective department and the Project Manager did not review and then consolidate those WBSs into one wholistic WBS | Initiation | **Pre-Assignment**:  Assigning teammates to work on tasks following the WBS and provide regular updates to the project manager. |
| 7 | Most of the team members have been focusing more on their daily operation support rather than tasks being assigned by the Project Manager or their respective Team Lead | Execution | **Performance Reviews**:  Conduct a daily check routine to ensure the project plan is being followed and ensure the team members are doing their task as provided. |
| 13 | There was no clear project organizational structure to manage the project. | Planning | **Organization Chart**:  With organization chart, clear organizational structure is developed start from the highest management till the individual responsibility. |

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| **Communication Management** | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 1 | The steering committee (which consist of the board of directors, CEO and Senior Managers of the organization) do not recall of being presented the project feasibility study by the Project Sponsor or the Project Manager to them. | Initiation | **Communication Requirement Analysis**:  Determine all stakeholders means of communications, calling intervals and recommended timing plus the duration |
| 6 | There was redundancy of work performed as the Work Breakdown Structure (WBS) was done separately by each respective department and the Project Manager did not review and then consolidate those WBSs into one wholistic WBS | Initiation;  Planning | **Meetings**:  Gathers the stakeholders for a face to face deliver more on the working requirements for a complete and centralized WBS.  **Issue Logs**:  Identify all issues that the project has and delegate manpower easier based on the problem-solving strategies’ comparison |
| 7 | Most of the team members have been focusing more on their daily operation support rather than tasks being assigned by the Project Manager or their respective Team Lead | Execution | Performance Reporting:  Conduct a daily-to-monthly check routine to ensure the project plan is being followed and ensure the team members are doing their task as provided. |

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| **Risk Management** | | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 11 | The testing plan was not developed yet | Planning | **Benchmarking**:  Pre-plan for 2 types of testing such as white-box testing and black-box testing. Also have phases on test on such as alpha phase, beta phase and so on. |
| 12 | There was not even a clear designated sponsor (or sponsors) for the project. | Planning | **Communication Technology**:  Ensure the stakeholders for the project before the project starts. |
| 15 | Technical skills were especially lacking in the network and security areas. | Planning | **Group Decision-Making Techniques**:  Hiring a professional technical team to ensure all technical problems to assist with. |

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| **Time Management** | | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 8 | Tasks are performed without prioritizing other dependent tasks. | Monitoring & Controlling | **Meetings**:  Perform constant checking on employees and keep up with the progress for all department head managers. |
| 15 | Technical skills were especially lacking in the network and security areas. | Planning | **Group Decision-Making Techniques**:  Hiring a professional technical team to ensure all technical problems to assist with. |
| 18 | The hardware and software delivery were still being negotiated with some potential vendors while there were only four (4) months to complete the project. | Planning | **Resource Optimization Techniques**:  Without any delay, employees are to start work with what they have |

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| **Procurement Management** | | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 9 | IT assets acquisition and spending were through PROC Manager with suppliers without going through a proper tendering process. | Execution | **Inspections and Audits**:  Having inspections and audits to confirm supplies from suppliers. |
| 10 | Purchasing of IT assets without a proper tendering process has led to overrun by budget. | Planning | **Expert Judgement**:  Get the latest and most powerful hardware technical specifications so the requirement to go for higher specifications would be very small change. |
| 18 | The hardware and software delivery were still being negotiated with some potential vendors while there were only four (4) months to complete the project. | Planning | **Performance Reporting**:  Performance updates need to be provided to the project manager, the project manager will be able to handle the issues and updates needed to be provided to the stakeholders and the suppliers for the supplies. |

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| **Quality Management** | | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 9 | IT assets acquisition and spending were through PROC Manager with suppliers without going through a proper tendering process. | Execution | **Process Analysis**:  Conduct testing and checking the status to ensure the quality is top-notch. |
| 15 | Technical skills were especially lacking in the network and security areas. | Planning | **Group Decision-Making Techniques**:  Hiring a professional technical team to ensure all technical problems to assist with. |
| 18 | The hardware and software delivery were still being negotiated with some potential vendors while there were only four (4) months to complete the project. | Planning | **Design of Experiment**:  Testing is expected in the process, thus planning out the hardware and software that would be of use. |

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| **Scope Management** | | | | |
| **Issue No.** | **Issues** | **Project Management Process** | **Tools & Technique** |
| 2 | The project approval was not formally documented. | Initiation | **Alternatives Identifications**:  Use multiple ways to confirm all approval and document them in hard copy as well as soft copy. |
| 3 | There is no evidence that a proper project management process was followed. | Initiation | **Inspection**:  Check all department and confirm all with evidence. Double confirm them if necessary. |
| 14 | The Project Manager’s authority was constantly overridden by the department head managers. | Controlling & Monitoring | **Variance Analysis**:  Keep all the department head managers under control, as well as keep them under monitor if there were anything wrong to happen. |