

# Department of Customer Service - AWS (Project 11)

## Iteration Plan

### Key Milestones

Milestone	Date
Iteration Start	16/03/21
Define project vision - project vision is complete	19/03/21
Validate project feasibility - Project plan and competency validated	26/03/21
Iteration End	28/03/21

### High level objectives

As we start to understand the project it is important that we focus on and mitigate risk. The first iteration will primarily be set up to define the project vision and scope while assessing its feasibility. Currently we have no clear concept of the project or anything other than high level details. The following will allow us to obtain information and resources for defining the project.

1. **Meet with David Tein** - David will be the initial primary source for project information. The first meeting with David will be the absolute start point of beginning to define the project.
2. **A Project Vision** - After we meeting with David we should be able to begin defining a Project Vision document
3. **An Initial Project Plan** - How do we think the project will work and how the components will fit together. This may only end up with more questions asked than answered however will provide a starting point for further research
4. **A Technical Competency Demonstrator** - Do we have the necessary skills and time to complete the project. This will need to be demonstrated and documented
5. **A Risk List** - As we discover and learn more about the project this list will continue to grow. It may be better to think of this as a live document with people adding and resolving risks as the project moves along

## Evaluation Criteria

How will we determine if the high level objectives are achieved.

1. Team attends the meeting with David and are able to obtain enough information to start the project. Part of obtaining information will also include identifying resources and sources to resolve any further questions.
2. We are able to produce clear vision documents for the project. This includes understanding the business case, why we are doing this project and what issue/s it solves
3. Produce an initial project plan document. The document will detail how we plan to solve the problems defined in the Vision Document. It will include project management controls, system environment, team roles and timelines for major components.
4. All major technical components and competencies identified in Project Plan(3) and Project Vision(2) will either fall into someones area of specialty or have a candidate volunteer to learn the ability
5. The risk list will have documented risks for the project. We will also have resolved risks that are either fixed or no longer applicable

## Work Item assignments

The following Work Items will be addressed in this iteration:

ID	Name / keywords of desc.	Outcome	State	Assigned to	Hrs Est.	Hrs Act.	Hrs Left
1	Meet with David Tien	Understanding of project requirements and resources	incomplete	All	2	2	0
2	Define Project Vision	Outline Project Vision	incomplete	All	2	2	0
3	Project Vision document	Elaborate and product Vision document	incomplete	Andrew	2	2	0
4	Define Project Plan	Outline Project Plan	incomplete	All	2	2	0
5	Initial Project Plan document	A document outlining the initial project plan	incomplete	Cam	2	NA	NA
6	Define and document technical competencies	Members will select competencies or volunteer to learn	Incomplete	Adam	1	1	0
7	Grow risk list	Add / resolve risks to risk list	ongoing	Pat	1	1	0

## Issues

Issues	Status	Notes
Potential issue with delivery of Project Proposal document relating to Assessment 1	Still outstanding on project specifics. Team to push forward and work on information available and draw from experience.	David has advised some documents can be delayed as not all information is available
DCS does not appear to be ready to start the project	ongoing	Team to present current project documents and have DCS / DT evaluate
Team has little experience in machine learning	ongoing	Team independently upskilling
Team has little experience with Amazon Web Service (AWS)	ongoing	Team upskilling and expected to gain certification

## Assessment

Assessment target	2021-Mar-28
Assessment date	2021-Mar-28
Participants	Adam, Pat, Andrew, Darren
Project status	Incomplete and a little behind due to waiting on the client to define project details. Team to push forward as much as possible and produce documentation for the client to review.

- Assessment against objectives
  - Main goal of this iteration was to interact with the client as much as possible to define the project requirements. This was held up as the client is establishing requirements. Team is pushing forward as much as possible and creating documentation for what is understood about the project.
- Work Items: Planned compared to actually completed
  - All completed with exception of Initial project plan (Item 5). This was expected and will be completed in iteration 2

- Assessment against Evaluation Criteria Test results
  - Criteria 2 could not be fully completed. We are still yet to fully establish business requirements. The details will be defined in the coming weeks as we learn and define more about the project.
  - Criteria 3 is also still outstanding and is expected to be completed this iteration.
- Other concerns and deviations
  - As mentioned throughout the review. We are still waiting on establishing concrete understanding of the project. It currently looks like this might not happen for a few more weeks. The team is going to start developing documents that reflect what they understand and drawing from experience / education.